

Trust services provided in West Lancashire

Hours of operation, access and referral routes

(version 1)

		Services provided	When is it available	Who can refer and how they can access
ADULT MENTAL HEALTH	Crisis Response 24/7	Mental Health Crisis Line Staffed by trained mental health professionals, providing assessment and referral to appropriate services.	24/7	<ul style="list-style-type: none"> • Anyone can access on 0800 953 0110
		The Wellbeing, Mental Health Helpline & Texting Service Staffed by volunteers with lived experience, offering emotional support.	24/7	<ul style="list-style-type: none"> • Anyone can access on 0800 915 4640 or by texting 'Hello' to 07860 022846
		MH Urgent Assessment Centre (MHUAC) A facility to assess a patient's mental health away from the acute hospital setting, staffed by mental health liaison team, home treatment team and section 136 staff. West Lancashire patients can access the Preston MHUAC	24/7	<ul style="list-style-type: none"> • Patients will be directed to this service if they attend A&E in mental health distress
		Mental Health Liaison Team This team works within the Mental Health Urgent Assessment Centre	24/7	<ul style="list-style-type: none"> • Patients will be directed to this service if they attend A&E in mental health distress
		Home Treatment Team (HTT) The function of the team includes assessment, gate-keeping and home treatment for patients who have moderate to complex or serious mental health problems, as an alternative to hospital admission. The HTT also facilitate early discharge from hospital.	24/7	<ul style="list-style-type: none"> • Patients aged 16 and over can self-refer via the START service from Mon-Fri, 9am-4.30pm • Outside these hours, referrals are made directly to the service (number below) • GPs and other healthcare professionals can refer • Other agencies can refer, e.g. the Police and Probation Service Tel: 01695 684356
	Inpatient Care <ul style="list-style-type: none"> • The Scarisbrick Unit is based within Ormskirk and District General Hospital and provides care and treatment for adult male and female patients with symptoms of acute mental illness. • Psychiatric Intensive Care Unit (PICU) beds at the unit provide a safe and secure environment for emergency, short term care and treatment for mental illness • The S136 Suite is a dedicated suite for the assessment of patients under section 136 of the Mental Health Act 	24/7	<ul style="list-style-type: none"> • Access to the Scarisbrick Unit and PICU is via other internal Trust services • S136 suite access is for patients brought to the unit under the MHA 	
	Routine	Specialist Triage, Assessment & Referral Team (START) (formerly known as the Single Point of Access (SPoA)) The team provides triage, assessment, onward referral/signposting and treatment for patients, without the need for multiple assessments.	9.00am-5.00pm Mon-Fri Out of Hours via Home Treatment Team	<ul style="list-style-type: none"> • GPs and other healthcare professionals can refer • Other agencies can refer, e.g. social workers, the Probation service and third sector voluntary agencies Tel: 01695 684161
		Community Mental Health Team The team supports patients requiring a multi-disciplinary approach to their recovery from mental illness. Staffed by trained mental health professionals, including a dedicated registered mental health nurse.	9.00am-6.00pm 7 days	<ul style="list-style-type: none"> • GPs and other healthcare professional referrals are made via the START service
		Mindsmatter The Improving Access to Psychological Therapies (IAPT) Service offer a range of psychological therapies to patients aged 16 and over.	9.00am-5.00pm Mon-Fri	<ul style="list-style-type: none"> • Patients and prospective patients can self-refer to the service • GPs and other healthcare professionals can signpost patients to the service. Tel: 01695 684177 Information is available via the LSCFT website here
		Community Restart Social Inclusion Service Supporting people who experiencing a range of mental health difficulties to become more socially included in their local community.	9am-5pm Mon-Fri	<ul style="list-style-type: none"> • Referral to the service is via Trust mental health services

