

**Mental Health and Wellbeing Care Programme**  
**Mental Health Pathways Redesign Project**  
**Detailed Pathways Information**

Working document

Version 3

Self-Referral and Community Based Prevention and Early Intervention Support – Level 1	How is the service accessed?	What are the criteria for services?	Number of Service Users? Are there waiting lists?	Can service respond to a crisis?	Hours of Operation	What happens if a person refused or cannot be seen?
<b>1.1 Beating the Blues</b> - Computerised CBT for people experiencing anxiety or low mood, this website can help people make the link between how they think and how this influences feelings and behaviours	GP Referral	People with depression and/or anxiety.	N/A	N/A	Available 24/7	N/A
<b>1.2 Books on Prescription</b> - Self-help books available to borrow in Perth and Kinross libraries.	General Practitioners (GPs) and other NHS professionals can prescribe the books.	Requires prescription – can respond to people on: Stress, Low mood / Depression, Anxiety, Panic, Sleep problems, Parenting, Anger, Relaxation.	N/A	N/A	N/A	N/A
<b>1.3 Breathing Space</b> - Support people who may experience difficulty and unhappiness, mental health problems and emotional distress. A free, confidential, phone service for anyone in Scotland.	'First stop' phone service.	Emotional difficulties			Monday - Thursday 6pm to 2am Friday 6pm - Monday 6am	Signposts to GP/111/Samaritans out of hours or if feeling very unwell
<b>1.4 Healthy Minds Book List</b> - Encourages people to use books instead of, or alongside, medication and therapy services. Books recommended by NHS mental health professionals.	Open to all library members	No criteria	N/A	N/A	N/A	N/A
<b>1.5 Live Active Compass Membership/GP Referral</b> - The Compass Membership offers free and reduced cost access to Live Active Leisure services for priority target groups who are socially or economically disadvantaged.	Agency or GP referral. Must be directly supported by the referring agency at the time of referral.	Physically inactive. Underlying health problems/long term condition. In receipt of benefits, allowances, on work based training or a student.	N/A	N/A	N/A	N/A
<b>1.6 Money Worries Crisis App</b> - Free mobile App signposting to appropriate sources of help and a support in a crisis, including money, benefits, housing, work and emotional crisis.	Anyone can access info on app	No criteria	N/A	N/A	N/A	N/A
<b>1.7 Moodjuice</b> - A website that encourages individuals to think about emotional problems and work towards solving them.	N/A	N/A	N/A	N/A	N/A	N/A
<b>1.8</b> —					-	
<b>1.9 NHS Living Life 24</b> - free Cognitive Behavioural Therapy (CBT) telephone service	GP Referral	Anyone over the age of 16 who is suffering from low mood, mild to moderate depression and/or anxiety.	N/A	N/A	Monday to Friday: 1pm - 9pm	N/A
<b>1.10 Suicide Help App/Website</b> - Help for someone with suicidal thoughts is always available through the app – search for Suicide? Help! in your app store.	Anyone can access info on app or website	Targets people with suicidal feelings and their supporters	N/A	N/A	N/A	N/A
<b>1.11 Scotland All Strong</b> - [Description]						

Wider Mental Health and Wellbeing Support – Level 2	How is the service accessed?	What are the criteria for services?	Number of Service Users? Are there waiting lists?	Can service respond to a crisis?	Hours of Operation	What happens if a person refused or cannot be seen?
