



**MENTAL HEALTH SERVICE BUSINESS RULE SESLHDBR/095**

<b>Name</b>	Clinical Escalation Processes of SafeHaven Guests		
<b>What it is</b>	This business rule outlines the processes for SafeHaven team members to follow when a guest is experiencing suicidal or mental distress which requires escalation to a clinical service.		
<b>Risk Rating</b>	Medium	<b>Review Date</b>	December 2025
<b>What it is not</b>	It is not a comprehensive SafeHaven service model. It is not a guideline on the management of mental health consumers.		
<b>Who it applies to</b>	This business rule applies to SafeHaven guests. It is to be used by all SafeHaven staff members.		
<b>Background</b>	<p>SafeHaven provides a non-clinical alternative to attending the Emergency Department (ED) when a person is experiencing suicidal distress. SafeHaven is located at Kogarah nearby to the St George Hospital (SGH) ED and provides access to compassionate care from Suicide Prevention Workers (SPW) (both Peer and Clinical).</p> <p>SafeHaven is an after-hours drop in program, open 5pm – 9pm, five days a week at Kogarah. The service operates within a ‘no wrong door’ approach, with the aim of welcoming everybody who agrees to the <a href="#">Guest Rights and Responsibilities</a> and who are experiencing emotional distress.</p> <p>People attending SafeHaven are considered guests rather than mental health consumers, clients or patients. SafeHaven is person-centred, and guided by principles of recovery and trauma informed care. It promotes hope and responds holistically to the guest’s needs.</p> <p>It is anticipated that some guests will require support and information about community based services to address psychosocial needs, for example; loneliness and isolation, employment, financial, relationship, domestic violence, homeless and health services. Guests may also require assistance in developing strategies to address suicidal distress such as personal wellbeing and safety plans.</p> <p>It is recognised that some guests may experience distress that will require clinical mental health or drug and alcohol support. In the event that there are clear and immediate concerns about the distress levels and safety of individual guests they will be connected with other, more appropriate support to assist them.</p>		

