

## **PEOPLE IN DISTRESS (MENTAL HEALTH ISSUES)**

The purpose of this document is to inform clinicians and to support them working with clients who are in distress and/or present with suicidal ideation.

Many people anticipate that their first visit to a sexual health clinic will be traumatic and they may feel stigmatised by having to attend. Clinicians should be aware that some information they give may be distressing to the client.

For both groups the feeling of distress or discomfort is understandable, and it is the job of the clinic staff to help them to manage it. Empowerment rather than treatment is the preferred goal; different people will try to cope in a variety of ways.

Some clients may present with aggressive/threatening behaviour not necessarily in relation to their mental health and it is vital to identify the underlying cause for appropriate action.

Please see NHSGGC Standards of Behaviour Protocol.

[www.staffnet.ggc.scot.nhs.uk/Info%20Centre/Health%20and%20Safety/ViolenceandAggressionReduction/MentalHealth/Documents/Standards%20of%20Beh%20Prot%20Partnerships%20March%202014.pdf](http://www.staffnet.ggc.scot.nhs.uk/Info%20Centre/Health%20and%20Safety/ViolenceandAggressionReduction/MentalHealth/Documents/Standards%20of%20Beh%20Prot%20Partnerships%20March%202014.pdf)

This protocol covers the following areas:

- **Specific Mental Health conditions**
- **Suicidal ideation**
- **Referral pathways**

### **Specific Mental Health Conditions**

- Significant numbers of the clients already have a depressive illness, have already been assessed and are part of a treatment plan. Receiving news at a sexual health clinic may be distressing: but they are already receiving support and their main need is for clear information (concentration is often difficult for them). They may need additional support which dovetails with their existing sources of help.
- Highly anxious patients may seek more and more input and support. Giving appropriate support should be the clinic role, but working with other existing support services who may have been providing a care management strategy over some years is vital.
- It is often unhelpful to offer tests and onward referrals as a way of managing a person's anxiety. Liaison with the client's mental health team and ensuring clear communication is essential, of course with consent from the client.
- Sandyford Sexual Health Advisors or SCASS can be asked to provide further support if the client wishes it, without involving outside help. Any referral to SCASS needs to include information in regards to the client's safety.

### **Psychoses**

Indicators of this condition may include:

- Evidence of delusion/thought disorder/ /hallucinations.
- Thought disorder is easiest recognised by an abnormal flow to speech; subtle presentations will be harder to pickup, but odd or rambling speech may be indicative.
- Diagnosis is usually already established.
- Consider potential organic causes, such as infection, substance misuse, hypoglycaemia

### **Neuroses**

- Commonest problems = anxiety + depression.

- GPs deal with nearly 90% of all cases: consider them as the first point of referral if the client is willing.
  - Consider referral to sector Community Mental Health Team (CMHT) or the Crisis Team if more seriously unwell.
  - If suicidal, an emergency response is required (see below)
  - If not suicidal best to go back to GP as they will co-ordinate care.

### Personality Disorders

- Wide range and presentation
- If engaged with/known to CMHT, it will be worthwhile seeking advice from sector CMHT. If not known to the CMHT, consider referral to the CMHT, usually through the GP, or discuss with the Crisis Team if more concerning.
- If suicidal, an emergency response is required (see below)
- If not suicidal best to go back to GP as they will co-ordinate care.

### Toxic Confusional States

- Recreational/prescribed drugs are the commonest cause.
- Consider organic disease – metabolic disorders or intracranial lesion for example
- Risk increases with age
- HIV and other infections are a possible cause.

## **SUICIDAL IDEATION**

**People who are in distress and who may be at risk of suicide need to be supported by the clinician. This can be done by sensitive enquiry. It is important the clinician establishes if suicidal ideation is present and if there is a plan.**

**Sensitive exploration includes direct questioning to the client such as:**

- **Do you feel suicidal?**
- **Do you have a plan?**
- **The reasons for dying?**
- **What resources including support do you have?**
- **Do you have a history of previous attempts of suicide?**

**The information gathered from the above enquiry will assist you to assess the level of risk and what the appropriate action would be. Further advice and support can be accessed from the SCASS team (36700). See referral pathway below.**

## **Referral Pathways To Mainstream Mental Health Services**

### **Within NHS Greater Glasgow & Clyde**

#### **Non-urgent referrals**

A written or verbal request would be made to the GP for a mental health assessment.

