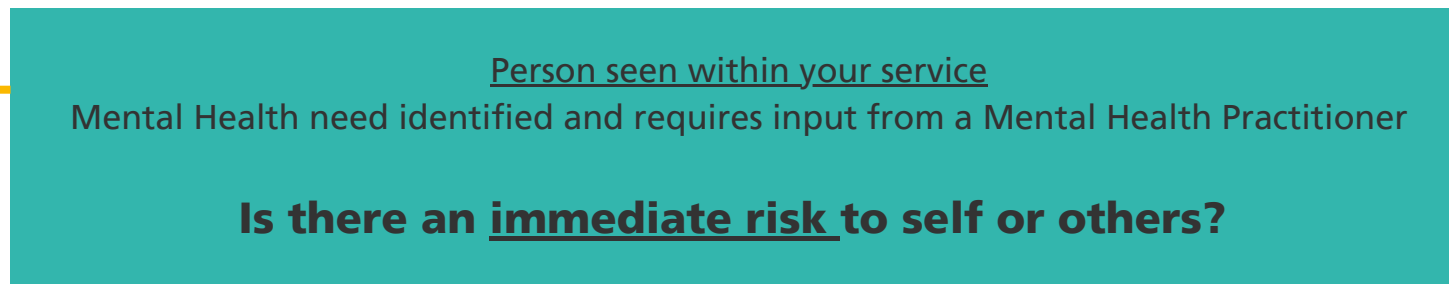


Better Mental Health for All Urgent Care referral flowchart



NO

YES

Are they open to a
Community Mental Health
Team (CMHT)?

YES

NO

Signpost to Neighbourhood Mental
Health Cafe: www.bit.ly/LLRNMHCS

OR

Urgent referral to Mental Health Central
Access Point via **0808 800 3302**
(professionals option)
lpt.capreferrals@nhs.net

Ideally, this is completed with the
individual

**MHCAP urgent clinical triage within 24
hours**

Is it a week day,
9am - 5pm?

YES

Contact CMHT:

East Leicestershire (Melton) CMHT: 01644 855 585

West Leicestershire CMHT: 01455 443 933

South Leicestershire CMHT: 0116 225 5700

City East CMHT: 0116 295 7060

North West CMHT: 01530 453 800

Charnwood CMHT: 01509 553 900

City West CMHT: 0116 295 3322

East Leicestershire (Rutland) CMHT: 01572 756 032

Consider immediate risks and action accordingly:

- Direct referral to Mental Health Urgent Care Hub (0116 225 6847)
- EMAS if there are concerns relating to physical health (e.g. overdose)
- Police if there are concerns relating to risk to others
- A&E in cases of medical emergency

Service	Operating Hours	Nature of Service
MH Central Access Point	24 hrs/day	Telephone triage with a registered clinician within 24 hrs
Mental Health Urgent Care Hub	24 hrs/day	Face to face review at the Bradgate Mental Health Unit within 4 hours