

When to use the service/s

Early Memory Diagnostic Support Service

Resident with ongoing cognitive issues over 6 months with no diagnosis of Dementia. Referral via GP as will need dementia screening for physical health.

Community Mental Health Team (SMHTOP)

Residents who have a **Primary** Mental Health Need – for example: Moderate to Severe Depression, Moderate to Severe Anxiety, Psychosis, Dementia

Complex Behaviours associated with Dementia

Exclusion : Conditions not attributed or associated with a mental health condition (e.g. severe anger), Primary diagnosis of alcohol or substance misuse, social care only, acquired brain injury, significant cognitive impairment due to different types of brain damage (e.g. Neurology, HIV Dementia)

Crisis Function Team

As above but who may also exhibit challenging behaviour and where in the case of service users without dementia there is evidence of physical frailty

Older adults with a dementia or acute mental illness who would benefit from a short period of Crisis and Assessment support to facilitate discharge from hospital

Specific short treatments such as medication normally requiring admission to hospital may be considered i.e. those having medicines introduced or adjusted or those requiring monitoring of a new treatment plan

Exclusion: alcohol detoxification, Huntingdon's disease, and Korsakoff's syndrome, Social care needs only, respite care or service users where physical health needs outweigh mental health problems.

Integrated Care Team (East & North Only)

Low level mental health needs that are **secondary to their physical health** needs e.g. low mood due to bereavement, social isolation, adjustment to physical health.

Attend Care Home MDT's for anticipatory advice and support

What to expect

On referral to our Single Point of Access (SPA)

A triage clinician will **use information provided to make a decision on urgency** of contact. **Please ensure the person has been screened/treated medically treatable conditions before referral.**

A SPA clinician will contact the care home to discuss the referral and gather further information for triaging to the correct team.

Information needed: History of presenting complaint, Medical History and recent physical health, ABC/medication/food/fluid/bowels charts as appropriate, any identified risks and how you are managing them.

Crisis Function Team

The Crisis Function will contact the referrer within the same day of receipt of a referral to agree the level of urgency and a time for the assessment to occur.

Urgent Assessments will be completed within 24 hours from the time the team are notified of the referral.

Integrated Care Team

Contact within 7 days of referral

Operating Days & Times

All services (except Crisis Function)

Monday to Friday 9am to 5pm

Crisis Function Team:

Monday to Friday 9am to 9pm

Saturday & Sunday 11am to 7pm

How to Contact

New Patient Referrals

0800 6444 101

24 hours a day 7 days a week

Email: hpft.spa@nhs.net for non—urgent enquiries

EAST

SMHTOP,OT & EMDASS (M-F 9-5):

T: 01707 364003

enherts.SMHTOP@nhs.net

CRISIS (M-F 9-9, S+S 11-7):

T: 01707 364003

M: 07920 823180

enherts.SMHTOP@nhs.net

North

SMHTOP & OT (M-F 9-5):

T: 01438 792190

E: hpft.northherts.smhtop@nhs.net

EMDASS (M-F 9-5):

T: 01438 792120

E: hpft.northherts.emdass@nhs.net

CRISIS (M-F 9-9, S+S 11-7):

T: 01438 792130

M: 07500 225381

E: hpft.northherts.smhtop@nhs.net

South West

SMHTOP & OT (M-F 9-5):

T: 01923 837148

E: hpft.swherts.smhtop@nhs.net

EMDASS (M-F 9-5):

T: 01923 837154

E: hpft.swherts.emdass@nhs.net

CRISIS (M-F 9-9, S+S 11-7):

T: 01923 837148

M: 07971992012

E: hpft.swherts.smhtop@nhs.net

North West

SMHTOP & OT (M-F 9-5):

T: 01442 215628

E: hpft.nwherts.smhtop@nhs.net

CRISIS (M-F 9-9, S+S 11-7):

M: 07827 881635

E: hpft.nwherts.smhtop@nhs.net

Integrated Care Team (East and North) (M-F 9-5):

T: 01707 364070

E: hpft.integratedcareteam@nhs.net

Discharge to Assess Team (County-wide) (M-F 9-5):

E: hpft.integratedcareteam@nhs.net