

Kent and Medway Joint Working Protocol for

**Co-existing  
Mental Health and  
Substance Misuse  
Disorders (Dual Diagnosis)**



**Medway  
East Kent  
West Kent**



## Our problem:

“Dual diagnosis clients are everybody’s business but nobody’s priority”. Substance Misuse and Mental Health Services are two parallel universes with totally different cultures and commissioning practices.”

(page 58, Rethink Dual Diagnosis Toolkit).



## We know that, in Kent and Medway.....

service users with Dual Diagnoses of Mental Illness and Substance Misuse find it hard to access treatment, remain engaged in treatment and have worse overall outcomes. They move frequently between services, often not being adequately provided for in either Substance Misuse Services or Mental Health Services (MHS).


## This is why we need a protocol.....

The organisations involved are:

- Kent and Medway Partnership NHS Trust (KMPT) the specialist mental health service provider in Kent and Medway.
- Kent Drug and Alcohol Action Team (KDAAT), and Medway Drug and Alcohol Action Team (MDAAT) who are responsible for commissioning drug and alcohol services in the county.
- The specialist substance misuse service providers.
- Kent Probation.
- The NHS organisations responsible for commissioning mental health services across Kent and Medway.
- Kent County Council and Medway Council.



**This document describes the joint approach that will be taken by staff of these organizations. The protocol explicitly includes people who are actively misusing substances and showing signs of mental illness. An assessment must be offered regardless of the clients level of use or intoxication.**



## The term 'dual diagnosis' covers a broad spectrum of mental health and substance misuse problems that an individual might experience at the same time.

The nature of the relationship between these two conditions is complex.

Possibilities include:

1. A primary psychiatric illness precipitating or leading to substance misuse.
2. Substance misuse worsening or altering the course of a psychiatric illness.
3. Intoxication of substance dependence leading to psychological symptoms.
4. Substance misuse and/or withdrawal leading to psychiatric symptoms or illness.

The protocol is intended to foster joint working between services and maintain and build on each organisation's specialist role within the mental health and substance misuse system.

The decision as to which service has the primary responsibility for providing care for these service users depends on the severity of mental illness experienced. A significant majority of those with a Dual Diagnosis who have mental health issues which are not severe will be cared for predominantly within Substance Misuse Services. Those with Severe Mental Illness will be cared for by Mental Health Services.



## Dual Diagnosis exists along two axes

The vertical axis describes the severity of problematic substances misuse while the horizontal axis describes the complexity of mental health issues. This gives us four “quadrants”, or situations, where people may find themselves.

