

Adults Quick Guide

Approved Mental Health Professionals Processes

The Approved Mental Health Professionals (AMHP) team carry out the following processes:

1. Complete a **Mental Health Act Assessment** to decide whether a person should be detained in hospital under the Mental Health Act
2. Arrange **immediate emergency services** i.e. if a person requires them to start within 48 hours
3. Activate a **carer emergency response plan**
4. Start **Safeguarding Triage** steps for safeguarding concerns raised outside of normal working hours

This guide only covers processes relevant to adults (people 18 years old and over). For processes relevant to children please refer to separate guidance.

This guide will also cover information about adding and ending **Worker and Organisational (team) relationships** and **full case closures**.

Any activity carried out by the AMHP team not recorded within workflow steps should be captured within **Case notes** using the case note type **AMHP Service**. Refer to the **Recording a Case Note and Sending an Alert** user guide for further information on how to record a case note.

For detailed guidance on completing workflow steps refer to the **Working with Workflow Steps and Forms** user guide.

Mental Health Act Assessments

If a person requires an assessment to decide whether they should be detained in hospital under the Mental Health Act an **AMHP Contact** should be recorded from the **Start > New...** sidebar menu.

The contact may be recorded by the Serco Care and Wellbeing Hub Out of Hours (CSC OoH) or by someone within the AMHP team, primarily by admin, but AMHPs can record a contact where needed.

From the **AMHP Contact** a next action of **AMHP Triage** is assigned to the **AMHP team**. The triage step is completed by the **AMHP manager** or an **AMHP**.

Details will prepopulate (pull forward) from the **AMHP Contact** into the **AMHP Triage**. The information should always be reviewed and updated to reflect the person's current situation.

From the **AMHP Triage** step an **Adult Mental Health Act Assessment (MHAA)** is assigned to the **AMHP team** or to an **AMHP**.

The MHAA can either be allocated to an AMHP for completion or started from Current work on the person's record while still assigned to the team.

The **next actions** available from the **Mental Health Act Assessment** are as follows:

Action	When to use	Who to assign to
Adult Immediate Emergency Services Request	If you have identified that you need to put services in place as soon as possible	Self using the Assign to Me button
Further Mental Health Act Assessment Required	If you have identified the need for an additional or more in depth Mental Health Act Assessment	Self using the Assign to Me button. Or the Approved Mental Health Professionals (AMHP) team using the Pass to team dropdown menu

Action	When to use	Who to assign to
Adult Safeguarding Concern	If safeguarding concerns have been identified	Self using the Assign to Me button
Adult Protection of Property	If Protection of Property activity is required for the person	Self using the Assign to Me button Or the key team using the Pass to team dropdown menu
Adult No Further Action Required	If no further action is required following the assessment, but a full case closure cannot be completed because there are services in place or other workers or teams are still working with the case etc.	This is a terminating (no further action) action, so does not need to be assigned

The **requests and notifications** available from the Mental Health Act Assessment are as follows:

Request (R) / Notification (N)	When to use	Who to assign to
(R) Adult Please review information and authorise	Optional authorisation.	Your manager using the Pass to worker > Find button
(R) Adult Please Action	This request type appears in most work flow steps. It can be used as and when required.	Another worker or team using the Find button
(R) Adult Please convene Best Interest meeting / send invitations	To be used to request the Safeguarding and Review team arrange a Best Interest Decision Making meeting and/or send out the meeting invitations The optional form Adult Best Interest Meeting Invitation List should be completed to provide sufficient information for admin to complete this request	Adult Safeguarding – Meeting using the Pass to worker dropdown menu

Request (R) / Notification (N)	When to use	Who to assign to
(R) Adult Best Interest meeting cancellation	To be used to request the Safeguarding and Review team cancel a Best Interest Decision Making meeting	Adult Safeguarding – Meeting using the Pass to worker dropdown menu
(R) Adult Best Interest meeting re-arrangement	To be used to request the Safeguarding and Review team re-arrange a Best Interest Decision Making meeting	Adult Safeguarding – Meeting using the Pass to worker dropdown menu


Arranging Immediate Emergency Services

If a person requires services to start immediately (within 48 hours) an **Adult Contact (New Case)** or **Adult Contact (Open Case)** should be recorded from the **Start > New...** sidebar menu.

The contact may be recorded by the Serco Care and Wellbeing Hub Out of Hours (CSC OoH) or by someone within the AMHP team, primarily by admin but AMHPs can record a contact where needed.