		Services provided	When is it available	Who can refer and how they can access
ADULT MENTAL HEALTH	Routine	<p>The Military Veterans Mental Health Service Mental health support is provided to ex-service personnel for conditions including depression, alcohol and substance misuse, anger problems and post-traumatic stress.</p> <p>The team is overseen by a consultant clinical psychologist, clinical psychologists and specialist psychological wellbeing practitioners and also includes staff members who are veterans or have family members in the forces.</p>	9.00am-5.00pm Mon-Fri	<ul style="list-style-type: none"> Patients and prospective patients can self-refer GPs and other healthcare professionals can refer <p>Tel: 0300 323 0707 Email: here</p>
		<p>Early Intervention for Psychosis Service The service provides practical advice, support and information to help people who have recently been diagnosed with psychosis or are having unusual experiences or difficulties who may development symptoms of psychosis.</p> <p>The team consists of experienced mental health practitioners supported by a range of health care professionals, e.g. occupational therapists, psychiatrists and psychological therapists.</p>	8.00am-8.00pm Mon-Fri 10.00am-6.00pm Sat/Sun	<ul style="list-style-type: none"> GPs and other healthcare professional referrals are made via the START service GPs should refer clients aged <16 to the CAMHS service
OLDER ADULT MENTAL HEALTH	Crisis Response 24/7	<p>Mental Health Crisis Line Staffed by trained mental health professionals, providing assessment and referral to appropriate services.</p>	24/7	<ul style="list-style-type: none"> Anyone can access on 0800 953 0110
		<p>The Wellbeing, Mental Health Helpline & Texting Service Staffed by volunteers with lived experience, offering emotional support.</p>	24/7	<ul style="list-style-type: none"> Anyone can access on 0800 915 4640 or by texting 'Hello' to 07860 022846
		<p>Rapid Intervention Treatment Team A specialist older adult mental health multidisciplinary community based services with the following key functions:</p> <ul style="list-style-type: none"> Single Point of Access for all Older Adult Mental Health services Gatekeeping function where an admission is being considered to assess alternative options for treatment Intensive home treatment for patients presenting in crisis or a challenging behaviour to avoid the need for hospitalisation or a break in their current place of residence Care home liaison support 	8.00am-8.00pm / 7 days	<ul style="list-style-type: none"> Patients and prospective patients or their family/carer can self-refer GPs and other healthcare professionals can refer <p>Tel: 01772 773770</p>
		<p>Home Treatment Team (HTT) The function of the team includes assessment, gate-keeping and home treatment for patients who have moderate to complex or serious mental health problems, as an alternative to hospital admission. The HTT also facilitate early discharge from hospital.</p>	24/7	<ul style="list-style-type: none"> Patients aged 16 and over can self-refer via the START service from Mon-Fri, 9am-4.30pm Outside these hours, referrals are made directly to the service (number below) GPs and other healthcare professionals can refer Other agencies can refer, e.g. the Police and Probation Service <p>Tel: 01695 684356</p>
Routine	<p>Integrated Support Team (IST) is an umbrella service encompassing:</p> <ul style="list-style-type: none"> Older Adult Community Mental Health Team Supports people over the age of 65 with severe and long-lasting mental health needs by providing assessment, diagnosis, treatment, education and individualised care planning Care Home Liaison Supporting patients with a diagnosis of dementia who live in care homes. Memory Assessment Service Services undertake assessment of people of any age whose symptoms suggested that they may have dementia 	8am-6pm Mon-Fri	<ul style="list-style-type: none"> GPs and other healthcare professionals can refer <p>Tel: 01695 684700</p>	
	<p>Community Restart Social Inclusion Service Supporting people who experiencing a range of mental health difficulties to become more socially included in their local community.</p>	9am-5pm Mon-Fri	<ul style="list-style-type: none"> Referral to the service is via Trust mental health services 	
SPECIALIST MENTAL HEALTH	Specialist	<p>Perinatal Inpatient Care Ribblemere is a specialist 8-bed mother and baby unit, located at Chorley & South Ribble District General Hospital but serving the whole of Lancashire and South Cumbria. The unit is for women experiencing severe mental health problems or who may be at high risk of becoming mentally unwell during the perinatal period.</p>	24/7	<ul style="list-style-type: none"> GPs and other health care professionals can refer <p>Tel: 01772 520780</p> <p>Further Information is available via the LSCFT website here</p>

