

SWLSTG Orchid Mental Health Emergency Service

Introduction

South West London and St George's Mental Health NHS Trust has established the 'Orchid' Mental Health Emergency Service for patients with mental health problems who would otherwise have had to go to A&E. It will offer patients a safe and calm space for their mental health emergency to be assessed and treated. This includes treating a range of associated common, more basic physical health problems. SWLStG will begin accepting patients to the new MHES from 1pm on Monday 30th March 2020.

Who is it for?

Orchid MHES will accept patients of all ages, including children. **The potential client group is made up of people presenting in crisis who have a wide range of mental health problems, ranging from serious mental illness to psychological difficulties in the context of physical illness. Patients must not need urgent healthcare for serious medical conditions that Orchid MHES would be unable to manage: these patients must be treated in the acute hospital first, and then transferred to Orchid MHES when safe to do so.**

What is the referral route?

Patients cannot self-present at Orchid MHES. They must first be screened in one of two ways (chiefly to ensure they do not have an urgent serious medical condition that the MHES would be unable to treat):

1. If the London Ambulance Service or NHS111 is involved, they can screen the patient according to their joint protocol agreed with SWLStG, and call the MHES, then convey the patient there;
2. In all other cases, the patient, family/friends or other agency (e.g. police) must first call the Trust's 24-hour screening line, and answer brief screening questions to confirm that the patient can safely be treated at Orchid MHES. The screening line, the Trust's existing Mental Health Support Line (MHSL) number is **0800 028 8000**.

Colleagues at acute hospital Emergency Departments are invited to change their processes and signage so that any patients presenting to A&E with primary mental health issues and no urgent serious medical condition are directed not to enter the Emergency Department, but to telephone the 24-hour screening line (MHSL) instead, and then to attend Orchid MHES if advised to do so.

NB This is **not a service for routine referrals** – they should go to the relevant Single Point of Access in the Trust as at present.

What physical needs can Orchid MHES support?

From the first day of opening (1pm, 30th March, 2020), Orchid MHES will be able to assess and safely treat minor comorbid medical conditions in patients with mental health issues, such as lacerations to arms requiring steristrips. It is anticipated that once the service is in operation, it will be able to support a greater range of comorbid medical conditions at a later stage such as lacerations requiring suturing, overdoses requiring NAC/activated charcoal and dehydration requiring intravenous fluids.

Who to contact for further details about the service?:

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