#### **Emergency Referrals**

An emergency referral is where it is necessary for Mental Health Services to assess/intervene on the same day as the referral is made.

Who can refer? – Emergency referrals are accepted from the Primary Care Services (i.e. GP, Primary Care Mental Health Team, Social Work), qualified staff from Sandyford Services (i.e. Medical, Nursing, Occupational Therapy, , Counselling), Housing and Police.

Emergency referrals are characterised by high risk situations; either to the service user or to others. It is essential that this risk is assessed and communicated clearly to the service that has been referred to. It is important that referring services make the distinction between high levels of risk and high levels of personal distress.

#### **Where Do Referrals Go?**

Emergency referrals must go to Community Mental Health Teams between the hours of 9.00 am and 5.00 pm on a Monday to Friday basis (Community Mental Health Teams' catchment areas are geographically determined and (see Appendix 1) for further information regarding postcodes (CMHT addresses and telephone numbers).

Out with the above times: people can be referred to the Crisis Teams from 5pm-8pm and after 8pm to the Out-of-Hours Psychiatric Nursing Service (access via NHS 24), or failing these (or for discussion) the Duty Doctor System based within the Psychiatric Acute Hospitals (names, addresses and telephone numbers are included below).

Please note that the Scottish Ambulance Service will provide transport for the client to the appropriate service.

#### **Homeless patients**

For patients who have no fixed abode the Homeless Mental Health Team can be contacted from 9am-5pm at 0141 553 2801. After 5pm the patient would need to be referred to the GEMS service accessed through NHS24 or be sent to A&E.

### **Emergency Referrals for people who receive a service from Sandyford however do not reside within the boundaries of NHS GGC**

Staff should always start by trying to liaise with the relevant service from the client's home area. If this is not possible, mainstream Mental Health Services can be accessed within Glasgow for people who reside out with the NHS GGC area via Accident and Emergency Services. A & E have the ability to contact Liaison Psychiatry Services, the Duty Doctor System or the Out-of-Hours Psychiatric Nursing Service for people in this position

**Appendix 1**

**Please note that if you are contacting a local CMHT service after business hours it will switch the call to the out of hours crisis team.**

<b>CMHT Area</b>	<b>Postal Codes</b>	<b>Resource Centre</b>	<b>Tel. No.</b>	<b>Fax. No.</b>
<b>North East</b>	G21.2, G32.0, G32.6, G32.7, G32.9, G33.1, G33.2, G33.3, G33.4, G33.5, G34.0, G34.9, G69.6, G69.7, G69.8, G71.7 G21.2*, G33.1*, G32.0*, G32.9*, G32.6*, G32.7*, G33.1*, G33.2*, G69.6*, G69.7*	<b>Auchinlea House</b> Resource Centre 11 Auchinlea Road Easterhouse Glasgow G34 9QA	0141 232 7200	0141 232 7228
	G1.1, G1.2, G1.3, G1.4, G1.5, G2.1, G2.2, G2.3, G2.4, G2.5, G2.6, G2.7, G2.8, G4.0, G31.1, G31.2, G31.3, G31.4, G31.5, G40.1, G40.2, G40.3, G4.0*, G32.0*, G32.9*, G2.3*, G31.3*, G31.5*, G32.8*	<b>Arran Resource Centre</b> 121 Orr Street Bridgeton Glasgow G40 2QP	0141 232 1200	0141 232 1212
	G4.0*	<b>Shawpark Resource Centre</b> 51 Gairbraid Avenue Glasgow G20 8FB	0141 451 2730	0141 531 8778
	G3.6, G4.0, G4.9, G21.1, G21.2, G21.3, G21.4, G22.5, G22.6, G22.7, G33.1  G3.6*, G4.0*, G4.9*, G21.2*, G33.1*	<b>Springpark Resource Centre</b> 101 Denmark Street Possilpark Glasgow G22 5EU	0141 211 7000	0141 531 9304
<b>North West</b>	G13 (all), G15.6,7,8, G61 (all), G62 (all), G63 (all).	<b>Arndale Resource Centre</b> 80 – 90 Kinfauns Drive Glasgow, G15 7TS	0141 211 6184	0141 211 6185