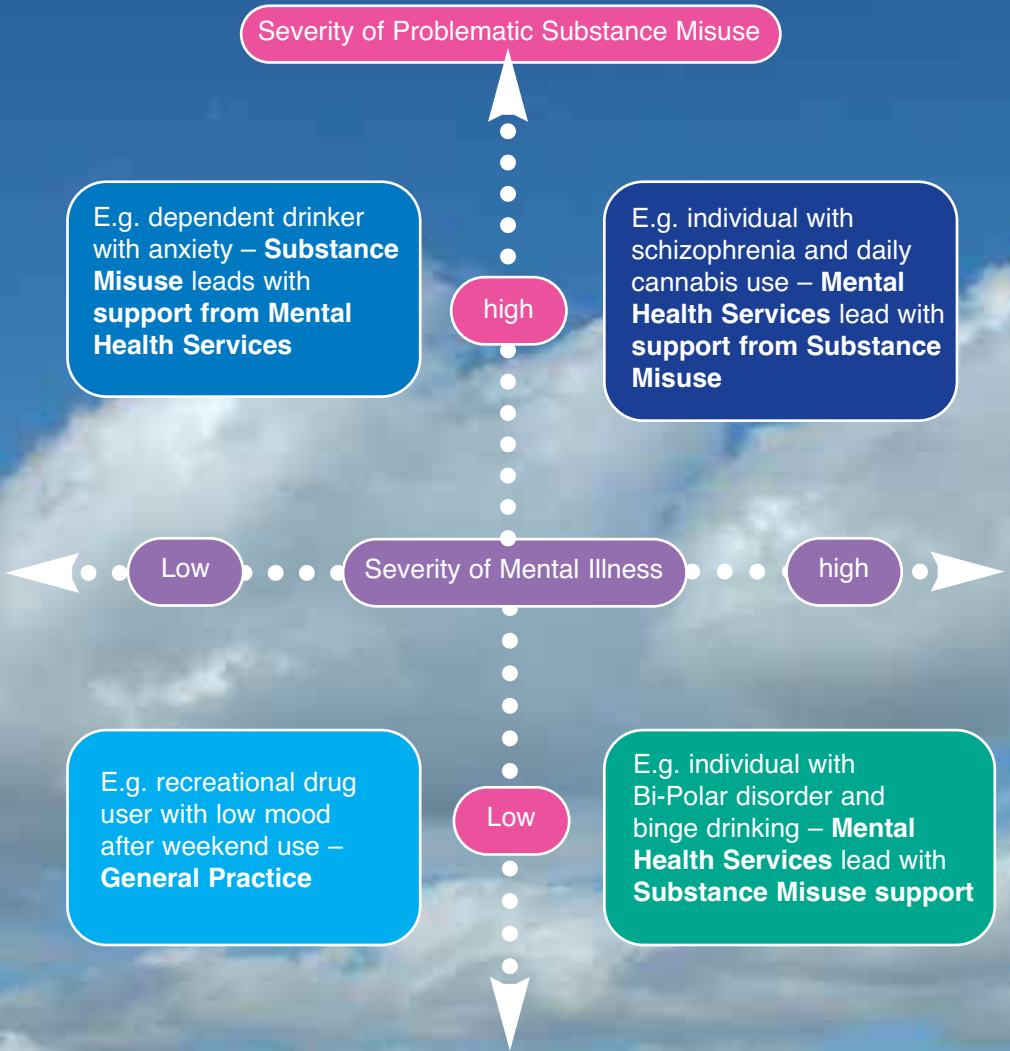
*See the diagram.*

Both substance misuse and mental illness can be variable and follow a fluctuating course. Service user life events impact significantly upon both elements and the service user may move between quadrants.

The care pathway gives clear direction as to which service leads and which service supports.



**Figure 1 A Model of Dual Diagnosis Service Provision with clinical examples: adapted from the Dual Diagnosis Good Practice Guide**



## Who is covered by this protocol?

The locally agreed term for 'dual diagnosis' in respect of this policy refers to any individual who requires treatment and/or support for co-existing mental health and substance misuse disorders who:

- Is aged 18 years and over.
- Is normally resident in Kent or Medway.
- Requires specialist mental health services in respect of a severe and enduring mental health problem.
- Requires specialist drug and alcohol services.
- Requires joint care involving more than one of the following agencies; primary care, substance misuse services, mental health services. (Not all service users with mental illness will be receiving specialist mental health services. For example some will be self-managing and others may be supported by their GP).



The protocol does not cover individuals with dual diagnosis needs who are under 18 years old. Services for this client group are provided by Child and Adolescent Mental Health Services (CAMHS) in collaboration with Children and Young People's Substance Misuse Services in Kent and Medway.





# Shared values

The values underpinning this joint working protocol emerged from the stakeholder events carried out in 2010. Organisations signed up to this protocol agree that it shall be delivered in line with these shared values.

- The protocol is intended to ensure service users get the best possible care from the organisations involved. It is not an end in itself.
- Providing the best possible care will require staff from all sides to form positive, constructive and inclusive relationships.
- Care will be provided in a spirit of cooperation between organisations and with service users.
- The protocol provides an overall framework only. Its application will require staff from all sides to use their specialist skills and professional judgement.
- All activities and decisions relating to the application of this protocol should be conducted in such a way as to facilitate positive outcomes for service users
- Service users will be supported to take as much control as possible over their care as it is provided under this protocol.
- Staff should not feel bound by the protocol where alternative arrangements are considered in the best interest of service users. However they must clearly describe the reasons behind this.

- Care will be provided in line with the Equality Act 2010 in such a way as to positively and proactively take into consideration an individual's personal circumstances and life style choices. This includes ethnicity, religion or belief, sexual orientation, pregnancy and maternity, age, disability, gender and gender identity, previous history of engagement, employment history, education and training, literacy, numeracy and communication skills.
- In applying the protocol, staff will also take into consideration the service users family and childcare responsibilities and the needs of their family and/or carers.
- The protocol is intended to make best use of specialist services already commissioned in Kent and Medway by facilitating their shared approach to supporting service users with a dual diagnosis.
- Although the client groups served and not-served are defined in the protocol, staff from one organisation should always discuss with staff from another, on a case by cases basis, where there is some doubt, or where information has arisen which warrants the case to be reconsidered.
- Staff will ensure that all individuals with co-existing mental disorders (common or severe) and substance misuse problems, who come into contact with services in Kent and Medway clearly understand which agency or organisation(s) will provide support to them at that particular time. No service user should remain unclear.
- Where service users are eligible for social care services, they are entitled to be informed of the value of the care needed by them, and their ideas as to how this could be provided should contribute to their support plan. Some service users will then wish to arrange their own care for part or all of their assessed needs, using their personal budget (which must be recorded for each eligible service user).

