








<p style="text-align: center;">Access</p> 	<p>1. The service routinely collects data to assess equity of access. <i>Guidance: This includes age, gender, ethnicity, employment and accommodation status.</i></p> <p>2. Service users have timely access to inpatient care when required.</p>
<p style="text-align: center;">Assessment</p> 	<p>3. Service users' assessments are comprehensive and include consideration of:</p> <ul style="list-style-type: none"> • Identification of social support and/or stressors in relation to finance, education/employment and relationships; • Previous traumatic experiences or associated symptoms; • Previous treatments and response to them (if applicable); <p>4. Service users' physical health is considered as part of their assessment and treatment, with support, advice or onward referral offered where appropriate. <i>Guidance: This includes blood pressure, heart and respiratory rates; BMI; blood tests, and Lifestyle factors (e.g. diet, exercise, smoking, drug and alcohol use).</i></p>
<p style="text-align: center;">Communication</p> 	<p>5. The needs of service user's family members, friends or carers are considered as part of the assessment process and they are offered an assessment of their needs.</p> <p>6. Care plans are jointly developed with service users and their family member, friend or carer (if applicable), and they are given a copy with an agreed date for review.</p>

<p>Medication</p> 	<p>7. Psychotropic medication is provided in line with the relevant NICE and BNF guidance for the service user's diagnosis/condition.</p>
<p>Psychological Therapies</p> 	<p>8. Psychological therapies are provided in line with relevant NICE guidance for the service user's diagnosis/condition.</p>
<p>Discharge</p> 	<p>9. Within 24 hours of discharge a discharge letter is sent to the service user's GP and a copy of the service user's care plan is sent to the accepting service (if applicable).</p> <p>10. The service user and their family member, friend or carer (if applicable), receives at least 24 hours' notice of discharge and this is documented.</p> <p>11. Service users discharged from an inpatient setting receive a follow-up within 48 hours of discharge.</p> <p>12. Service users have a crisis plan agreed and in place prior to discharge from an inpatient service.</p>
<p>Outcome Measures</p> 	<p>13. Assessments include the use of an appropriately validated outcome measure(s) (e.g. symptoms, level of functioning and/or disability) which are used to monitor, inform and evaluate treatment.</p>