	G11.5,6,7, G12.0,8,9, G14.0,9	<b>Riverside Resource Centre</b> West Glasgow Community Centre for Health 547 Dumbarton Road Glasgow, G11 6HU	0141 211 1430	0141 211 1444
<b>South</b>	G51 1 North Kinning Park G51 2 Ibrox G51 3 Govan G51 4 Shieldhall G52 1 Craigton/Mossp ark G52 2 North Cardonald Hillington G52 4 Penilee G41 1 Kinning Park	<b>Brand Street Resource Centre</b> Festival Business Centre 150 Brand Street Glasgow, G51 1DH	0141 303 8900	0141 303 8909
	G46 7 Patterton/Deac onsbank G46 8 Thornliebank G53 5 Pollock Park/Pollocksh aws G53 6 Darnley G53 7 Nitshill/Darnley G52 3 South Cardonald	<b>Rossdale Resource Centre</b> 12 Haughburn Road Pollok Glasgow G53 6AB	0141 232 4750	0141 232 4769
	G41 2 Strathbungo G42 0 Polmadie/Toryg len G42 7 Govanhill G42 8 Crosshill G5 0 Hutchesontown G5 8 Kingston G5 9 Gorbals G41 5 Dumbreck/Poll ockshields	<b>Florence Street Resource Centre</b> 26 Florence Street Glasgow G5	0141 232 7000	0141 232 7003
	G42 9 Battlefield G44 3 Cathcart G44 4 Kingspark G44 5 Croftfoot/Linn Park G45 0	<b>The Stewart Centre</b> 5 Arden Craig Road Castlemilk Glasgow G45 0EQ	0141 634 5430	0141 634 5473

	Castlemilk G45 9 North Castlemilk G76 9 Carmunock			
	G41 4 Pollockshaws G43 1 Pollock park/Pollocksh aws G43 2 Newlands G41 3 Shawlands	<b>Waterside</b> Based at Rossdale Resource Centre 12 Haughburn Road Pollok Glasgow G53 6AB	0141 232 4750	0141 232 4769
	Covers all of G72 and G73	<b>Eastvale Resource Centre</b> 130a Stonelaw Road Rutherglen Glasgow G73 2PQ	0141 531 4117	0141 531 4107
<b>Inverclyde</b>		<b>Inverclyde CMHT</b> 128 Cathcart Street Greenock PA15 1BQ	01475 884300	
		<b>Inverclyde Primary Care Mental Health</b> Team Boglestone Clinic Dubbs Road Port Glasgow, PA14 5UA	01475 884300	
<b>Renfrewshire</b>		<b>Paisley CMHT</b> Charleston Centre 49 Neilston Road Paisley, PA2 6LY	0141 618 5600	
		<b>West Renfrewshire CMHT</b> Charleston Centre 49 Neilston Road Paisley, PA2 6LY	0141 618 5600	
<b>East Dunbartonshire</b>	G33.6, G64.1, G64.2, G64.3, G64.4, G65.5, G65.7, G65.8, G65.9, G66.1, G66.2, G66.3, G66.4, G66.5, G69.0, G69.8, G69.9	<b>Larkfield Resource Centre</b> Kirkintilloch Health and Care Centre 10 Saramango Street Kirkintilloch G66 3BF	0141 232 8200	0141 232 8241
<b>West Dunbartonshire</b>	G60.5, G81.1,2,3,4,5,6	<b>Goldenhill Resource Centre</b> 199 Dumbarton Road, Clydebank G81 4XJ	0141 941 4400	0141 9414499
	G82, G83	<b>Riverview Resource Centre</b> Dumbarton Joint Hospital Cardross Road Dumbarton G82 5JA	01389 812070	01389 812069
<b>East Renfrewshire</b>	G44, G46, G76, G77	<b>Eastwood Resource Centre</b> Barrhead Health and Social Care Centre 213 Main Street Barrhead G78 1SW	0141 800 7809	0141 304 7501

\*Shared postcode. Please see appendix 3.