		Services provided	When is it available	Who can refer and how they can access
SPECIALIST MENTAL HEALTH	Specialist	Perinatal (Community) The specialist Perinatal Community Mental Health Team operates across Lancashire & South Cumbria, supporting women in the perinatal period who present with a severe or complex mental health issues.	9.00am-5.00pm Mon-Fri, excluding BHs	<ul style="list-style-type: none"> • GPs and other health care professionals can refer involved in the care of women during the perinatal period can refer Tel: 01254 612731 Email: here Further information is available via the LSCFT website here
		Criminal Justice Liaison (Liaison & Diversion) The service operates across Lancashire & South Cumbria, with services delivered within Policy Custody Suites, Magistrates Courts and Crown Courts.	8am-8pm / 7 days Currently working out of Preston Police Station	<ul style="list-style-type: none"> • Patients and prospective patients can self-refer • Healthcare professionals and other agencies can refer e.g. Criminal justice agency, solicitors, substance misuse services, police custody suite and the courts Tel: 01772 647156
		Secure Services Located at Guild Lodge, Preston, the unit provides support (assessment; care and treatment interventions; rehabilitation and recovery) in a medium to low secure environment Specific functions include: <ul style="list-style-type: none"> • Male Secure Mental Health Services • Women's Secure Mental Health Services • Male secure Acquired Brain Injury Service (ABI) 	24/7	<ul style="list-style-type: none"> • Referrals are generally made from other Trust inpatient services or from high-secure services in order to 'step-down' a patient • Referrals can be made by GPs but must have support from the patient's psychiatrist
		Psychosis/Bipolar Service The team covers the whole of Lancashire & South Cumbria, providing psychological therapies to people with a diagnosis of psychosis or bipolar.	9.00am-5.00pm Mon-Fri	<ul style="list-style-type: none"> • Referral to the service is via Trust mental health services
CAMHS	Crisis Response 24/7	Mental Health Crisis Line Staffed by trained mental health professionals, providing assessment and referral to appropriate services.	24/7	<ul style="list-style-type: none"> • Anyone can access on 0800 953 0110
		The Wellbeing, Mental Health Helpline & Texting Service Staffed by volunteers with lived experience, offering emotional support.	24/7	<ul style="list-style-type: none"> • Anyone can access on 0800 915 4640 or by texting 'Hello' to 07860 022846
		Home Treatment Team (HTT) The function of the team includes assessment, gate-keeping and home treatment for patients who have moderate to complex or serious mental health problems, as an alternative to hospital admission. The HTT also facilitate early discharge from hospital.	24/7	<ul style="list-style-type: none"> • Patients aged under 16 will only access this service out-of-hours when CAMHS (below) does not operate • GPs and other healthcare professionals can refer • Other agencies can refer e.g. the Police and Probation Service can also refer Tel: 01695 684356
		CAMHS Tier 4 Inpatient Unit – The Cove An 18 bedded specialist inpatient unit for young people between the ages of 13 and 18 who are experiencing a variety of mental health problems.	24/7	<ul style="list-style-type: none"> • All professionals / services involved in the young person's care can refer Tel: 01524 550360 Further information is available via the LSCFT website here
	Routine	West Lancashire CAMHS Team Promoting the mental health and psychological wellbeing of children and young people. The service provides multi-disciplinary mental health services for all children and young people with mental health problems. The service includes Child Psychology.	Mon-Fri 8.00am-5.00pm Sat/Sun 8.00am-4.00pm	<ul style="list-style-type: none"> • GPs, other healthcare professionals and agencies can refer • Patients and prospective patients can self-refer Tel: Tel 01695 684262 Out of Hours: (HTT) 01695 684356 Further information is available via the LSCFT website here
Children's Psychological Services SCAYT+ The service provides a targeted service to children and young people adopted and those under the care of Lancashire County Council, including advice and support to families, foster carers and residential staff.		9.00am-5.00pm Mon-Fri	<ul style="list-style-type: none"> • Social workers can refer Request a referral form via email here Further information is available via the LSCFT website here	

