

Reference Number: UHB 385 Version Number: 1	Date of Next Review: 18 October 2020 Previous Trust/LHB Reference Number: N/A
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HAFAN Y COED EMERGENCY ASSESSMENT SUITE (EAS) PROCEDURE

Introduction and Aim

The following guidelines have been drawn up to assist in the efficient and safe running of the Emergency Assessment Suite (EAS) at Hafan Y Coed. The emergency assessment suite is a purpose built area which aims to address the flexible needs of an ever evolving service. EAS will enable service users of Cardiff & Vale UHB to receive emergency assessment of their mental state. This will be carried out in a safe and appropriate environment, ensuring dignity and respect is maintained to a very high standard at all times.

Objectives

- For all UHB staff to have guidance on the safe and effective use of the EAS.
- To ensure that service users are provided with a safe environment, which will promote dignity at the point of assessment in Hafan Y Coed.

Scope

This procedure applies to all UHB staff in all locations including those with honorary contracts.

Equality and Health Impact Assessment

An Equality impact assessment has not been completed as it is not required for a protocol.

Documents to read alongside this Procedure

Health & Safety Policy
 Lone Worker Policy
 Security Policy
 Violent Warning Marker Procedure
 Care of Adult Patients who are Violent or Abusive
 Management of Violence & Aggression (Personal Safety Policy)
 Management of Patients/Visitors in Possession of Alcohol or Unprescribed/Unlawful Substances Policy & Procedure
 Care of Adult Patients With Capacity Who Are Violent or Abusive Procedure.
 Mental Health Clinical Risk Assessment Policy
 Operational Policy for Community Mental Health Teams
 Search of Patients Person and Belongings Policy and Procedure
 Protocol for CRHTT & Interface with WAST
 CRHTT operational policy
 Mental Health assessments where there is a known risk of violence protocol
 Mental Health Act 1983
 Mental Capacity Act 2005

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Version Number: 1		Date of Publication: 18 th February 2018

Approved by	<i>Mental Health Clinical Board Quality & Safety Committee 18.10.2017</i>

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Summary of reviews/amendments			
Version Number	Date of Review Approved	Date Published	Summary of Amendments
1	18/10/2017	13/02/2018	New Document

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1. Introduction

The following guidelines have been drawn up to assist in the efficient and safe running of the Emergency Assessment Suite (EAS) at Hafan Y Coed. The emergency assessment suite is a purpose built area which aims to address the flexible needs of an ever evolving service. EAS will enable service users of Cardiff & Vale UHB to receive emergency assessment of their mental state. This will be carried out in a safe and appropriate environment, ensuring dignity and respect is maintained to a very high standard at all times.

All admission avoidance assessments, where no other venue is deemed suitable (e.g. Home, CMHT) will be assessed at EAS. There may be occasions when other departments such as CMHT, Forensic CMHT may require to use EAS (e.g. due to level of risk).

There are occasions when EAS should not be used for a place of safety or may not be appropriate to carry out an assessment.

These may be:

- If it has been identified through a management plan or crisis intervention plan that EAS is not suitable for a particular reason (e.g. high risk of violence or a risk to particular staff).
- A person whose behaviour was so extreme that they could not be managed safely i.e. an unmanageable risk of violence.
- Persons who are drunk and Incapable, Overdosed/ excited delirium or prolonged restraint (i.e. A medical emergency).
- Or if someone has been arrested for a serious crime (e.g. if crime would indicate a forensic mental health services referral not an adult mental health services referral).

2. Referral & Risk assessment

2.1 Before agreeing to accept a Service user for emergency psychiatric assessment it is important to gather as much assessment information as possible. This will enable Shift Co-ordinators and CRHTT staff to manage service users appropriately and to avoid unnecessary risks or psychiatric emergencies. The following information should be sought from referrers:

- Who is referring client. E.g. GP, CMHT, Police, WAST.
- History of violence on the part of the client being assessed.
- Aspects of current mental state that might indicate the potential for Violent behaviour
- History of substance misuse
- Evidence of acute intoxication

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- Self- referrals – The ideal situation is that clients are referred via the appropriate referral system but if self-referral takes place appropriate consideration must be given to the risks.
- Other relevant information (e.g. is the person carrying items that could be used as a weapon?)

2.2 Where possible clinical notes on Paris will be reviewed by staff involved prior to service user being accepted for referral. Focus should primarily be on Risk alerts, Risk assessments and Crisis/Management plans.

2.3 It is also important to gather information about relatives or others that will be attending the assessment suite with the service user (i.e. are they likely to present management problems?).