From the contact a next action of **Adult Immediate Emergency Service Request (ISER)** is assigned to the **AMHP team** or to an **AMHP**.

The **ISER** can either be allocated to an AMHP for completion or started from Current work on the person's record while still assigned to the team.

Within the **ISER** step the **(Adult) My Care Package – Unplanned and Amendments** optional form (located within the **Forms and letters** icon ) should be opened and completed with details of the emergency service.

The following next actions should be added from the ISER step:

- **Adult Homecare – Action Required** – assigned to **Brokerage Hosp/Reable/EDT- Admin Inbox** via Pass to worker dropdown menu. If arranging an emergency homecare service

or

- **Adult Residential / Nursing Care – Action Required** – assigned to **Residential/Nursing Care - Inbox** via Pass to worker dropdown menu. If arranging an emergency temporary admission

And

- **Adult Conversation Record** – assigned to the relevant **Adult Care team** using the Pass to team dropdown menu. This should always be added regardless of the type of service arranged.

Where a Financial Assessment Referral is needed the next action **Adult Financial Assessment Referral (assign to self)** should also be added and assigned to self using the **Assign to Me** button.

Important note: If no services are arranged the next action **Adult Immediate Emergency Services No Longer Required (NFA)** should be added rather than those listed above.

Activating a Carers Emergency Response Plan

This activity is usually recorded by an AMHP.

When activating an emergency response plan you need to record on both the carer's and cared for's records.

On the carer's record:

Record an **Adult Contact (New Case)** or **Adult Contact (Open Case)** from the **Start > New...** sidebar menu.

Add a next action of **Complete/Update Carer Emergency Response Plan** and assign to the **Adult Carers Service – Inbox** via the Pass to worker dropdown menu.

On the cared for's record:

Record an **Adult Contact (New Case)** or **Adult Contact (Open Case)** from the **Start > New...** sidebar menu.

Add a next action of **Immediate Emergency Service Request** and assign to self using the **Assign to Me** button.

Follow the guidance for arranging an [immediate emergency service](#) as above to complete the IESR.


Adult Safeguarding Triage step

If an **Adult Safeguarding Concern** is recorded outside of normal working hours an **Adult Safeguarding Triage** step will be assigned to the AMHP team.

The **Adult Safeguarding Triage** step will be started by the **AMHP manager** or an **AMHP**. The **AMHP – Triage start date** should be recorded and any **Triage Activity** logged.

The incomplete **Adult Safeguarding Triage** step should be reassigned to the Safeguarding manager so they can complete the triage step and process to an enquiry where needed during normal working hours.

To reassign the **Adult Safeguarding Triage** step from within the person's record;

- Click the **Incomplete work** icon 
- Click **Update assignment** from the mini menu
- Use the **Pass to worker > Find** button to search for the Safeguarding manager
- Click the **OK** button

Worker and Organisational Relationships

While a case is open to the AMHP team, the team should be recorded as an **Organisational relationship** of '**Involved Team**'.

This can be added by the CSC, the AMHP manager or the AMHP, once it has been decided AMHP involvement is necessary.

Once the case has been allocated to them, the AMHP should also be recorded as a **Worker relationship** of '**Involved Worker**'. This can be added by AMHP or AMHP manager.

The team and worker will then both display within **Professional and organisational relationships** on the **Person summary** screen.

The **Organisational** and **Worker relationships** should both be ended once the AMPH workflow and involvement is complete. Again this can be carried out by the AMHP or AMHP manager.

See the **Worker Relationships** and **Organisational Relationships** user guides for further details on adding and ending the relationships.

Full Case Closures

When AMHP activity is ending sometimes there will also be the need to propose a full case closure i.e.th person does not have any social care needs and is not open to any other team.

Refer to the **Case Closures – Full, Team and Involvement** user guide for further details on when to propose a full case closure.

The workflow step **Adult Proposed Case Closure** should be completed from the **Start > New ...** sidebar menu.

From the **Adult Proposed Case Closure** step a next action of **Adult Case Closure in Progress** should be assigned to the relevant Adult Admin (Business Support) team, based on where the person lives.

Important note: If the person has died or left the area and was previously in receipt of a direct payment service (you can see this within Care packages provided on the Person summary screen), you will need to send the '**Adult Please review information and authorise**' request to the relevant Adult Care team (key team). They will then complete the Direct Payment Suspension and Termination Checklist section, review the case and finish the Proposed Case Closure step.