

## Partnership in action: Police Force Control Nurse and Street Triage

Our local police force often encounters people in distress during the course of their duties. The Tees Mental Health Crisis Care Concordat, a partnership group with representation from the NHS, Police, Fire, Ambulance, Local Authorities and voluntary community sector organisations agreed to help fund a pilot to station a mental health nurse in the police force control room.

The nurse deals with any call that is classed as mental health or self-harm/suicide related. The nurse is proactive in assessing all other calls that come in to the control room and offers advice and guidance where possible.

In addition, a street triage team works alongside police officers and police community support officers in local neighbourhoods. For more information contact [STCCG.enquiries@nhs.net](mailto:STCCG.enquiries@nhs.net).

### Case Study

A call was received by the force control nurse requesting information about a gentleman after a local shop had reported that he had voiced thoughts to end his own life. It was believed the gentleman may have a learning disability.

The street team visited the gentleman; he was living in squalor with freezing conditions and advised officers he intended to overdose because he was so cold.

The Street Triage team brought him to the crisis assessment suite at Roseberry Park mental health hospital for a full assessment. On assessment it became apparent that he had been living without gas for 5 years since his sister died and that he was living on less than £3 per day due to benefits sanctions.

The police believed that he may be vulnerable and being exploited by others. The street team made a vulnerable adults referral and also referred the gentleman to Teesside Recovery Advocates (TRAC) which provides a service for people using either drugs or alcohol. TRAC agreed to assist with the gentlemen accessing services including heating. His housing association was also contacted and made aware of his living conditions. A joint visit was carried out and as a result the gentleman was provided with furniture, a washing machine and a new microwave. The team were also able refer him to the support service offered by the housing association and obtain electric heaters from the fire brigade.

The Force Control Nurse and Street Triage service significantly improved the outcomes for this vulnerable gentleman experiencing significant emotional and physical distress.



Tees Crisis Care Concordat



**Celebrating 70 Years of Progress in  
Mental Health across the North of England**