3. Booking service users in for assessment

3.1 Once a decision has been made that an assessment is appropriate the following should be in place:-

- The CRHTT or Shift Co-ordinator should agree a time for the service user to attend the assessment suite, this information should be passed on to the reception staff at the Hafan Y Coed entrance (in case the Service user turns up there). They should also be advised of any relevant risk assessment information.
- Wherever possible, no more than 2 assessments should be booked to attend the EAS at the same time. This is due to there being 2 allocated waiting areas.
- To avoid unnecessary waiting times for service users in EAS, Crisis Teams will liaise with each other and Shift Co-ordinator prior to agreeing a time for assessment.
- CRHTT to liaise with Shift Co-ordinator re: availability of staff to attend EAS whilst a service user is in the building.

3.2 Service users are to be advised to attend the discreet entrance on arrival to Hafan Y Coed. They are to be advised to press the intercom at the gate which can be answered from both CRHTT's and Shift Co-ordinator / bed managers' office.

3.3 If service user presents at reception, the relevant person (CRHTT or Shift Co-ordinator) will be advised of their arrival, who will accompany them to the EAS.

3.4 In the event of a service user self presenting to EAS/Hafan Y Coed. The same guidance as above should be followed. See "Self presentation protocol".

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4. Staffing EAS

- 4.1** Service users, carers, relatives, members of the public, emergency services or staff without a valid and working TDSI card must not be left in EAS unattended (Except in point 4.5).
- 4.2** There must always be 2 staff present in EAS if a service user is in attendance (Unless risk assessment suggests otherwise).
- 4.3** It is the responsibility of the staff member accepting the referral to ensure that there is adequate staff available to be present in the EAS when the service user attends for assessment.
- 4.4** When sourcing staff to be present in EAS, firstly it will be the responsibility of CRHTTs to provide staff; if they do not have capacity the responsibility will then fall to the Shift Co-ordinator to assist in this resource which may involve sourcing staff from wards or other clinical areas.
- 4.5** In situations where the police are in attendance and are accompanying a service user. The shift co-ordinator can make the decision not to have UHB staff in attendance whilst an assessment is being arranged. All parties will be able to exit through the door to the discreet parking area by pressing the exit buttons in situ. In such circumstances the police should be made aware of how to contact UHB staff (e.g. via intercom, vocera or telephone).

5. Assessments

- 5.1** On arrival to EAS all service users should be welcomed, orientated to the environment and the assessment procedure explained in order to alleviate any anxieties. At this point it may be appropriate to offer beverages (please see section 6).
- 5.2** An expected timeframe should be given to the service user as to when the assessment will commence.
- 5.3** The emergency assessment suite is fitted with a CCTV system. This can be monitored from designated personal computers based on Crisis Assessment Ward, both Crisis Team offices and Security at UHW. It is the responsibility of the assessing team to ensure that they request designated staff to monitor the CCTV if required. If there are no staff available to watch the CCTV and there is a need for this identified. Staff can request Security control room at UHW to monitor on ext 48043, giving direction on what will be required by them in the case of an incident.
- 5.4** There are two assessment rooms. Each room has an inward opening door for entering the room and an outward opening door for means of a rapid escape in an emergency. It is important to ensure that staff position themselves closest to the outward opening door to enable a quick exit if required.

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5.5 Each assessment room is fitted with strip alarms along the walls which can be depressed in an emergency, which will alert an emergency response team. Alternatively staff can activate their pinpoint badges which will initiate the same response. – See “Emergency Response Procedure”.

5.6 The primary function of the interview at the assessment suite is to carry out a mental health assessment. A brief physical examination may be necessary, for which a treatment room is available.

6. Beverage Bays

6.1 There are 2 beverage bays located within EAS, 1 in each waiting area. Access to the beverage bays can be restricted by the use of an electrically operated roller shutter door. The Beverage bays must be kept locked when not in use (This is contrary to the beverage bays in ward area due to the unpredictable nature and un-assessed/potential unknown risks of service users attending for an assessment).

6.2 The decision to open a beverage bay will be made by the staff of the respective CRHTT or the Shift Co-ordinator. Assessment of risk and safety of all involved will be taken into account prior to opening the beverage bay.

6.3 Once opened a beverage bay must not be left unattended by the designated UHB staff member unless risk assessment indicates otherwise.

6.4 UHB staff members are responsible for making hot beverages (unless risks indicate otherwise) and cleaning up afterwards.

6.5 The same procedure should be followed prior to every time a beverage bay is opened.

6.6 Drinks will be provided in disposable insulated cups.

6.7 It is the responsibility of the person who opens the beverage bay to ensure it is closed afterwards.

7. Section 136 (See Section 136 policy for more detail)

7.1 EAS Hafan Y Coed is the designated place of safety for people detained under section 136 of Mental Health Act in Cardiff & Vale UHB.

7.2 If a request is made for an assessment of a person detained under Section 136 of the Mental Health Act, Police should contact the Shift Co-ordinator in advance to advise of the situation. In order for adequate preparations to be made at EAS.

7.3 **During the hours of 8am - 4pm Monday-Friday** the Shift Co-ordinator will inform the relevant CRHTT whose responsibility it is to convene an assessment.