2.1 <b>Adult Psychological Therapies Service Primary Care</b>	Primary referrers are GPs but referrals also accepted from CMHT, Primary Mental Health and Well-being Nurses, Physical Health clinicians (including maternity services)	<p><b>ELIGIBLE:</b> Individuals in age range 18-64 years (also 16 and 17 year olds who have left school) with diagnosed mild to moderate psychological disorders likely to respond to a brief time-limited period of psychological treatment e.g. anxiety disorders, PTSD &amp; OCD not previously treated, mild to moderate depressive disorders, bulimia with no physical complications, functional neurological disorders. APTS offers routine appointment only. Referrals will be prioritised in line with the National Armed Forces Covenant and the peri-natal pathway. Individuals must be motivated to engage in treatment.</p> <p><b>NOT ELIGIBLE:</b> Individuals with presenting problems which are <b>primarily:-</b></p> <ul style="list-style-type: none"> <li>• severe or enduring mental illness</li> <li>• not a diagnosable psychological disorder</li> <li>• current input from other specialist services (e.g. CMHT, Substance Misuse)</li> <li>• where psychological disorder is central to offending behaviour/ recent contact with Criminal Justice System</li> <li>• personality disorders</li> <li>• acquired brain injury</li> <li>• associated with a physical health condition</li> <li>• primary addiction problems</li> <li>• anorexia nervosa</li> <li>• psychosexual disorders</li> <li>• due to social factors</li> <li>• anger management</li> </ul>	Currently the primary care service meets the Scottish Government 18 week referral to treatment target. Most are contacted within 3-4 weeks of referral and the average wait from time of referral is around 11 weeks. Referrals in to the service average around 100 a month	No – there is no crisis provision within primary care. When a crisis presents liaison is required with the CMHT or Crisis service or GP.	Monday – Friday 9am – 5pm	Very few cases referred to the service are not accepted. Majority are seen and around 10% will be directed to other, more appropriate services eg Mindspace, Clinical Health Psychology, etc
2.2 <b>Andy's Man Club</b> - A space for men to talk about their problems without judgement or feeling like a burden. A safe place for men to talk about their mental health and hear other people's stories.	Self-referral	Men who want support from peers	Club operates a closed Facebook group where members can post if they are struggling and get peer support.	our guys within the closed group if available will if available respond to messages and in the past they have attended hospital, Kinnoull Hill etc but this is not an official service so couldn't really advertise it as one.	Monday 7pm Officially AMC is a Monday night peer support group but has additional support online if in the closed group	To date we haven't refused anyone entry to AMC and it's down to the person to access the group under their own steam. We can meet prior to the meeting in the car park or at our unofficial meet in Costa's at St. Catherine's retail park from 5.30ish to 6.30pm

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2.3 <b>Access Team</b> - First point of contact for people who need access to health and social care services. People are given information and re-directed as appropriate. Aims to signpost, provides HART (Reablement ethos) care and early assessment and review to minimise longer term needs. Crisis intervention work + responding to VPRs from Police, Bereaved by suicide support and suicide prevention work.	First point of contact for all SW enquiries. Contact can be from anyone with a concern or community care need over the age of 16 years regardless of difficulty or disability. They can call into the office, call, email.	Service users aged 16 Up - all areas of Adult Care	This can change on an hourly basis as all contacts are initially screened by our duty team and only put over for a manager to screen & allocate if required. This is where a waiting list sits in each locality within the Access Team.	Yes and we do on a daily basis. We have a duty team each day and other operational staff to support if required.	8.45 – 17.00 Mon – Fri  Delayed opening 11.00am 1 <sup>st</sup> Thursday of each month. (Open all year apart from statutory bank holidays). OOHs team take over 17.00 – 8.45am (365 days yearly)	Never known this to happen.
2.4 <b>Employment Support Teams</b> - Offers employability related support to people with to prepare for, find and maintain paid employment.	Self-referral Signposted by other agency or referrer.	Severe and enduring mental health conditions	N/A	Yes	Office hours only (Nights and Weekends by arrangement)	Agreement and signposting to others services and Case Closure document signed off.