## Definition of joint working

Joint working will start with initial or informal conversations, anonymised if required, with staff from the other organisation, to discuss issues relating to a service user with diagnosed or suspected dual diagnosis needs. (In some circumstances this will be as important as the more formal aspects.)

For the purposes of this protocol the term joint working describes situations where staff from both KMPT (or primary care) and substance misuse providers including CRI/KCA/Medway Alcohol Service/Turning Point are actively involved in one or more of the following situations:

- Conducting, or contributing to a formal comprehensive assessment of a service users needs and risks.
- Leading and or contributing to the drawing up of a joint care plan with a service user, in response to the needs identified during the assessment stage(s).
- Keeping staff informed from the other organisation in respect of positive or negative developments, which may have a bearing on the joint working arrangements. This being conducted taking into account the expressed wishes of the service user in line with assessed risk.



- Working collaboratively with the service user's carers, family members or advocates, as expressly agreed by the service user. This will include information sharing.
- Carrying out actions designated to particular staff within the jointly agreed Care Planning or Review meetings.
- Convening or contributing to Care Plan review meetings.
- Attending relevant staff meetings, training or other events which promote the building of relationships between staff from both organisations.
- Supporting an individual to develop a recovery plan/wellness recovery action plan (WRAP).

## Where and When?

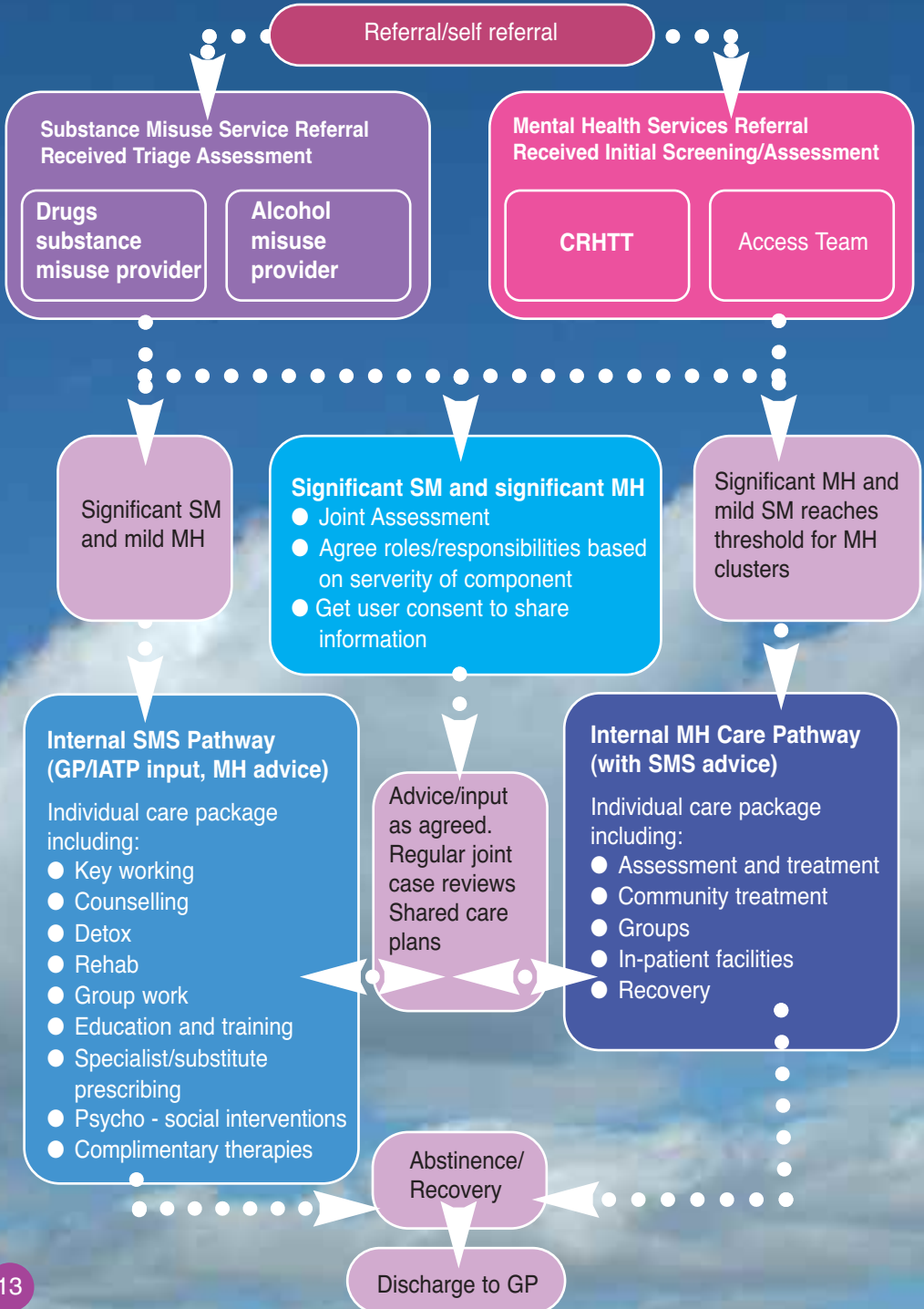
In general joint working should take place at a time and location, which facilitates the further engagement and retention of service users, and a greater likelihood of them achieving positive gains in respect of their dual diagnosis needs. When required, joint working will mean that both sets of staff be present with the service user at the same time and in the same venue. In some circumstances this may not be required provided that the service user and both organisations are happy for this to happen and that the communication between meetings is thorough.

