

<p style="text-align: center;"><b>Access</b></p> 	<p><b>1.</b> The service routinely collects data to assess equity of access. <i>Guidance: This includes age, gender, ethnicity, employment and accommodation status.</i></p> <p><b>2.</b> Service users have timely access to inpatient care when required.</p>
<p style="text-align: center;"><b>Assessment</b></p> 	<p><b>3.</b> Service users' assessments are comprehensive and include consideration of:</p> <ul style="list-style-type: none"> <li>• Identification of social support and/or stressors in relation to finance, education/employment and relationships;</li> <li>• Previous traumatic experiences or associated symptoms;</li> <li>• Previous treatments and response to them (if applicable);</li> </ul> <p><b>4.</b> 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;"><b>Communication</b></p> 	<p><b>5.</b> 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><b>6.</b> 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><b>Medication</b></p> 	<p><b>7.</b> Psychotropic medication is provided in line with the relevant NICE and BNF guidance for the service user's diagnosis/condition.</p>
<p><b>Psychological Therapies</b></p> 	<p><b>8.</b> Psychological therapies are provided in line with relevant NICE guidance for the service user's diagnosis/condition.</p>
<p><b>Discharge</b></p> 	<p><b>9.</b> 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><b>10.</b> 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><b>11.</b> Service users discharged from an inpatient setting receive a follow-up within 48 hours of discharge.</p> <p><b>12.</b> Service users have a crisis plan agreed and in place prior to discharge from an inpatient service.</p>
<p><b>Outcome Measures</b></p> 	<p><b>13.</b> 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>