



A partnership **approach** to ensure the **right** response by the **right** professional to keep people safe from harm.

Right Care, Right Person (RCRP) Escalation & Entry Matrix

November 2024

1. Purpose:

In 2017 Humberside Police adopted a new model of policing which significantly altered the way they responded to calls from statutory services and the public where concerns had been raised about a person's welfare. The "Humberside Approach" increased the threshold at which the police would attend such calls and limited attendance to those where there was a "real and immediate threat to life", in keeping with Article 2 of the European Convention on Human Rights (ECHR) or where there is a real and immediate threat of serious harm / torture / inhumane or other conduct which comes under the definitions of Article 3 of the ECHR. The approach taken by Humberside was an "all age" model and doesn't differentiate between adults and children.

The model has been subject to national review, following recommendations from the HMICFRS "picking up the pieces report" and Police productivity review.

The national Partnership agreement was published in July 2023 to work towards ending unwarranted police attendance at health related calls for service, and enable individuals to receive the right support from the right agency at the right time.

As a result there is a local need for the health and social care partners to adapt to changes in policy to ensure that the system is able to respond to such calls in a suitable manner. Gloucestershire Constabulary aim to work collectively with partners to inform decision making and ensure the safe adoption of RCRP in the county.

Gloucestershire Constabulary will implement RCRP in a 4 phase approach, and will take into consideration our legal responsibilities and that of other statutory agencies, in relation to Absent without leave (AWOL) under the MHA, Concern for welfare, missing from healthcare, Missing and S136 detentions.

Concern for welfare (CFW) is the element of RCRP which relate to calls made to police, from a variety of sources, partners and public and for a variety of reasons, where there is some element of concern for an individual. Following the implementation of RCRP the expectation for managing such calls will change and may no longer solely rely on the police, and will sit with other agencies including health, social care and third party organisations, or requirements for joint agency responses.

2. Scope:

The escalation process applies to all phases of RCRP but particular focus will sit with Concern for welfare incidents. Where the initial receiving organisation and a partner organisation are unable to easily decide upon the appropriate course of action and the appropriate responsible organisation. Recognising that further delays in deciding who should attend or lead on these matters is likely to result in inappropriate delays or adverse outcomes for individuals.

Recognition and agreement for an escalation process features within the terms of

reference for the RCRP implementation board, with stakeholder representation from relevant organisations.

3. Process:

The matrix below shows the equivalent levels of escalation for specific situations which come about as part of RCRP, where a solution is not achieved or agreed during the initial stages of the situation.

Situations are likely to concern a difference of opinion about organisational responsibility for the situation, the purpose of the escalation matrix is to address concerns at the earliest opportunity at the lowest level.

Individuals dealing with the situation are able to use the matrix to easily identify the appropriate role in the other organisation with whom they can liaise to discuss and resolve the issue(s).

Professionals using the grid on the following page should start at the operational level and escalate upwards in the table to resolve the situation:

4. Other Parallel Processes

This escalation process should be used for day to day escalations between stakeholders in relation to RCRP matters and should not be confused with the [Gloucestershire Safeguarding Children Partnerships Dispute Resolution / Escalation Procedure.](#)

If the matter cannot be resolved using the RCRP escalation process and concerns raised between agencies relate to a safeguarding issue of a child or children then the GSCP escalation procedure should be followed.