The organisations signed up to this protocol have agreed that joint working can and should take place at either:



- Premises of mental health providers including KMPT.
- Premises of substance misuse providers including CRI/KCA/Medway Alcohol Service/Turning Point.
- Another location including a GP surgery or home visits provided both sets of staff are content that this represents an acceptable level of planned risk.
- Premises of the criminal justice system including courts, prisons, probation.

# Care Pathway



## Care coordination

Clearly established care coordination responsibilities are vital to the success in working between providers, primary care services, KMPT and CRI, KCA, Medway Alcohol Service, Turning Point.

Care coordinators in all services generally have responsibility for:

- Acting as the main point of contact for service users.
- Keeping in touch with service users at appropriate intervals in respect of their needs, risks and personal circumstances.
- Ensuring that the care plan is delivered and reviewed as required.
- Allocating resources within the organisation.
- Keeping other members of staff informed of key developments for example modifications to agreed plans or changes in risk status.
- Coordination and convening meetings and inviting other staff, family members, carers and other professionals as required and as agreed with the service user.

Care coordination responsibility rests with MHS when mental health issues reach the threshold of Severe Mental Illness and with SMS when they are below this level.

To ensure that people do not fall through the net, care usually remains the responsibility of the referring service until accepted by the receiving service.

## How to use the Care Pathway

This Care Pathway has been designed to be navigable by professionals working in both Mental Health Services and Substance Misuse Services. The pathways operating within the separate services have been simplified to allow the interface to be represented in a user-friendly manner.

The key component in the care pathway is liaison between the services. This was raised repeatedly during stakeholder consultations. It was noted that sharing information between statutory NHS services and non-statutory sector drug and alcohol treatment agencies is

acceptable provided the service user has given informed consent. It is recommended that this is obtained from the service user at the first point of contact and clearly documented. Information may then be shared between MHS and SMS. This is particularly important if a service user is signposted by one agency to another agency as it allows a copy of the substance misuse triage assessment or GP letter to be shared. This will be in line with the Kent and Medway Information Sharing Protocol.

Where a service user is felt to require input from both services and is willing to engage with both services, one service is required to have lead responsibility for the service users' care. This should be decided according to the severity of the mental health and substance use components with reference to the Dual Diagnosis Good Practice Guide summarised in Figure 1. Severity of mental health and substance misuse varies over time and the pathway allows for review and renegotiation via regular case review.

For service users for whom MHS has lead responsibility, SMS input should be entered on Care Programme Approach (CPA) documentation and SMS should be invited to CPA meetings as a form of case review.

For service users for whom SMS have the lead responsibility, a similar discussion should occur as part of care planning.

