**Outline Service Specification**

**Mental Health Central Access Point**

The Mental Health Central Access Point (MHCAP) aims to ensure anyone with an urgent mental health need has telephone access to NHS support, advice and triage. The MHCAP provides a 24/7 telephone number for access to urgent mental health support. MHCAP links callers with support workers and LPT clinicians who can assess their needs and advise, support, signpost or refer them directly to the appropriate service. It offers an alternative to attending the emergency department and other services for people with urgent mental health needs.

MHCAP is for people of all ages across Leicester, Leicestershire and Rutland – including existing and previous service users and people with no previous contact with mental health services. It also supports carers, stakeholders and health and social care professionals looking for information and advice. The service has pathways into the LPT Adult Mental Health, CAMHS, MHSOP and Learning Disabilities services.

Calls are answered by a skilled team trained in delivering low level interventions, providing emotional support and onward signposting where needed. Clinical input is available where secondary mental health triage assessment is required.

**Aims and objectives of the service**

***Aims***

The Service will provide a 24/7 telephone number for access to urgent mental health support.

The key aims are to:

* Reduce the number of urgent mental health presentations to the emergency department and emergency services (such as Police, EMAS).
* Ensure all callers receive emotional support and are signposted to appropriate onward support where necessary.
* Provide direct access to urgent mental health support
* Offer support to families, carers and friends if they are worried about someone’s mental health.
* Provide a service that reflects and can meet the needs of the diverse population we serve and includes Peer Support Workers (people with lived experience).

***Key service principles***

* There should be no restrictions on who can refer and mental health crisis should be self-defined.
* Ensuring an age-appropriate response - professionals with competency in meeting needs of children and young people, adults and older adults should ideally be responding to presentations from those groups.
* Ensuring equity in access - while open access urgent services may not be able to provide specialist support across a range of needs, they must not reject calls from people with mental health needs because they have other conditions, e.g. intellectual disability, autism, dementia, substance misuse problems.

***Objectives***

**Answering calls and managing Referrals**

* Provide a 24/7 telephone service for urgent mental health support to anyone of any age within Leicester, Leicestershire and Rutland working to the principle of ‘no wrong door’. (The concept of no wrong door is that the caller will be helped and signposted to the right support when they need it).
* Reduce the number of urgent mental health presentations to the emergency department and emergency services.
* Ensure that calls regardless of age are directed to the correct pathway in a timely manner.