2.5 <b>Mindspace</b> - Offers counselling to people who are facing difficulties or challenges. The Recovery College works with people with mental health needs, their carers, families, friends etc. They provide information, advice, learning opportunities and a safe environment to develop new skills. Peer Support is also available.	Self-referral Signposted by other agency or referrer.	Counselling - ages 11+ (Anyone with severe mental health difficulties, or needing addiction support would be signposted elsewhere)  <b>Recovery College:</b> Any adult (16+) who has mental ill health, carer, friends, professionals  <b>Peer Support:</b> Age 16 +	Counselling - 3-6 months. Peer Support – 2 months.  2018-2019 - 216 people attended Recovery Courses 140 counselling sessions per week - April 19  <b>Recovery College:</b> We run courses on a weekly basis; each course can usually accommodate 10 attendees, although this can vary according to the type of course being run. We gather information on demand, so we can respond to which courses are being asked for.	Counselling – doesn't operate a crisis service  <b>Recovery College:</b> We are not a crisis service  <b>Peer Support:</b> No	Daytime office hours. Some evening counselling appointments.  <b>Recovery College:</b> We mainly run a weekly daytime service, however we are testing out some evening courses.	Counselling – client signposted and/or supported to access more appropriate service.  <b>Recovery College:</b> We will signpost/or supported to access more appropriate service  <b>Peer Support:</b> -Signposted / supported to access appropriate support
2.6 <b>North, South, Perth City Social Work Teams</b> - Team members are trained in ASIST, SMHFA etc and support clients they work with around mental health and wellbeing.	If you require social work input as a matter of urgency during office hours please contact the Perth City Team duty number 01738 476811 / 01738 475671 or <a href="mailto:perthcitysocialwork@pkc.gov.uk">perthcitysocialwork@pkc.gov.uk</a> .  Alternatively, if it is an emergency situation please contact the Early Intervention and Prevention Team / Out of Hours Service on 03453011120.	Service users aged 16 Up - all areas of Adult Care	<b>North:</b> 0 waiting lists – AIS will send you a report of the number of clients with mental health issues in each locality <b>Perth City:</b> Yes there are waiting lists within the team that vary from week to week.  <b>South:</b>	Yes	<b>North:</b> 08.45-17.00 <b>Perth City:</b> 09.00 – 17:00 <b>South:</b>	<b>North:</b> The person will be seen if they consent. We would visit without consent if we believed they were at significant risk if harm <b>Perth City:</b> If a person refuses input or support and they have been assessed as having capacity we will record this information on their case record. In addition, we would attempt a face

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						<p>to face visit to try to encourage the individual to engage.</p> <p>If the person has been assessed as not having capacity we would attempt to contact and liaise with their legal representative such as POA / Guardian.</p> <p>If in either case as described above it was felt that the adult was at imminent risk of harm, information would be shared with appropriate agencies. This includes police, health, social work colleagues, individuals and relevant others to agree safeguarding measures and appropriate supports.</p> <p>Every referral the team receives is screened by the team leader. They then assess the level of priority of the request. The Perth City North and South Teams operate a daily duty system, where there is a dedicated worker appointed to provide immediate support to individuals as and when required.</p> <p><b>South:</b></p>
2.7 <b>Perth Six Circle Project</b> - supports adults aged 18+ with a variety of complex and challenging issues such as those with severe and enduring mental health needs, those recovering from the effects of substance misuse and those who have prison experience.	Self-referral Signposted by other agency or referrer.	An individual who has complex and challenging issues such as those previously noted	30 service users per yr  There may be a waiting list from time to time	Out of hours Talking Therapy	Currently 8am-3.30pm	If we find we are not best placed to support an individual, then we would sign post them to a potential alternative
2.8 <b>Perthshire Women's Aid</b> – Offers support, information and	Self-referral Signposted by other agency or referrer.	Child, young person or woman who has experienced domestic abuse.	Yes – we have just reopened our counselling	Yes within office hours	9.30-4.30 with diversion to	Engagement is with service users consent, if someone



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refuge accommodation to women, children and young people who have or are experiencing domestic abuse.			waiting list and there is a waiting list for a key worker to be allocated in our women and children services, phone support is provided until this happens		Scottish Domestic Abuse helpline outwith office hours	is referred and we cannot engage we would let referrer know.
2.9 <b>PKAVS Mental Health and Wellbeing Hub</b> - Community-based and outcomes-focussed support for adults (16+ years) recovering from mental health difficulties. Our Hub services are based across two locations – The Walled Garden in Perth City and Wisecraft in Blairgowrie.	PKAVS Mental Health & Wellbeing Hub is accessed by self-referral or a referral from another professional /agency supporting the individual.	PKAVS Mental Health & Wellbeing Hub provides support and opportunities to adults (16+ years) facing mental health and wellbeing difficulties. Clients do not require a mental health diagnosis to submit a referral but will be experiencing symptoms of poor mental health such as low mood, anxiety and self-harm.	There are currently 120 individuals accessing our service across both Hub locations. Many engage in activities at both sites.  We currently do not have a waiting list.	We respond to and support clients in crisis who already attend our service.	<b>The Walled Garden</b> -Open to clients from 9.30am to 3.30pm Mon-Fri  <b>Wisecraft</b> – Open to clients from 9.30am to 3.30pm Mon-Thurs	Individuals attend and engage in the activities offered within our service on a voluntary basis.