For ease of reference the Care Pathways by area are set out below and the Service Directories are attached in the appendices.



## Glossary of Terms

CAMHS	Child and Adolescent Mental Health Services
CMHT	Community Mental Health Team
CMHTOP	Community Mental Health Team for Older People
CPA	Care Programme Approach
CRHTT	Crisis Resolution and Home Treatment Team
DIP	Drug Intervention Programme
KDAAT	Kent Drug and Alcohol Action Team
KMPT	Kent and Medway NHS & Social Care Partnership Trust
MDAAT	Medway Drug and Alcohol Action Team
MHS	Mental Health Services
PCT	Primary Care Trust
SMI	Severe Mental Illness
SMS	Substance Misuse Services
SPI	Structured Psychosocial Interventions

## Models of Care – Substance Misuse

Tier 1	Advice and Information
Tier 2	Harm Reduction, Brief Intervention. Medical input from GP
Tier 3	Specialist Community Services including group programmes and community detoxification. Medical input from an Addictions Psychiatrist. This is Addictions equivalent of CMHT. Day Programmes.
Tier 4	Inpatient Detox and Residential Rehabilitation

Defined by intervention, not the setting in which it is delivered.

# Contact Information for Medway Substance Misuse Services

## 1. Drug Services

### **KCA**

Prescribing and shared care, SPI, counselling, harm reduction and community clinics, needle exchange. KCA also offer key working and a group work programme.

**KCA Medway  
Kingsley House  
37-45 Balmoral Road  
Gillingham  
Kent  
ME7 4PF**

**Tel: 01634 571658  
Fax: 01634 581879**

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### **Drug Intervention Programme (DIP)**

#### **DIP/CRI - Medway**

Engages with drug misusing offenders to offer fast-track assessment into treatment and other community services. Also offers specialist support to street-based sex workers through the sexual exploitation team.

**77 High Street  
Chatham  
Kent  
ME4 4EE**

**Tel: 01634 810020  
Fax: 01634 401792**

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## 2. Alcohol Services

### **Medway Alcohol Service**

Community-based service, Tier 2 and Tier 3 assessments, structured psychosocial interventions, assisted community detoxification, support and education group programme.

**77 High Street,  
Chatham  
Kent ME4 4EE**

**Tel: 01634 833826**

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## 3. Medway Substance Misuse Care Management

Support for people with substance misuse problems in the community; liaison with other professionals and collaborative working with other agencies; comprehensive assessment of social care needs; detailed risk assessment and care planning. Assessments and support for Detoxification and Residential Rehabilitation.

**Medway Substance Misuse  
Care Management Team  
Medway Council  
Gun Wharf  
Dock Road  
Chatham  
Kent  
ME4 4TR**

**Tel: 01634 337216/7**

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## 4. Medway Mental Health Services

### Medway Integrated Mental Health Service

Single point of access for all Mental Health secondary care services.

Kingsley House  
37-39 Balmoral Road  
Gillingham  
Kent, ME7 4PF

Tel: 01634 331914/331924

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**NB Service will move to:**  
Canada House  
Barnsole Road  
Gillingham  
Kent, ME7 4JL

**Crisis Resolution and Home Treatment Team (CRHT):**  
Accept referrals only from Access, Recovery Teams, secondary mental health, A&E liaison, out of hours GP Services.

'A' Block  
Medway Maritime Hospital  
Windmill Road  
Gillingham  
Kent  
ME7 5NY

Tel: 01634 830000 ext 3095

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### Community Mental Health Teams for older adults (CMHTOP)

Provides a single point of entry to a number of mental health services for older adults. Also provides services

to any individual with a diagnosis of dementia including adults under the age of 65 years.

Elizabeth House  
Holding Street  
Rainham  
Kent ME8 7JP

Tel: 01634 382080

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### Medway Mental Health Social Work Team

Adult mental health social care assessment. Support for Adults and Older People with mental health needs who meet the fair access to care services (FACs) eligibility criteria. Referrals for Mental Health Act assessments.

**Mental Health Social Workers  
Medway Council  
Compass Centre South  
Pembroke  
Chatham  
Kent ME4 4YH**

Tel: 01634 331888

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## 5. Voluntary Sector Services Self Help resources and Carers Support

### Alcoholics anonymous

(For help, information or meeting details) Meeting details will be offered to those who want to engage in groups.

