

NHS Shetland Crisis Intervention Team Call Out Plan

Required Action

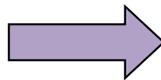
Required Response

Nursing team identifies that the crisis response team is required (see policy)



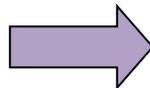
Nurse calls Reception and asks them to contact the crisis response team

Reception staff use the on call rota for crisis intervention to identify the right staff to come in to support an intervention as needed



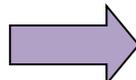
Reception staff call in staff (contact details are held at Reception and on the EMT shared drive)

Reception contacts Hospital Co-ordinator



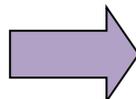
Hospital Co-ordinator attends the department/ward to provide assistance as needed

Reception contacts Consultant Psychiatrist or Speciality Doctor for hospital liaison



Consultant Psychiatrist or Speciality Doctor for hospital liaison contacts the Consultant Physician to find out if additional support is needed from the Mental Health Team (if

Out of Hours (overnight & weekends)
Reception contacts Senior Manager on Call



Senior Manager on Call contacts the Hospital Co-ordinator to find out if further assistance is required and additional management support needed

Reception phones the Department requesting assistance to let them know the crisis intervention team is en route and estimated ETA

Version 1 Current November 2017 Review November 2018