| Access | 1. The service routinely collects data to assess equity of access.  
*Guidance: This includes age, gender, ethnicity, employment and accommodation status.*  
2. Service users have timely access to inpatient care when required. |
|---|---|
| Assessment | 3. Service users’ assessments are comprehensive and include consideration of:  
- 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);  
4. Service users’ physical health is considered as part of their assessment and treatment, with support, advice or onward referral offered where appropriate.  
*Guidance: This includes blood pressure, heart and respiratory rates; BMI; blood tests, and Lifestyle factors (e.g. diet, exercise, smoking, drug and alcohol use).* |
| Communication | 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.  
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. |
<table>
<thead>
<tr>
<th><strong>Medication</strong></th>
<th>7. Psychotropic medication is provided in line with the relevant NICE and BNF guidance for the service user’s diagnosis/condition.</th>
</tr>
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<tbody>
<tr>
<td><strong>Psychological Therapies</strong></td>
<td>8. Psychological therapies are provided in line with relevant NICE guidance for the service user’s diagnosis/condition.</td>
</tr>
</tbody>
</table>
| **Discharge** | 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).

**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.

**11.** Service users discharged from an inpatient setting receive a follow-up within 48 hours of discharge.

**12.** Service users have a crisis plan agreed and in place prior to discharge from an inpatient service.

<table>
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<tr>
<th><strong>Outcome Measures</strong></th>
<th>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.</th>
</tr>
</thead>
</table>