		Services provided	When is it available	Who can refer and how they can access
EATING DISORDER SERVICE	Routine	Eating Disorder Service (Age16+) The All Age Eating Disorder Service is a specialist service for people of any age and their families.	9.00am-5.00pm Mon-Fri	<ul style="list-style-type: none"> Patients and prospective patients can self-refer GPs, mental health, other health professionals and education providers can refer <p>Tel: 01772 647072 Email: here Secure email: here</p>
LEARNING DISABILITY	Crisis Response 24/7	Mental Health Crisis Line Staffed by trained mental health professionals, providing assessment and referral to appropriate services.	24/7	<ul style="list-style-type: none"> Anyone can access on 0800 953 0110
		The Wellbeing, Mental Health Helpline & Texting Service Staffed by volunteers with lived experience, offering emotional support.	24/7	<ul style="list-style-type: none"> Anyone can access on 0800 915 4640 or by texting 'Hello' to 07860 022846
		Community LD Service (Adults) The service works directly with people with a learning disability to promote good health and wellbeing, provides support and advice to carers and other professionals, to improve the way they help people with learning disabilities. The Intensive Support Function (ISF) extends the service operational hours. The ISF operates as part of a collaborative pilot between LSCFT and Mersey Care. Extended hours operating Sat/Sun (9am-5pm) is provided by Mersey Care.	9.00am-5.00pm Mon-Fri 8.00pm-8.00am for ages 16+ Mon-Fri	<ul style="list-style-type: none"> Patients and prospective patients or their family/carer can self-refer GPs and other healthcare professionals can refer <p>Tel: 01695 684340</p>
	Routine	Community LD Service (All-age) The service works directly with people with a learning disability to promote good health and wellbeing, provides support and advice to carers and other professionals, to improve the way they help people with learning disabilities.	9.00am-5.00pm Mon-Fri	<ul style="list-style-type: none"> Patients and prospective patients or their family/carer can self-refer GPs and other healthcare professionals can refer <p>Tel: 01695 684340</p>
		Children's LD Specialist community learning disability service for children.	9.00am-5.00pm Mon-Fri	<ul style="list-style-type: none"> Patients and prospective patients or their family/carer can self-refer GPs and other healthcare professionals can refer <p>Tel: 01695 684262</p>
COMMUNITY SERVICES ADULTS	Routine	QUIT Squad Specialist Stop Smoking Support, providing services across Lancashire and South Cumbria.	9.00am-5.00pm Mon-Fri	<ul style="list-style-type: none"> Anyone can access on 0800 328 6297 <p>Tel: 01695 684332</p>
COMMUNITY SERVICES CHILDREN	Specialist	Special Needs School Nursing A specialist commissioned service, under contract with West Lancashire CCG, the service operates within Kingsbury Special School and West Lancashire High School, offering assessment and packages of support/care.	9.00am-5.00pm Mon-Fri (term time only)	<ul style="list-style-type: none"> Specifically commissioned service
		Children's Continuing Care and Assessment Team (CCCAT) The remit of the service is to assess a child for continuing care in line with the National framework.	9.00am-5.00pm Mon-Fri	<ul style="list-style-type: none"> The parents or carers of a child can refer GPs, other healthcare professionals and social workers can refer The CSU determines eligibility and commission packages of care <p>Refer via email here</p>
	Routine	Complex Packages of Care Team (CPOC) A Pan-Lancashire service. Variable packages of care commissioned, including support for children and young people with complex physical health need.	n/a	<ul style="list-style-type: none"> Specifically commissioned service
		Children's Therapy Service includes <ul style="list-style-type: none"> Children's Occupational Therapy Assessment and episodes of occupational therapy intervention and reassessment, working with therapists and other healthcare professionals and agencies. Speech & Language Therapy (SALT) Provides assessment, diagnosis, therapy, practical advice and equipment to support children and young people who experience speech, language and communication difficulties. Physiotherapy The team provides support for children and young people (aged 0-19) who have a condition that affects their movement, posture or physical skills development. 	8.00am-5.30pm Mon-Fri	<ul style="list-style-type: none"> The parents or carers of a child can refer GPs, other healthcare professionals and social workers can refer <p>Tel: 01254 612600 Email: here</p> <p>Further information is available via the LSCFT website LSCFT website here</p>