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- 7.4 During the hours of 4pm - 8am and Weekends** the Shift Co-ordinator will convene an assessment.
- 7.5** The EAS is not a continuously staffed area. Shift Co-ordinator needs to have an agreement with the police prior to them leaving a service user in EAS, to ensure it is safe to do so.
- 7.6** Police have a duty to complete the relevant paperwork and provide to the Shift Co-ordinator on arrival to EAS.
- 7.7** In line with current Welsh Government legislation all service users who are detained on a Section 136 should be assessed in a health based place of safety. If they have been detained to police custody, attempts should be made to transfer to EAS for assessment at the earliest possible time (If risks are appropriate). If risks indicate otherwise, an assessment should take place in custody.
- 7.8** The following guidelines have been agreed with South Wales police:
- The only persons that would be accepted into police custody are adults whose behaviour was so extreme that they could not be managed safely i.e. an unmanageable risk of violence.
 - Persons who are drunk and Incapable, Overdosed/ excited delirium or prolonged restraint (i.e. A medical emergency) will be conveyed to A&E . The officers will wait with the person until they are treated and sober and then commence the 136 process either at A&E or at a HPOS.
 - Where a person who is intoxicated but can 'Stand, Walk and Talk' officers will convey that person to a designated HPOS. The officers will wait with that person until they are fit for assessment (i.e. Sober up)and only then will begin the process of acceptance , risk assessment (officer retention) and medical assessment with the shift coordinator.

8. Adolescent Assessment

- 8.1** OOH GP, Liaison Psychiatry, Police (Sec 136) or WAST have the ability to refer adolescent aged 16 or over to services which may require an assessment at EAS.
- 8.2** On occasions adolescents aged 16 and 17 are required to attend EAS for assessment. In the event of this occurring the assessment needs to be carried out by the CAMHS duty doctor (middle grade or Consultant).
- 8.3** It is the responsibility of the person carrying out the assessment to ensure an appropriate safeguarding referral has been made.
- 8.4** If it has been agreed by the CAMHS senior medical staff that admission to CAW is needed, please refer to CAW operational policy.

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9. Use of EAS by Other Departments

- 9.1** In the event of another area requiring the use of EAS. All the relevant procedures need to be carried out, as is outlined in this document.
- 9.2** The staff member responsible for carrying out this assessment/contact is responsible for booking the room. This can be done by contacting CRHTT's or the Shift Co-ordinator in advance of their intention to use the EAS, who can document it in the relevant diary.
- 9.3** It is the responsibility of the assessing member of staff to arrange for appropriate level of staffing, as per procedure. This will not be the responsibility of CRHTT's or Shift co-ordinator.
- 9.4** A working TDSI card will be provided by the Shift Co-ordinator or relevant CRHTT on request, which will need to be returned on leaving the EAS.

10. Assisted Shower Room

An assisted shower room facility for service users is available, if required. The use of this room will be supported by an individual risk assessment, bearing in mind particular environmental risks & hazards. As such it must be kept locked and any use of this room will be under supervision of staff, unless risks indicate otherwise. The Hex key to this room is located with the ligature cutter in the shift co-ordinators office.

11. Illicit Drug Safe

- 11.1** An Illicit drug safe is located within an office at EAS. Any illicit substance handed in to staff throughout Hafan Y Coed can be disposed of within the safe.
- 11.2** CRHTT can place items handed in during an assessment or home treatment in this safe.
- 11.3** If illicit substances are handed into ward staff they are to contact the Shift Co-ordinator who will arrange for handover of the substance, and then dispose of in the safe.
- 11.4** When a substance is disposed of in the safe, the staff member disposing of the substance needs to make a record in the log book (Kept on top of safe). An email also needs to be sent to the SNM for crisis services to inform in order for the emptying of the safe to be arranged.
- 11.5** There is an agreement with South Wales Police to empty the safe on a monthly basis.

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12. Treatment Room

12.1 There is a treatment room located in EAS which can be used for carrying out physical examinations or other relevant interventions. The room is accessible using a clinical key.

12.2 There is an emergency Defibrillator and an emergency trolley located within the treatment room for use anywhere within Hafan Y Coed.

13. Discreet Parking

13.1 All service users presenting to Hafan Y Coed for assessment should enter via the discreet entrance, in order to maintain dignity and privacy. Access to the discreet parking area can be gained by pressing the relevant button on the intercom at the gate to the entrance.

13.2 Authorised UHB staff have access to the discreet parking area via a TDSI card. Only staff escorting distressed service users into Hafan Y Coed for admission/assessment OR AMHP's that are accompanying already detained service users to Hafan Y Coed for admission are authorised to use this area.

13.3 Emergency vehicles (WAST and SWP) are also permitted to use the discreet parking area for the purpose of facilitating assessments at EAS.