

Our Ref: Q1 18 30

25 May 2018

- *Does your Trust provide telephone-based mental health assessments? (including triage):*

Yes, all of Somerset Partnership NHS Foundation Trust's community mental health teams and Home Treatment Teams provide telephone-based mental health assessments

- *Does your Trust have a "single-point of access" service for mental health referrals?*

Each of the Trust's community mental health service (CMHS) areas runs a 'single point of access' service for the locality that it serves. However, the Trust's Home Treatment Teams do not have a single point of access.

- *If yes, does your service include assessments where the patient may be directly referred to:*

- Primary care mental health services: Yes, the Trust can directly refer to IAPT/Talking Therapies, which is the only primary care mental health provision.

- Secondary care mental health services: Yes the CMHS does.

- Crisis teams: The Trust has crisis teams known as Home Treatment Teams which offer a 24 hour service, no single point of access but providing telephone assessments.

- Other services such as Drug and Alcohol: The Trust does not provide these services but patients are signposted to Somerset Drug and Alcohol Services (SDAS) who are commissioned to provide these services in Somerset.

- *Does your Trust provide consultations with patients via (not including communication for basic information):*

- Email and/or instant messaging: Both the Trust's CMHS and the Home Treatment teams offer appointments via email and text message if requested. Some clients are contacted for support using text and email.



- Skype or other live video streaming: None of the Trust's services offer this option.
- *Which services in your Trust offer alternatives to face-to-face mental health assessments?*

As noted above, all of the Trust's Community Mental Health Teams and Home Treatment Teams offer alternatives to face-to-face mental health assessments. A full list of these teams is available on the Trust's public website via the following link:

<http://www.sompar.nhs.uk/what-we-do/mental-health/community-mental-health-services-cmhs/>