Tel: 08457 697555

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### Al-Anon

Confidential helpline for alcohol problems.

Tel: 0207 403 0888

### Drinkline:

Tel: 0800 9178282

### Dual Recovery Anonymous

Tel: 07549 173 118

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### Carers First In Kent & Medway

Medway Carers Centre supports carers of people who are sick, frail, disabled, including with substance misuse, or vulnerable people with social care needs with information, advice, help and support, and short break respite, and advances public awareness of the needs of carers and their families.

Canterbury Street  
Gillingham  
Kent ME7 5TP

Tel: 01634 577340

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### Carers Support Worker (Mental Health & Substance misuse):

Email: [bobbie.taiano@carersfirst.org.uk](mailto:bobbie.taiano@carersfirst.org.uk)

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## Contact Information for East Kent Service Directory

### Substance Misuse Services

Triage, advice and information, brief interventions (1-2 sessions), Extended brief interventions, needle exchange, Structured Psychosocial Interventions', Relaxation and Acupuncture, Prescribing, shared care, community detoxification, intensive key working and group work programme, Drug Intervention Programme.

#### Ashford

Turning Point  
171 Beaver Road  
Ashford Kent  
TN23 7SG

Tel: 0300 123 1186

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#### Canterbury

Turning Point  
171 Beaver Road  
Ashford Kent  
TN23 7SG

Tel: 0300 123 1186

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#### Dover

Turning Point  
22 Castle Street  
Dover Kent  
CT16 1PW

Tel: 0300 123 1186

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#### Shepway

Turning Point  
2-4 Shellons Street,  
Folkestone, Kent  
CT20 1BP

Tel: 0300 123 1186

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#### Swale

Turning Point Isle of Sheppey  
The Vines 2 Trinity Road,  
Sheerness  
Kent  
ME12 2PF

Tel: 0300 123 1186

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Turning Point Sittingbourne  
4-8 Park Road  
Sittingbourne  
Kent  
ME10 1DR

Tel: 0300 123 1186

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#### Thanet

Turning Point  
Mill House, Mill Lane  
Margate  
Kent  
CT9 1LB

Tel: 0300 123 1186

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## East Kent Community Mental Health Services

### North East Kent Crisis Resolution Home Treatment Team

Covering Canterbury and  
Thanet

Assessment for admission and referral for Home Treatment for acutely suicidal/psychotic service users including those requiring admission under the Mental Health Act.

St Martin's Hospital  
Littlebourne Road  
Canterbury CT1 1TD

General enquiries:  
Tel: 01227 812033  
Referral direct line:  
Tel: 01227 812286

### South East Kent Crisis Resolution Home Treatment Team

Covering Ashford, Dover Deal  
and Shepway Localities

St Martin's Hospital  
Littlebourne Road  
Canterbury  
CT1 1TD

General enquiries:  
01227 812211  
Referral direct line:  
  
Tel: 01227 812215

### Medway/Swale Crisis Resolution Home Treatment Team

Mental Health Department  
Brown Zone  
Medway Hospital  
Windmill Road  
Gillingham  
ME7 5NY

Tel: 01634 830000 ext 3095  
or 07876 563668

### ASHFORD

#### Access and Recovery Teams

The Access Team will be the point of access for all mental health referrals, undertake assessments, liaise closely with GPs and provide short term treatments. The Recovery Team will care for those with longer term more complex needs who require ongoing support.

The Elwick Road Centre  
1 Elwick Road  
Ashford  
Kent TN23 1PD

Tel: 01233 204150

Community Mental Health Teams for older adults (CMHTOP) provide a single point of entry to a number of mental health services for older adults. We also provide services to any individual with a diagnosis of dementia including adults under the age of 65.

Kennington Road CMHTOP  
Willsborough  
Ashford  
Kent TN24 0LZ

Tel: 01233 616083

### CANTERBURY AND COASTAL ACCESS TEAM

The Access Team will be the point of access for all mental health referrals, undertake assessments, liaise closely with GPs and provide short term treatments.

Laurel House  
41 Old Dover Road  
Canterbury  
Kent CT1 3HH

Tel: 01227 597111

The Recovery Team will care for those with longer term more complex needs who require ongoing support.

Durham House  
69 Canterbury Road  
Herne Bay  
Kent CT6 5SA

Tel: 01227 594888

Community Mental Health Teams for older adults (CMHTOP) provide a single point of entry to a number of mental health services for older adults. We also provide services to any individual with a diagnosis of dementia including adults under the age of 65.