2.10 <b>Rape and Sexual Abuse Centre, Perth &amp; Kinross</b> - Offers free and confidential support and advocacy to women and young people who have experienced rape or sexual abuse at any time in their life.	Self-referral Signposted by other agency or referrer.  Outreach service available.	Anyone who identifies as a woman and all young people age 12-18, who have experienced rape or sexual abuse.  Families affected by sexual violence.  Support for individual family members, friends, partners of survivors.	Support: Waiting lists are in operation. Currently 2 months for YP and 6 months for adults.  Justice Advocacy: Currently no waiting list.  Crisis: Up to 3 crisis appointments if required. No waiting list for crisis.	Up to 3 crisis appointments available.  Support available in the immediate aftermath of sexual assault with referral to SARN (Sexual Assault Referral Network) if required.  Drop-in weekly, Tuesdays from 12-2.	Monday – Friday, 9am – 5pm.  Evening appointments available.  SARN helpline operational during business hours and every evening 6pm – midnight, 365 days a year.	Survivors will be seen at the earliest possible point. All referrals responded to within 7 days. Crisis support available same day whenever possible or next available business day. Should anyone not be able to access for any reason, we would support access to another RC Centre or work with other local services in order to meet need.  Telephone or online appointments available if face to face not possible.
2.11 <b>Social Prescribers</b> - Social Prescribing seeks to improve a person's health and wellbeing by helping them to access clubs, organisations and activities in their community.	Self-referral Signposted by other agency or referrer.	Age 16+ with lower level health needs.	84 active cases between City, North and South.  No waiting list at present but will be put in place if needed	No	Monday – Friday 0845 - 1700	Inform the referrer that the referral cannot be taken; look at other options if appropriate.
2.12 <b>Suicide and Self-Harm Support Group</b> – Peer/Mutual Aid support group for family and friends of people who self-harm, attempted to take their own life or have died as a result of self-harm/suicide.	Self-referral	People affected by others self harm and/or suicide	No waiting lists. Numbers vary week to week as a mutual aid group	Group is run by people with lived experience of caring for someone who self harms, has tried to or has taken their own life.	Tuesday evenings 18.30-20.30	This is a drop in so no-one is not seen

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2.13 <b>Support in Mind - A</b> range of services across Perth and Kinross for those supporting someone with a mental illness.	Self-referral Signposted by other agency or referrer.	Supporter of someone with a mental illness.	121 people in 17/18 Tends not to operate with waiting list.	No	Monday to Friday 9-5 approx with flexibility as part-time staff covering service	Sign post to appropriate service Telephone or email support offered
2.14 <b>Tayside Council on Alcohol -</b> Provide a range of counselling modalities to people affected by own, or another's substance/gambling problematic use.	Self-referral Signposted by other agency or referrer.	Age 16+ affected by own, or another's substance or gambling problematic use.	Currently have 110 active clients.  We currently have a waiting list and are working our way to reducing this following some additional ADP investment	We are not a crisis service but can offer advice or provide information if required	Monday to Friday 9am to 5 pm. Open late on a Wednesday until 7 pm,	Appointments are arranged for clients and attendance isn't compulsory by us.
2.15 <b>Victim Support -</b> Emotional support and practical help will be given for people struggling to cope with a crime, or who have been called as a witness in a court case.	Self-refer Referral from other agency even if crime not reported to Police	All victims and witnesses of crime including young people (aged 12-18) and all adults.	There are no waiting lists and users can usually be seen within a few days from referral.	If someone needs to be seen urgently we would try to do so within 24 hours.	9am - 4pm for office appointments, in some cases we can arrange home visits outwith this, users can also access our helpline/webchats online.	if they are a victim or witness of crime they will be contacted by phone/and or appointment arranged/and or letter sent to offer support
2.16 <b>Wellbeing Support Team –</b> Community based services, offering individual and group support to improve mental wellbeing, social inclusion and recovery.	Self-referral  Signposted by other agency or referrer with the consent of the individual	Adults with mental health needs aged 16 years and over in rural Perth and Kinross. (North and South Locality boundaries)  Generally low/moderate mental health needs, but can accept referrals for people with enduring mental illness if symptoms are well managed.	Only currently supporting 55 service users due to 4 vacancies in the team from 6.5 direct service delivery posts (over 60%). Recruitment is in progress.  We have waiting lists across all areas of the team, with some people waiting up to 6 months for assessment and support.  Current waiting list across the team of 42 people.  When fully staffed we should be able to support approximately 140 people at any given point in time and respond to complete an assessment and arrange support within a 4 week period, once we have caught up with the backlog of referrals.	Yes – to those open and known to us in working hours only.  Would support people to put together a Safe Plan for use in crisis when required, including out of hours crisis support options.	Generally Mon to Fri 9am to 5pm, with some flexibility for evening appointments if required for people in work.	Broad referral criteria so an inclusive approach to referral screening.  Would screen out if needs/risks were greater than our resources or skill set.  If cannot be seen, will try to arrange alternative support option, or reschedule for later date if an open involvement to team.  People on the waiting list are given information on alternative options for support, including useful on-line resources.