**Duty Psychiatrist – Hospital based**

<b>North</b>	MacKinnon House, Stobhill Hospital, 133 Balornock Road, Glasgow G21 3UW	0141 211 3600
<b>East</b>	Parkhead Hospital, 81 Salamanca Street, Glasgow G31 5ES	0141 211 3600
<b>South</b>	Leverndale Hospital, 510 Crookston Road, Glasgow G53 7TU	0141 211 3600
<b>South</b>	Queen Elizabeth University Hospital, 1345 Govan Road, Glasgow G51 4TE	0141 211 3600
<b>West</b>	Gartnavel Royal Hospital 1055 Gt. Western Road, Glasgow G12 OXH	0141 211 3600
<b>Clyde</b>	Dykebar Hospital. Grahamston Road. Paisley. PA2 7DE	0141 211 3600

**Appendix 2**

**Emergency Referrals**

**Emergency referral: Same Day Intervention needed in discussion with the Senior Clinician or on call Consultant with the support of the SCASS team.**  
**Consideration should be given to the safety of the client on leaving the building and time of day and their ability to attend another service.**

Contact clients GP, if consent is given or not.

**Community Mental Health Team/Crisis Service**  
9.00am – 8.00pm - Contact CPN if allocated, if consent is given or not (see list of contact numbers).

**Ambulance service**

SEE BELOW

**Out Of Hours Psychiatry Nursing Team (Via NHS 24) or Duty Psychiatrist**

Between 8pm-9am

If no GP or CPN, contact NHS 24 on 08454 242424 or Psychiatrist on call 0141 211 3600

**SCOTTISH AMBULANCE SERVICE**

**GGHB (Emergency) 03333 990111**

**GGHB (Urgent) 03333 990112**

**Argyll & Clyde (Emergency) 03333 990113**

**Argyll & Clyde (Urgent) 03333 990114**

**All areas HB (Routine) 03333 990117**

**(Emergency the same as 999 and urgent is an ambulance within 1 to 4 hours)**

**Any member of staff can request an ambulance (SAS National Operations Manager). For urgent ambulances, the call taker will ask the target response time (60 minutes to 4 hours). If the request is made for 60 minutes the likelihood is that they may not reach this target and the call taker will ask if the patient should be upgraded to an emergency.**



**Appendix 3: North East CMHT Catchment Area Descriptor**

**The Arran Centre**

**121 Orr Street**

**GLASGOW**

**G40 2BJ**

**Tel: 0141 232 1200**

**Fax: 0141 232 1212**

The following postcodes come under the Arran Centres catchment:

G1.1, G1.2, G1.3, G1.4, G1.5, G2.1, G2.2, G2.3, G2.4, G2.5, G2.6, G2.7, G2.8, G4.0, G31.1, G31.2, G31.3, G31.4, G31.5, G40.1, G40.2, G40.3, G40.4

**Please see below for description of any shared/boundary postcodes**

**Description**

The Arran Centre will share the following postcodes:

**G4.0 – Shared** with Springpark Resource Centre and Shawpark Resource Centre; The Arran Centre will cover **G4.0** postcodes within the Townhead area. This includes the following student accommodations:

**Buchanan View (Student Accommodation)**

**Caledonian Court (Student Accommodation)**

**Victoria Hall (Student Accommodation)**

Please note, any G4.0 addresses on Craighall Road (Port Dundas Area) should be referred to Shawpark Resource Centre and any G4.0 addresses within the Cowcaddens/Dundasvale area should be referred to Springpark Resource Centre.

**G32.0 – Shared** with Auchinlea Resource Centre; The Arran Centre will only cover a small area with a G32.0 postcode, this includes the following streets in the Springboig/Barrachnie area:

**Ailean Drive, Ballieston Road, Birchwood Avenue, Birchwood Place, Blackcroft Gardens, Blackcroft Road, Bowling Green, Carrick Drive Gardens, Carroglen Grove, Central Grove, Craigvicar Gardens, Crownhall Place, Crownhall Road, Culzean Drive, Dancryne Avenue, Despard Avenue, Despard Gardens, Duncryne Gardens, Farmington Avenue, Farmington Gardens, Farmington Gate, Farmington Grove, Hailes Avenue, Linacre Drive, Linlithgow Gardens, Manse Road, Manse Gardens, Mansionhouse Grove, Mansionhouse Road, Mayberry Crescent, Mayberry Grove, Old Manse Road, Rylands Drive, Rylands Gardens, Selby Gardens**

All other G32.0 addresses should be referred to Auchinlea Resource Centre.