The Flats  
St Martins Hospital  
Littlebourne Road  
Canterbury  
Kent CT1 1TD

Tel: 01227 459371

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### DOVER

The Access Team will be the point of access for all mental health referrals, undertake assessments, liaise closely with GPs and provide short term treatments The Recovery Team will care for those with longer term more complex needs who require ongoing support.

Coleman House  
Brookfield Avenue  
Dover  
Kent CT16 2AH

Tel: 01304 216666

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Community Mental Health Teams for older adults (CMHTOP) provide a single point of entry to a number of mental health services for older adults. We also provide services to any individual with a diagnosis of dementia including adults under the age of 65.

Coleman House  
Brookfield Avenue  
Dover  
Kent CT16 2AH

Tel: 01304 216624

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### DEAL

The Access Team will be the point of access for all mental health referrals, undertake assessments, liaise closely with GPs and provide short term treatments The Recovery Team will care for those with longer term more complex needs who require ongoing support.

Deal Mental Health Centre  
Bowling Green Lane  
Deal  
Kent CT14 9UF

Tel: 01304 865463

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### SHEPWAY

The Access Team will be the point of access for all mental health referrals, undertake assessments, liaise closely with GPs and provide short term treatments The Recovery Team will care for those with longer term more complex needs who require ongoing support.

Royal Victoria Hospital  
Radnor Park Avenue  
Folkestone  
Kent CT19 5BW

Tel: 01303 852706

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**Community Mental Health Teams for older adults (CMHTOP)** provide a single point of entry to a number of mental health services for older adults. We also provide services to any individual with a diagnosis of dementia including adults under 65.

**Folkestone Health Centre**  
15-25 Dover Road  
Folkestone  
Kent CT20 1JY

Tel: 01303 228838

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### **SWALE**

**The Access Team** will be the point of access for all mental health referrals, undertake assessments, liaise closely with GPs and provide short term treatments **The Recovery Team** will care for those with longer term more complex needs who require ongoing support.

**Sittingbourne Memorial Hospital**  
Bell Road  
Sittingbourne  
Kent ME10 4DT

Tel: 01795 418346 (Recovery)  
Tel : 01795 418355 (Access)

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**Community Mental Health Teams for older adults (CMHTOP)** provide a single point of entry to a number of mental health services for older adults. We also provide services to any individual with a diagnosis of dementia including adults under the age of 65.

**Southlands**  
Rook Lane  
Bobbing  
Sittingbourne  
Kent ME9 8DZ

Tel: 01795 845000

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### **THANET**

**The Access Team** will be the point of access for all mental health referrals, undertake assessments, liaise closely with GPs and provide short term treatments **The Recovery Team** will care for those with longer term more complex needs who require ongoing support.

**The Beacon**  
Manston Road  
Ramsgate  
Kent CT12 6NT

Tel: 01843 855200

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# Contact Information for West Kent Services Directory

## Substance Misuse Services

### Services offered

Triage, advice and information, brief interventions (1-2 sessions), Extended brief interventions, needle exchange, Structured Psychosocial Interventions, Relaxation and Acupuncture, Prescribing, shared care, community detoxification, intensive key working and group work programme.

### DARTFORD

CRI  
195 Parrock Street  
Gravesend  
Kent DA12 1EW

Tel: 01474 567 581

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### GRAVESEND

CRI  
195 Parrock Street  
Gravesend  
Kent DA12 1EW

Tel: 01474 567 581

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### MAIDSTONE

CRI  
Mill House, Mill Street  
Maidstone  
Kent ME15 6XH

Tel: 01622 690944

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### SEVENOAKS

CRI  
133 The High Street  
Tonbridge  
Kent TN9 1DH

Tel: 01732 367380

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### TONBRIDGE AND MALLING

CRI  
133 The High Street  
Tonbridge  
Kent TN9 1DH

Tel: 01732 367380

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### TUNBRIDGE WELLS

CRI  
133 The High Street  
Tonbridge  
Kent TN9 1DH

Tel: 01732 367380

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## Dartford Gravesend and Swanley

### Crisis Resolution Home Treatment Team

Assessment for admission and referral for Home Treatment for acutely suicidal/psychotic service users including those requiring admission under the Mental Health Act.