2.17 <b>OWLS</b> [Description]						

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<b>2.18 Barnardo's</b> [Description]						
<b>2.19 Floating Housing Support -</b> [Description]						
<b>2.20 CATH -</b> [Description]						
<b>2.21 College Student Support -</b> [Description]						
<b>2.22 Perth Creative Community Collaborative -</b> [Description]						
<b>2.23 Listening Service -</b> Appointments made directly within G.P practices where possible.	GP team referral, self-referral, some community referrals.	Anyone over 16 who needs to talk about anything that troubles them.  Grief, stress, sadness, family, addiction, health, anger, loss, relationships.	230 seen over the previous 6 months across 10 practices in P&K.  Generally no waiting lists.	Yes	GP practice hours	N/a
<b>2.24 Men's Shed</b> [Description]						
<b>2.25 Crieff Recovery Café -</b> This weekly drop-in is for anyone with an interest in improving their wellbeing and needing support on their recovery journey from addiction or substance misuse.	Community cafe, drop-in. self-referral and worker referral - informal	Anybody with addiction issues, although door not closed to anyone who feels they would benefit from the group support.	6 no waiting list	No	Wednesday 10.30am to 12.30pm	N/a
<b>2.26 Wellbeing Cafes -</b> [Description]						
<b>2.27 MoveAhead –</b> MoveAhead is a locally based support service which enables people to access opportunities and services in the community. It aims to enhance the wellbeing of individuals through participation and engagement in their local community. The service provides support to people who wish to participate in a variety of community based activities, signposting on to other relevant services and organisations if appropriate to the individual's needs. MoveAhead has a community development remit, working in partnership with a host of local statutory, voluntary and community sector agencies and organisations to develop new opportunities.	The service accepts referrals from anyone and actively encourages people to self-refer.	People do not need to have a mental health diagnosis to access community groups and anyone living in Perth and Kinross can come along.  Support service is for individuals age 16 years and above who experience severe and/or enduring mental health problems.  The service accepts re-referrals from people experiencing severe and enduring and mild to moderate mental health problems. The service also supports People who do not have a have a mental health diagnosis and who require support on a short term basis to address a wellbeing need. People age 16(how have left school) and above can access the service who live in the Perth City Integrated Team boundaries. Community groups can be accessed by anyone living in Perth and Kinross.	This fluctuates and although there are no waiting lists at present this can change depending on service demand. From March 2019-26th June 19 MoveAhead have received 50 referrals.	No	Monday to Friday 08.30-16.30pm. However if a persons needs dictate staff will work evenings and weekends to meet this need. So very flexible depending on the needs of the individual,	If a person is refused or cannot be seen- If a referral is rejected this is based on the needs of that person. We will always endeavour to sign post to the appropriate service to meet that need providing direct and comprehensive information.



Community Based Specialist Mental Health Support – Level 3	How is the service accessed?	What are the criteria for services?	Number of Service Users? Are there waiting lists?	Can service respond to a crisis?	Hours of Operation	What happens if a person refused or cannot be seen?
