



Complex Needs Team – Hostel/ Duty Work

The Complex Needs Team are a team of mental health professionals working with adults aged 18 plus with complex mental health, and co-existing substance use, alongside multiple needs. The team offers specialist assessments, evidence-based interventions, treatment and key working clients with an aim to promote and inspire recovery. The Complex Needs Team (CNT) are co-located at Harbour, working collaboratively as part of the Plymouth Alliance.

As part of the Plymouth Alliance work, the CNT offer drop-in clinics to Shekinah, Devonport House and George House. These clinics offer access to mental health practitioners for anyone experiencing difficulties related to their mental health, including substance use issues. The role of these clinics are to increase access to mental health services for those experiencing multiple disadvantage.

The CNT offer a duty service for hostel staff to access for advice and support during working hours 9am – 5pm via the CNT Duty Number: **07717530326**.

The role of clinics

- To provide a brief assessment of mental health including risk assessment
- Signposting & onward referral where appropriate; MAIS – CMHS - CNT full assessment
- Short term follow up
- Brief intervention - therapeutic conversation, advice, validation.
- Safeguarding advice
- Opportunity for staff to bring cases to discuss

It does not offer:

- Ongoing intervention
- Access to Adult Social Care
- Access to OST prescribing

Referral Process

Hostel staff can refer clients to the drop-in clinic via the CNT hostel inbox -
plh-tr.cnthostelwork@nhs.net

Referrals will be discussed in the daily morning MDT and added to the hostel clinic on S1 using a duty contact. The referrer will be advised of the date the client has been booked for clinic.

*Due to the nature of Shekinah service, referrals can be on the day of clinic verbally.

Duty offer

The Complex Needs Team have a daily duty worker between 9am-5pm Monday to Friday, who are available to support Plymouth Alliance partners working with people with mental health difficulties that do not require an urgent response but have concerns about their client and accessing mental health services.

The duty worker can offer advice to hostel staff, housing teams such a PATH and MARS teams and Harbour teams. Where there is capacity the CNT may be able to support with joint visits or clients can be brought to Shekinah drop in for triage assessment and signposting. This is for clients who are not open to other mental health teams.

Duty Number - **07117530326**

Day of Clinics

Two staff to attend clinics

Monday - George Hostel 13:00 -15:00

Tuesday - Shekinah 09:00 - 11:00

Thursday - Devonport House 13:00 -15:00

A list of those booked into clinic will be sent to the appropriate hostel/service prior to clinic for Hostel staff to advise clients.

All clients seen in clinic will be recorded on S1, each client will be asked if they consent for the team to feedback to hostel staff following their referrals, with a brief outline of any actions. This will be done via secure email and a copy added to S1. Feedback will then be sent to the referrer.

Appointments on S1 will need to be finished and an outcome recorded for audit purposes.

Non-attendance

Due to the nature of the drop-in service, there are a number of clients who may not attend.

If a client does not attend, they will be offered another appointment at the following clinic. The hostel will be advised of the DNA and asked to prompt the client to attend the next available clinic.

Following two DNA, the referrer will be advised, no further appointments will be offered at this time.

Governance

An information sharing agreement has been agreed across the Plymouth alliance, allowing for effective communication between agencies. Relevant information will be shared as per Livewell Southwest polices.

Consent should be sought from clients prior to referral