SWAST	GFRS	Glos Police	Glos Health Care Trust (MH)	GCC (Children Social Care)	GCC (Adult Social Care)	Glos Hospital NHS Foundation Trust
Strategic Medical Advisor/Strategic Commander Via TIM/SCM below	Duty Level 4 Manager (via control 01242 959014)	Duty Gold (Contact details from FIM)	Mon-Fri 09.00-17.00: MH Deputy Chief Operating Officer -07977071020 OOH: Exec/On Call MH Manager - 07623 911832	Director of Children's Services – Ann James PA Tel: 01452 583667 OOH: via EDT	Mon-Fri 9.00-17.00: ASC Helpdesk Team Leader – 01452 426868 (see below for further details) OOH: Duty Social Worker – 01452 614194 edt@gloucestershire.gov.uk	Mon-Fri 9.00-17.00: Dep COO for Unplanned care or Dep COO for Planned care (if ward based) OOH: Gold on Call Request via switch 0300 422 2222
Senior Clinical Manager Via TIM below	Duty Level 3 Manager (via control 01242 959014)	Force Duty Manager (FDM C/Insp) - 01452 754122	Mon-Fri 09.00-17.00: Service Director MH Hospitals and Urgent Care - 07549 976913 Comm MH - 07796 697132 OOH: On Call Manager MH	Director of Safeguarding and Care – Paul Shallcross PA: Tel: 01452 328947 OOH: via EDT	See below.	Mon-Fri 9.00-17.00: Director of Hospital Flow OOH: Silver on Call Request via switch 0300 422 2222
Trust Incident Manager (TIM) (0300 369 0170 Option 7)	Duty Group Manager (via control 01242 959014)	FDM or Duty Insp - 01452 754122	Mon-Fri 09.00-17.00: Deputy Service Director MH Hospitals - 07816224445 DSD Urgent MH Care - 07825023961 DSD Comm MH OOH: On Call Manager MH	Mon- Fri 09:00-17:00: Area Director (x4 per locality and specialised services) OOH: EDT EDT have a senior manager on call – accessed via EDT	See below.	Hospital Site Team 24/7: 0300 422 5334
Clinical Team Leader/Mental Health Clinical Coordinator – 999 or locally agreed number	Stn Manager Mike Lovegrove (current lead)	Duty Sgt – 01452 754189	Mon-Fri 09.00-17.00: MH Hospital Matron Wotton Lawn - 07919412025 Charlton Lane - 07717 530371 Crisis Services Manager - 07827895670 OOH: On Call Manager MH	Mon-Fri 09:00-17:00: Group Manager/Service Manager/Head of Service OOH: EDT EDT have a senior manager on call – accessed via EDT	Mon-Fri 08:30-18:00: ASC Helpdesk Team Leader - 01452 426868 <i>If the team leader cannot resolve the concern, they will transfer the contact to the appropriate team from the list below.</i>	Mon-Fri 9.00-17.00: ED related - Unscheduled Care Deputy Director of Quality and Nursing or Deputy Director of Ops Ward based - Deputy Director of

					<ul style="list-style-type: none"> • Hospital Discharge and Assessment team • Learning Disability team • Gloucester team • Cheltenham team • Tewks team • Forest team • Cotswold team • Stroud team • Safeguarding Adults Team - ask to speak to a <i>'SAFEGUARDING SPECIALIST PRACTITIONER'</i> 	Quality and Nursing for Planned Care OOH: Silver on Call Request via switch 0300 422 2222
Dispatch Team Leader – 999 or locally agreed number	Duty Group Manager - via control 01242 959014	FCR Supervisor - 01452 754121	Mon-Fri 09.00-17.00: Ward Manager or CRHT Lead Shift coordinator	Mon-Fri 09:00-17:00: Team Manager OOH: EDT	Mon-Fri 08:30-18:00: ASC Helpdesk Team Leader - 01452 426868	Mon-Fri 9.00-17.00: ED related - Unscheduled Care Duty General Manager OOH: Silver on Call or Duty Matron (07813399950) Request via switch 0300 422 2222
Call Handler/ Dispatcher - 999	Control Operator - via control 01242 959014	Call Handler - 101/999	Ward/CRHT MH Clinician	Allocated social worker if known. Children's services front door Mon-Fri 09:00-17:00: 01452 426565 OOH: EDT 01452 614194 (Public) 01452 614758 (Professionals Only)	Mon-Fri 08:30-18:00: ASC Helpdesk Customer Service Officer - 01452 426868	Emergency Physician in Charge (EPIC) Baton Phone - 07974200296 (only ED related)

Organisational Information

The information below can be used to identify the most appropriate agency that should be asked to respond to a given situation.

Daytime

Service	Organisation	Hours of Availability	Contact Method
Police	Gloucestershire Constabulary	24 Hours	999 (Emergency) 101 (Non-Emergency)
Concern for welfare calls where there is an immediate risk to life, and where a crime has been or is going to be committed.			
Ambulance	SWAST	24 Hours	999 (Emergency)
Calls must meet the 'Confirmed Ambulance Concern For Welfare' definition, i.e. evidence that an emergency response is required at a specific static location for a physical or mental health-related matter. All calls will be triaged based upon medical / clinical need. MH Clinical desk- will review calls where MH is a primary concern, will oversee the dispatch of the RRV/mental health ambulance. Police can use the professional line for escalation if the RRV is not onsite within 30 minutes.			
Fire	Glos Fire and Rescue Service	24 Hours	999 (Emergency)
Contact made via request for attendance from Police or Ambulance services. There is a memorandum of understanding to other blue light services to effect an entry into a property where they cannot make an entrance following a cause for concern request.			