**G32.9 – Shared** with Auchinlea Resource Centre. The Arran Centre will cover all of the **G32.9** postcodes (Shettleston/Mount Vernon) with the exception of the following streets which are shared with Auchinlea Resource Centre, please note that the number of the addresses below determine where a patient should be referred:

- **Ardgay Street**, refer to the Arran Centre if the address has any even number **up to number 246** and odd numbers **up to number 247**
- **Gelston Street**, refer to the Arran Centre if the address has any even number **up to number 66** and odd numbers **up to number 75**

- **Sandyhills Road**, refer to the Arran Centre if the address has any even number **up to number 610** and odd numbers **up to number 621**
- **Killin Street**, refer to the Arran Centre.

**Please note all Shettleston Road should be referred to Auchinlea Resource Centre.**

The following Arran Centre postcodes will boundary with other Resource Centres catchments:

**G2.3 – Boundary** with Springpark Resource Centre; Please note, that Sauchiehall Street and West Nile Street, both streets Arran Centres Catchment, will border with the Springpark Resource Centre's catchment areas, Garnethill and Cowcaddens.

**G31.3 – Boundary** with Auchinlea Resource Centre; The boundary line between The Arran Centre and Auchinlea Resource Centre is where Provan Road, The Arran Centre catchment meets Cumbernauld Road and Edinburgh Road, Auchinlea Resource Centres catchment. The boundary line is also where Todd Street, The Arran Centre catchment meets Carntyne Road, Auchinlea Resource Centres catchment.

**G31.5 – Boundary** with Auchinlea Resource Centre; Muiryfauld Drive at Tollcross Park, and Tollcross Road, both The Arran Centres Catchment, will border with Auchinlea Resource Centres G32.7 catchment area. **Please note if there are any new builds with a G31.5 postcode on Shettleston Road they should be referred to The Arran Centre.**

**G32.8 – Boundary** with Auchinlea Resource Centre. The Arran Centre catchment will cover all **G32.8** postcodes, this includes the Braidfauld and Fullerton area and this area borders with Auchinlea Resource Centres G32.7 catchment area.

**Auchinlea Resource Centre**

**11 Auchinlea Road**

**GLASGOW**

**G34 9QA**

**Tel: 0141 232 7200**

**Fax: 0141 232 7284**

The following postcodes come under the Auchinlea Resource Centre catchment:

G21.2, G32.0, G32.6, G32.7, G32.9, G33.1, G33.2, G33.3, G33.4, G33.5, G34.0, G34.9, G69.6, G69.7, G69.8, G71.7

**Please see below for description of any shared/boundary postcodes**

**Description**

Auchinlea Resource Centre will share the following postcodes:

**G21.2 – Shared** with Springpark Resource Centre; Auchinlea Resource Centre will potentially cover for example, any new builds with a G21.2 addresses after the point where Royston Road meets Broomfield Road, which are Springpark Resource Centres catchment. Please note, all other G21.2 postcodes in the Royston area should be referred to the Springpark Resource Centre.

**G33.1 – Shared** with Springpark Resource Centre; Auchinlea Resource Centre will cover addresses in the Provanmill and Hogganfield Loch area with a G33.1 postcode whilst Springpark Resource Centre will cover addresses with a G33.1 postcode in the Robroyston Area.

**G32.0 – Shared** with The Arran Centre; Auchinlea Resource Centre will cover most of the Springboig G32.0 area. Gartocher Road, Hallhill Road, Mount Vernon Avenue and Barrachnie Road all Auchinlea Resource Centres catchment will border with G32.0 addresses within The Arran Centre catchment. Please see Arran Centres description above for a more detailed description of addresses they will cover within this postcode.