Elizabeth Raybould Centre,  
Littlebrook Hospital  
Bow Arrow Lane  
Dartford  
Kent DA2 6PQ

Tel: 01322 622129

### Access and Recovery Teams

The Access Team will be the point of access for all mental health referrals, undertake assessments, liaise closely with GPs and provide short term treatments. The Recovery Team will care for those with longer term more complex needs who require ongoing support.

Arndale House  
18-20 Spital Street  
Dartford  
Kent DA1 2DL

Tel: 01322 622230

### Community Mental Health Teams for Older People CMHTOP

Community Mental Health Teams for older adults (CMHTOP) provide a single point of entry to a number of

mental health services for older adults. We also provide services to any individual with a diagnosis of dementia including adults under the age of 65.

Jasmine Centre  
Darenth Wood Road  
Dartford  
Kent DA2 8DA

Tel: 01322 421289

### Maidstone

The Access Team will be the point of access for all mental health referrals, undertake assessments, liaise closely with GPs and provide short term treatments.

Pagoda CMHC  
Hermitage Lane  
Maidstone  
Kent ME16 9PD

Tel: 01622 724200

Recovery Team will care for those with longer term more complex needs who require ongoing support.

Kingswood CMHC  
180-186 Union Street  
Maidstone  
Kent ME14 1EY

Tel: 01622 766900

**Maidstone Crisis Resolution Home Treatment Team:**  
Gate keep hospital admissions and provide an alternative to hospital admission by offering, where appropriate, home treatment.

Access via Access Team between 8.00am – 5.00pm  
Open access between 5.00pm – 8.00am.  
Operates 24hrs day, 7 days per week.

Priority House  
Hermitage Lane  
Maidstone  
Kent ME16 9PH

Tel: 01622 725000

### North and South Maidstone Community Mental Health Teams for Older People CMHTOP

Community Mental Health Teams for older adults (CMHTOP) provide a single point of entry to a number of mental health services for older adults. We also provide services to any individual with a diagnosis of dementia including adults under the age of 65.

Priority House  
Hermitage Lane  
Maidstone  
Kent ME 16 9PH

Tel: 01622 725000

### South West Kent Access and Recovery Teams

The Access Team will be the point of access for all mental health referrals, undertake assessments, liaise closely with GPs and provide short term treatments.

## Contact Information for West Kent Services Directory continued

**Highlands House**  
10-12 Calvery Park Gardens  
Tonbridge Wells  
Kent TN1 2JN

Tel: 01892 709211

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The Recovery Team will care for those with longer term more complex needs who require ongoing support.

**Highlands House**  
Tel: 01892 709200

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**South West Kent Crisis  
Resolution Home Treatment  
Team:**

Gate keeps hospital admissions, offer an alternative to admission and facilitate early discharge.

Access via Access, secondary mental health and A&E liaison  
Operates 24hrs a day, 365 days a year.

**Priority House**  
Hermitage Lane  
Maidstone  
ME16 9PH

Tel: 01622 725000

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**Community Mental Health  
Teams for Older People  
CMHTOP Sevenoaks**

Community Mental Health Teams for older adults (CMHTOP) provide a single point of entry to a number of mental health services for older adults. We also provide

services to any individual with a diagnosis of dementia including adults under the age of 65.

**Darent House**  
Hospital Road  
Sevenoaks  
Kent TN13 3PG

Tel: 01732 228270/228241  
Fax: 01732 228274/228243

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**CMHTOP Tunbridge Wells**

**Highlands House**  
10-12 Calvery Park Gardens  
Tonbridge Wells  
Kent TN1 2JN

Tel: 01892 709200

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[www.liveitwell.org.uk](http://www.liveitwell.org.uk)

## Acknowledgements

This work has been led by Michelle Butterworth Consultant Psychiatrist at Kent and Medway NHS & Social Care Partnership Trust (KMPT) supported in KMPT by Alison Pert Service Manager Medway Alcohol Service

It has been completed in collaboration with Commissioning Agencies:

Kent Drug and Alcohol Action Team (KDAAT)  
Medway Drug and Alcohol Action Team (MDAAT)  
NHS Kent and Medway Adult Mental Health Commissioning Team

Kent Probation;

Providers:

KCA, Kenward Trust, CRI, Turning Point, Substance Misuse Care Management Team, Alcoholics Anonymous  
Service users and carers



Kent and Medway   
NHS and Social Care Partnership Trust



Kent and Medway 