<b>3.1 CAMHS</b> - NHS Tayside CAMHS service provides <i>specialist</i> assessment and treatment for children and young people aged up to 18 who remain on a school roll who have or are suspected to have a <b>mental health condition</b> .	<b>Referral:</b> <ul style="list-style-type: none"> <li>GP</li> <li>Hospital</li> <li>School Staff</li> <li>School Nurses</li> <li>Paediatricians</li> <li>Social Work</li> <li>Universal Services</li> <li>General Hospitals</li> <li>3<sup>rd</sup> Sector</li> </ul>	<b>Refer for Specialist CAMH services if there are;</b> <ol style="list-style-type: none"> <li>Concerns Regarding Serious Mental Health. This is defined as mental, behavioural or emotional disorder resulting in serious functional impairment, which substantially interferes with or limits one or more major life activity.  I have removed lists of conditions – this will be a point of discuss for stake holder feedback)</li> <li>Or regarding Looked after Children (L.A.C.) - <b>where there is concern about mental health that may lead to breakdown of placement</b>, please make the referral to Consultation re LAC.</li> <li>Refer for the Neurodevelopmental Hub at the Centre for Child Health if there is concern regarding;               <ul style="list-style-type: none"> <li>Attention Deficit Hyperactivity Disorder (ADHD)</li> <li>Autistic Spectrum Disorder</li> <li>Complex ADHD cases with co-morbidity</li> </ul> </li> </ol>	2	Yes within the hours of 9am-5pm Monday to Friday	9am-5pm	Assessment of risk would take place within a multi-disciplinary discussion and appropriate decisions would be made regarding the response. ie If refusing to attend with serious mental health concerns a visit would be offered at home.
<b>3.2 Clinical Psychology to General Adult Psychology CMHT</b> - provides support to people with mild to moderate symptoms of psychological distress (such as anxiety or depression.	Referrals to the Clinical Psychologists are managed internally	<b>ELIGIBLE</b> Individuals in age range 18-64 years (also 16 and 17 year olds who have left school) with diagnosed moderate to severe psychological disorders likely to respond to a period of psychological treatment and are open to the CMHT.  <b>NOT ELIGIBLE</b> As above for primary care	The North and South CMHTs are currently working within the 18 week referral to treatment target. Due to staff vacancy over the past year the Perth City CMHT has had an extensive waiting list and whilst this has reduced is currently sitting at 11 months.	The CMHT has a duty worker	Monday – Friday 9am – 5pm	Cases are discussed with the psychologist prior to referral to ensure it is appropriate and to consult on psychological work which can be undertaken by (for example) the CMHN.
<b>3.3 Perth and Kinross Adult Community Mental Health Team</b> - The Perth and Kinross Adult Community Mental Health Service consists of multidisciplinary teams of Administration Staff, Clinical Psychologists, Community Mental Health Nurses, Community Support Workers, Clinical Pharmacist, Consultant Psychiatrists and other medical staff and Occupational Therapists. The Teams also benefit from access to a mental health specialist Dietician, Physiotherapist,	Community Mental Health Teams & Therapeutics Team – any Health or Social care staff member.	Community Mental Health Teams will receive referrals for people aged 16 – 64 years of age presenting with the following mental health problems:  The individual is experiencing problems of a severity, complexity or duration that require a multi-disciplinary approach to assessment and management AND where the individual is experiencing one OR more of the following features: <ul style="list-style-type: none"> <li>A substantial impairment of function due to mental health problems.</li> <li>Displaying obvious and severe symptoms.</li> </ul>	Cumulatively the CMHTs will work with around 1,800 people at any given time. Currently there are no waiting lists for an individual to receive an initial mental health assessment. People will be offered an assessment appointment within 12 weeks as per our referral criteria however in reality many people will be offered an appointment within 6 weeks depending on referral	The CMHTS provide a crisis response to patients who are currently open to the Teams. Urgent assessment can be provided to individuals not open to the Team within 3 working days and the individual would be presenting with a marked levels of mental health risk.	9.00am – 5.00pm, Monday to Friday, excluding Public Holidays	The CMHTS work with individuals who are described as informal or formal patients. Patients who are currently working with the CMHTS within the parameters of a Community Treatment Order (CTO) will be followed up robustly. On most occasions a CTO will determine that the individual must engage with CMHT intervention or be recalled to hospital for ongoing

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and Speech and Language Therapist.		<ul style="list-style-type: none"> <li>A relapsing /remitting condition where early intervention could prevent relapse.</li> <li>A significant risk to his/her own safety or the safety of others. Risks include self-harm, neglect and abuse by others.</li> <li>A previous history of severe and/or enduring mental illness requiring an assessment during pregnancy.</li> </ul>	demand and Team capacity. Once accepted on to the CMHT caseload there are internal waits for Mental Health OT and for Clinical Psychology interventions.	The Teams provide a Duty Worker System where cases can be discussed. Our Duty Worker can be accessed within the Teams working hours on: 01738 413070		treatment. Informal patients, of which most of the CMHT caseload consists of, have the right to engage or not in CMHT intervention. Any patient open to the CMHT who requires crisis assessment later in the day can be seen by the Tayside Crisis Assessment Team in Dundee.