**G32.9 – Shared** with The Arran Centre; Please note that the G32.9 postcode is shared with the Arran Centre with the number of an address determine where a patient should be referred. Auchinlea will cover the following addresses in the postcode area:

- **Ardgay Street**, refer to the Auchinlea Resource Centre if the address is **from even number 240 onwards** and **odd number 235 onwards**
- **Gelston Street**, refer to the Auchinlea Resource Centre if the address is **from even number 56 onwards** and **odd number 29 onwards**
- **Sandyhills Road**, refer to the Auchinlea Resource Centre if the address is **from even number 622 onwards** and **odd number 619 onwards**

**Please note all Shettleston Road should be referred to Auchinlea Resource Centre.**

The following Auchinlea Resource Centre postcodes will boundary with other Resource Centres catchments:

**G32.6 – Boundary** with The Arran Centre; Auchinlea Resource Centre will cover all G32.6 postcodes in the Carntyne area. Please note that this area borders on The Arran Centres catchments, Haghill and Parkhead.

**G32.7 – Boundary** with The Arran Centre; Auchinlea Resource Centre will cover addresses with a G32.7 postcode from the Tollcross Park area along to Killin Street and up to Shettleson Road where they will meet with The Arran Centres catchments.

**G33.1 – Boundary** with Kirkintilloch Health and Care Centre (KHCC); The Hogganfield Loch area, Auchinlea Resource Centres catchment meets with KHCC's catchment area, Stepps. Please note that Cumbernauld Road will be shared over these areas with the boundary being where Cumbernauld Road meets Station Road at the Millerston traffic lights.

**G33.2 – Boundary** with The Arran Centre; The boundary line between Auchinlea Resource Centre and The Arran Centre is where Cumbernauld Road and Edinburgh Road, Auchinlea Resource Centres catchment both meet with Provan Road, Arran Centres catchment. There is also a boundary line where Carntyne Road, Auchinlea Resource Centres catchment meets Todd Street, Arran Centre catchment.

**G69.6 – Boundary** with The Arran Centre; Auchinlea Resource Centre catchment, Barrachnie Road borders with Baillieston Road, Arran Centres catchment to create a boundary.

**G69.7 – Boundary** with The Arran Centre; Please note that from where Mount Vernon Avenue, Auchinlea Resource Centres meets Baillieston Road, Arran Centres catchment and comes down to meet London Road, The Arran Centres catchment this creates the boundary line between Auchinlea Resource Centre and The Arran Centre.

**Springpark Resource Centre**

**101 Denmark Street**

**GLASGOW**

**G22 5EU**

**Tel: 0141 531 9300**

**Fax: 0141 531 9304**

The following postcodes come under the Springpark Resource Centre catchment:

G3.6, G4.0, G4.9, G21.1, G21.2, G21.3, G21.4, G22.5, G22.6, G22.7, G33.1

**Please see below for description of any shared/boundary postcodes**

**Description**

Springpark Resource Centre will share the following postcodes:

**G3.6 – Shared** with Shawpark Resource Centre; Springpark's catchment will now include addresses in the Garnethill area with a G3.6 postcode. All other addresses with a G3.6 postcode should be referred to the Shawpark Resource Centres catchment.

**G4.0 – Shared** with Arran Centre and Shawpark Resource Centre; Springpark will cover addresses within the Cowcaddens/Dundasvale area with a G4.0 postcode area. Springpark will cover Cowcaddens Road up to where it meets Port Dundas Road, anything beyond this point (Townhead area) will come under the Arran Centre's catchment. Milton Street, Springpark Resource Centres catchment will also border with Dobbie's Loan, The Arran Centres catchment.

Any G4.0 addresses in Craighall Road (Port Dundas Area) should be referred to Shawpark Resource Centre.

**G4.9 – Shared** with Shawpark Resource Centre; Springpark Resource Centre will cover addresses on New City Road with a G4.9 postcode. All other G4.9 addresses should be referred to Shawpark Resource Centre.

**G21.2 – Shared** with Auchinlea Resource Centre; Springpark Resource Centre will cover addresses in the Royston area with a G21.2 postcode. Please note Springpark will take addresses on Royston Road up to even number 290 and odd number 707. This means Springpark will cover addresses up to where Royston Road meets Broomfield Road. Anything beyond this point will fall under Auchinlea's catchment, for example, any new builds.

**G33.1 – Shared** with Auchinlea Resource Centre. Springpark covers addresses within the Robroyston Area and Auchinlea will now cover addresses within the Provanmill Area, please see Auchinlea Resource Centre's description for addresses they cover within the G33.1 postcode area.