Gloucestershire Health and Care NHS Foundation Trust

Service
Crisis Resolution Home Treatment Team (CRHTT) Our Crisis Resolution Home and Treatment Teams (CRHTTs) offer advice and support in the community when you feel you require an increased level of care, due to your mental health or due to emotional and psychological distress. 0800 169 0398
Approved Mental Health Professionals (AMHP) Approved mental health professionals (AMHPs) are trained to carry out duties under the Mental Health Act and are guided by the Mental Health Act Code of Practice.
Mental Health Liaison Team– based at Gloucestershire Acute Hospitals Our Mental Health Liaison Teams provide comprehensive services to inpatients of Cheltenham General Hospital (CGH), Gloucestershire Royal Hospital (GRH) and the community hospitals countywide.

0300 422 5490

111 Mental Health option 2 (First Point of Contact Centre)

Public facing number for people in MH Crisis, can access Urgent Mental Health support.

Wotton Lawn Hospital

Wotton Lawn Hospital is an 88-bed acute mental health hospital situated near the centre of Gloucester and provides inpatient services for the county of Gloucestershire.

0300 421 4000

Includes:

- **Maxwell Centre**

The Maxwell Suite provides a place of safety for people detained by police under Section 136 of the Mental Health Act because they appear to be suffering from a mental disorder and need immediate care.

- **Greyfriars Psychiatric Intensive Care Unit (PICU)**

Service users are admitted to Greyfriars when a higher risk of harm to self or to others

0300 421 4728

- **Montpellier Low Secure Services**

Montpellier is a low secure rehabilitation facility for 12 males with a primary diagnosis of serious mental illness. We take patients for six months to two years and work with them to achieve recovery and inclusion into wider society.

0300 421 4806

Charlton Lane

Charlton lane hospital in Cheltenham provides inpatient assessment services for the county of Gloucestershire. The hospital facility is for people needing mental health assessment and treatment and typically being in the later stages of life. The whole facility is dementia friendly and sympathetic to the needs of people with physical frailty and dependency.

0300 421 5500

Berkeley House

Berkeley House is a hospital for individuals with a diagnosed learning disability who display behaviours that can be described as challenging and/or mental health needs that require specialist input within a hospital setting. Patients may be detained under the Mental Health Act.

0300 421 5327

Laurel House and Honeybourne

These are our mental health recovery units. These are standalone units in Cheltenham providing 23 in-patient beds. The units work with a three staged recovery approach- stabilising health, maximising functioning and working towards resettlement in the community. Patients may be detained under the Mental Health Act.

Honeybourne- 0300 421 3930

Laurel House- 0300 421 3926

Child and Adolescent Mental Health Service (CAMHS)

Our Child and Adolescent Mental Health Service (CAMHS) provides a comprehensive range of specialist emotional wellbeing and mental health services for all children and young people aged under 18 who are registered with a GP in Gloucestershire. Operational 9am-5pm only

0300 421 4899

Criminal Justice Liaison Service (known as Liaison & Diversion in other Trusts)

The Criminal Justice Liaison Service (CJLS) provides interventions for persons from the age of 10, who find themselves within the criminal justice system, and are suspected of having health vulnerabilities such as mental health issues, a learning disability or substance misuse issues.

Based in Montpellier Unit, Wotton Lawn. Contactable 8am-4pm, Monday to Friday.

01452 894585

Gloucestershire County Council Social Care

Adult Social Care - incl. adult safeguarding, Approved Mental Health Professionals & SWIFTS service	Gloucestershire County	24 Hours	ASC Helpdesk (Mon – Fri 09:00 -17:00) 01452 426868 Duty Social Worker (OOH) 01452 614194
<p>Gloucestershire County Council adult social care do not offer a service for welfare checks. Adult social care meet eligible social care needs after assessment.</p> <p>Adult safeguarding: Where an adult with care and support needs is at risk of or has experienced abuse or neglect from which they are unable to protect themselves.</p>			
Children's services and Children Social care	Gloucestershire County Council	24 Hours	Children's Services Front Door (Mon – Fri 09:00 - 17:00) 01452 426565; Out of Hours: EDT 01452 Telephone: 01452 614194 & 01452 614758
<p>Concerns for a child's safety or welfare should be reported on this number. During working hours specialist children's social workers will support the caller to both record the concerns and give advice if required</p> <p>Out of hours, the Emergency Duty Team will advise on concerns for children.</p> <p>All elements of children's social care needs must be reported via this number.</p> <p>Children's services support children with disability or those requiring help or protection, including early intervention</p>			

Housing

Gloucester City Homes	24 Hours	01452 424344
Cheltenham Borough Homes	24 Hours	0800 4080000
Two Rivers (stockholder for Forest of Dean)	24 Hours	0800 3160897
Bromford (main stockholder for Cotswold & Tewkesbury)	24 Hours	0330 1234034

Stroud District Council	0900-1700	01453 766321
	OOH	01453 222104