<b>3.4 Perth &amp; Kinross Intensive Home Treatment Team</b>	Referrers: <ul style="list-style-type: none"> <li>Dundee CRHTT</li> <li>GAP In Patient wards</li> <li>Psychiatric Liaison Team</li> <li>P&amp;K CMHTs</li> </ul>	Individual is at the point of requiring hospital admission, requires a response within 4 hours, requires intensive, at least daily, support.	No waiting list. Small caseload. Up to 25 but depends upon the intensity of the caseload needs.	Yes	7 days, 365 days per year 8am to 8pm	Patient has to agree to work with the team or referrer would have to consider different outcome/ disposal.
<b>3.5 Older Peoples CMHT - [Description]</b>						
<b>3.6 Psychological Therapies Service - [Description]</b>						
<b>3.7 Primary Care Mental Health Nurses - [Description]</b>						

In Patient – Level 4	How is the service accessed?	What are the criteria for services?	Number of Service Users? Are there waiting lists?	Can service respond to a crisis?	Hours of Operation	What happens if a person refused or cannot be seen?
<b>4.1 Amulree Rehabilitation wards -</b> Amulree Ward which amalgamated with the female service Rannoch ward in Oct last year	Through referral document or initial phone contact if the referral is from another area within inpatient services.	This is documented on referral form which can be requested from Dr Caesar or Dr Subbaryan's secretaries.	Currently 18 beds, with a waiting list	No in the main planned admissions	24 hour care	Advice is given regarding any other interventions which may be beneficial and if necessary signposted to an appropriate service
<b>4.2 Forensic MHO and Social Work services – Rohallion</b>	Those who are placed in Rohallion either as part of medium secure, low secure or are supported in the community by the forensic community mental health team will have access to the forensic social work and MHO service. For those who are subject to compulsory measures of care and treatment from within a forensic legal framework and are placed in a secure provision across Scotland will have access to a forensic MHO	The adult needs to be part of wider forensics health services in order to access forensic social work where necessary. Where a forensic based legal framework is considered as a means to safeguard the welfare of others and/or the adult, forensic MHO will be involved in that process and decision making	Forensic social work currently work directly with 22 adults either as inpatients or indeed in the community. There is no waiting list.	Yes	Forensic services primarily works across Monday to Friday, 9-5pm. However, the wider out of hours social work role s able to respond should a crisis occur out with normal office hours	If a person cannot be seen and it is considered that they are considered to be a risk or at risk as a consequence of a mental illness, the use of detention can be considered. If an adult is already subject to compulsory measures of care and treatment, this legal framework may be used to recall the adult into hospital for assessment if it is considered that recall is required. The MHO would have an integral role in this.
<b>4.3 Mental Health Officer Input -</b> Provide service to people who are subject to Mental Health Act and/or Adults with Incapacity Acts. Contribute to medical assessments, ensure people have info about legal right and access to representation, have involvement in decisions about the patients' care and treatment, and have involvement in tribunals/case conferences.	There are 2 key ways the service is accessed. If a medical clinician considers the use of formal detention is necessary, an MHO will be available to give consent or not to the need for detention. MHOs also complete welfare guardianship reports on behalf of the local authority and for those who seek private application via solicitor. A MHO will always be available Mon-Fr for advice on incapacity legislation.	The criteria for accessing the service is defined by the MHO role within different Incapacity legislative frameworks and the 2 key functions of the role. There is no criteria for any practitioner, service user, family/carer/other professional seeking advice from an MHO. This is open to everyone.	Numbers fluctuate and largely irrelevant due to the nature of the role, but at this time, have 259 SU's open to the team across different MHO functions. There is no waiting list.	Yes, the fundamental role in the dentition process often is a result of crisis. There is a statutory responsibility placed on all LA's to have a MHO available at all times to respond to crisis.	The MHO team predominately works Mon-Fri, 9-5. However, there is a MHO available 24/7 via OOHs social work to respond to a request to give consideration to a detention if required.	This is not an option for the MHO role. There is a statutory responsibility placed on all LAs to have sufficient MHOs available 24/7
<b>4.4 POA – Inpatients [Description]</b>						
<b>4.5 GAP – Inpatients [Description]</b>						
<b>4.6 Learning Disabilities – Inpatients [Description]</b>						

Crisis and Out of Hours	How is the service accessed?	What are the criteria for services?	Number of Service Users? Are there waiting lists?	Can service respond to a crisis?	Hours of Operation	What happens if a person refused or cannot be seen?
<p><b>5.1 Crisis Response Service, Carseview</b> Emergency mental health assessment within 4hrs of referral, for individuals requiring immediate/crisis type support.</p> <p>24/7 crisis assessment for adults residing in Dundee / Perth &amp; Kinross aged 16-64 who are not under CMHT care of General Adult Psychiatry Service</p> <p>Out of hours crisis assessment for adults aged 16-64 residing in Angus (new &amp; existing GAP patients)</p> <p>Out of hours crisis assessment for adults aged 16-64 residing in Dundee / Perth &amp; Kinross currently under CMHT care of General Adult Psychiatry Service (however if referred by Police Scotland then crisis assessment available 24/7)</p> <p>Out of hours crisis assessment for CAMHS, POA &amp; LD patients</p>	<p>A&amp;E CMHT Police Community Police Triage Primary Care NHS 24 Psychology OOHS GP ISMS</p>	<p>As per Standard Operating Procedure Referrals will be considered if a person suffers from a mental disorder and:</p> <ul style="list-style-type: none"> <li>Is at risk of <u>significant</u> self-harm and /or</li> <li>Is a <u>significant</u> risk to others due their mental health and</li> <li>Admission to a mental health in-patient is being considered and</li> <li>The patient is unable to adequately manage in the community, leading to a breakdown in their social circumstances.</li> </ul>	<p>They are a crisis response service</p>	<p>Yes</p>	<p>The out-of-hours assessments take place at Carseview Centre between 3pm and 9am weekdays and at weekends.</p>	<p>At point of referral a disengagement plan is agreed with the referring agent. This plan informs assessing clinician's what action should be taken in the event a person refuses/fails to attend scheduled crisis assessment appointment</p>
<p><b>5.2 Out of Hours Social Work</b> - Access to social work service outwith normal office hours. Service provided by a coordinator and social worker, with potential access to other social work personnel.</p>	<p>Phone Access or Child Protection Team Numbers: 03453011120 or 01738 476268</p>	<p>Those requiring a social work service. It is however a crisis service and non-crisis contacts may be referred to main stream services on the next working day</p>	<p>No specific number, and no waiting list, although because has a skeletal staff contact cannot be guaranteed instantly. We provide MHOs on about 50 occasions each year at request of a medic.</p>	<p>Yes</p>	<p>Operates from 5.00pm – 8.45am Monday to Friday, and 24 hrs on Saturday, Sunday and public holidays. Office based until 23.00 hrs, and then on call overnight.</p>	<p>We would not routinely see clients, although this does happen on occasion. Can assist with referral to alternative agencies.</p>
<p><b>5.3 Samaritans</b> - non-religious, confidential emotional support service and will listen to anyone about anything that is worrying them.</p>	<p>Self-referrals – telephone, face to face, text, email.</p>	<p>It is open to everyone.</p>	<p>They are often referred to as an out of hours service by other services – but they cannot respond in a crisis in terms of advice. They can signpost, but only to those that are given by Central Office of Samaritans.</p>	<p>The Director is to be contacted who will attempt to get other volunteers to attend a crisis, but this is not a guaranteed response, especially during the night.</p>	<p>Monday 7:30 p.m. – 9:30 p.m. Wednesday 7 p.m. – 9:30 p.m. Thursday 6 p.m. – 8:30 p.m. Friday 8 a.m. – 1:30 p.m. Sunday 8 a.m. – 2 p.m. 7 p.m. – 9:30 p.m.</p>	<p>No person is refused, but if the caller appears to be severely under the influence of alcohol and/or drugs or who is violent, they will not be allowed access to the branch, but will still be listened to. Visitors are reminded that volunteers may be on the phones, so there may be a wait, but they will be seen.</p>
<b>5.4 Street Pastors - [Description]</b>						