<p><b>What to do</b></p>	<p><b>Provision of Clinical Escalation Beyond SafeHaven Parameters</b></p> <ul style="list-style-type: none"> <li>• Empathy, respect, due diligence and care needs to be afforded to any guest experiencing any type of distress. The approach used will depend on the level of distress the guest is experiencing and the consideration of safety for the individual and others.</li> <li>• All guests are individually welcomed by staff each visit and visually screened using the intercom system before entry. The entry door is locked during shift hours to ensure new guests are screened appropriately.</li> <li>• All guests are informed of the <a href="#">SafeHaven Guest Rights and Responsibilities</a> agreement.</li> <li>• SafeHaven Senior on shift will ensure all SafeHaven guests are checked in with hourly (at a minimum), which includes respectfully checking on their location and wellbeing. The Senior on shift will determine if a guest requires more regular engagement due to distress levels.</li> <li>• If there are any concerns for the safety of individuals, other guests or staff as a result of a potentially aggressive or violent incident, the Senior on shift is to be notified and follow <a href="#">SESLHDBR/085 - Safety Guidelines for Recovery and Wellbeing College, SafeHaven and KBIM Premises, Unit 2, 15 Kensington Street Kogarah</a>.</li> <li>• To enable mobility throughout the premises, SafeHaven staff wear portable duress alarms which may be activated if no fixed alarm is readily available.</li> <li>• In the event of action that is deemed to be a breach of <a href="#">SafeHaven Guests Rights and Responsibilities</a>, staff will inform guest(s) involved and address the behaviour of concern to maintain a safe environment.</li> <li>• If a guest is asked to leave SafeHaven due to a breach of <a href="#">SafeHaven Guest Rights and Responsibilities</a>, all efforts will be made to ensure they are connected with appropriate care. In the event of a medical emergency a call to 000 will be facilitated by staff members on site.</li> <li>• The Suicide Prevention Worker (SPW) will rely on active listening skills and empathy when guests are distressed. The SPW will provide guests with the opportunity to express their concerns and will support the guest to choose options that decrease their distress if possible.</li> <li>• The SPW may also consider working in collaboration with the guest to develop a personal Wellbeing and Safety Plan.</li> <li>• If the Guest is reporting or displaying significant emotional distress and/or suicidal ideation and/or any other behaviour of concern, despite attempts at engaging the guest in wellbeing planning or an alternative strategy to alleviate their distress, the SPW is to seek advice from the Senior staff member on shift.</li> </ul>
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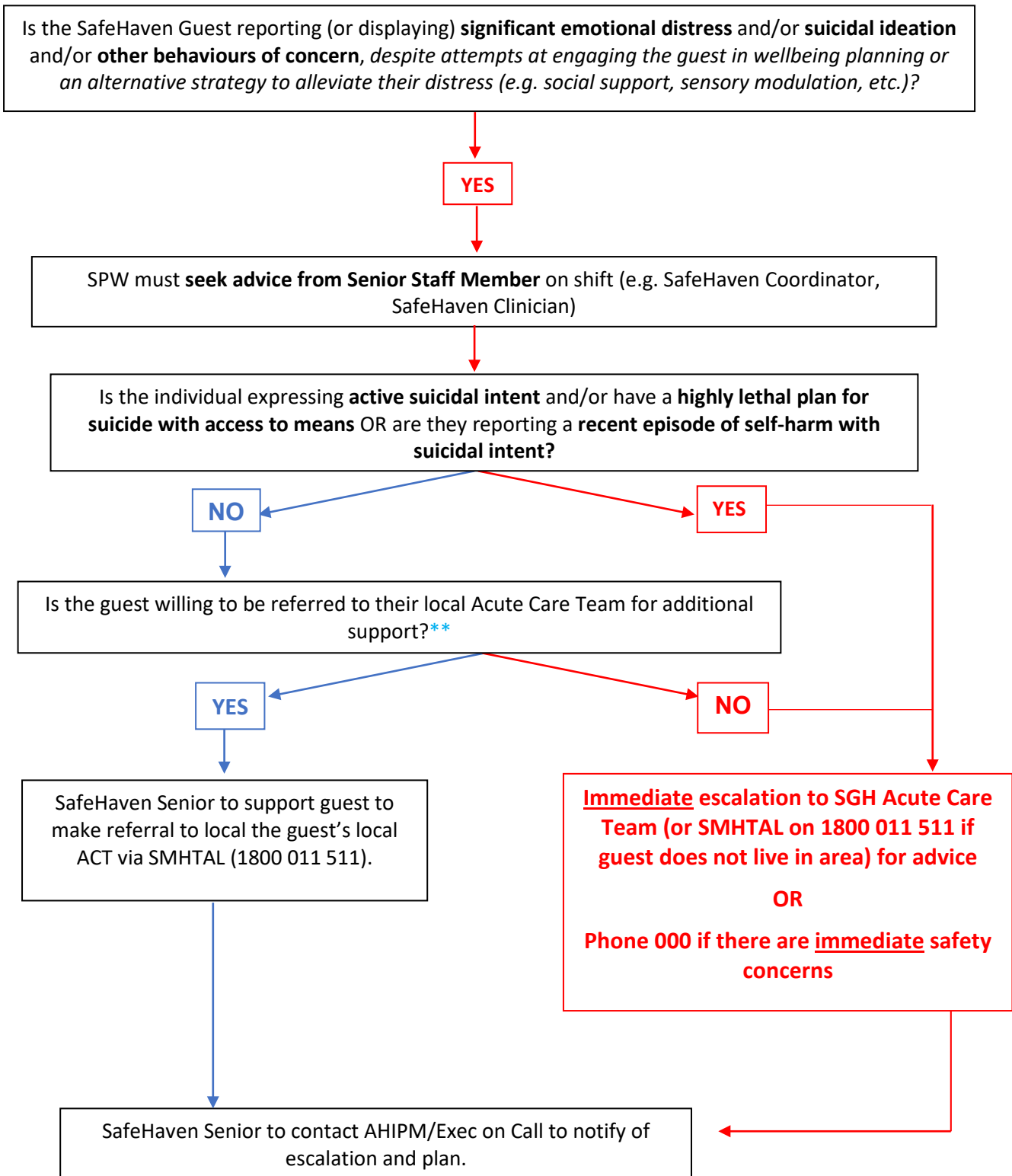
	<ul style="list-style-type: none"> <li>• The Senior on shift is to follow the Clinical Escalation of SafeHaven Guests: Flowchart (Appendix A) in collaboration with the guest and SPW to support the guest to access the appropriate clinical service.</li> <li>• Contact with clinical teams including a SESLHD Mental Health Service Acute Care Team, St George Hospital Emergency Department or the St George Mental Health Service (SGMHS) After Hours Inpatient Service Manager (AHIPSM) must be recorded in eMR by these teams to maintain the core values of the program, including the provision of advice and recommendations to SPW's regarding care planning.</li> <li>• If a guest declines clinical involvement, the SPW will assertively seek advice from the Senior on shift.</li> <li>• If a guest chooses to attend SafeHaven anonymously, they are progressively supported towards sharing of personal information. If a guest declines sharing personal details and they require escalation, the Senior on shift will support the guest to provide personal details by explaining escalation protocols and the rationale for requiring this information. If the guest leaves SafeHaven without sharing personal details or before contact with a clinical service has been made, Senior on shift is to contact 000.</li> <li>• If additional support is required the SafeHaven team should contact the SGMHS AHIPSM on 0417 457 088 or Executive on call.</li> <li>• SafeHaven Senior staff may enter eMR notes at the request of guests or to relay pertinent information.</li> <li>• All SafeHaven staff must follow <a href="#">SESLHDBR/085 - Safety Guidelines for Recovery and Wellbeing College, SafeHaven and KBIM Premises, Unit 2, 15 Kensington Street Kogarah</a> at all times.</li> <li>• If a duress alarm and call to 000 has been activated, SafeHaven staff should call the SGMHS AHIPSM or Executive on call as soon as reasonably practical.</li> </ul> <p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• Any critical incidents or accidents should be reported to the South Eastern Sydney Recovery &amp; Wellbeing College (R&amp;WC) Manager, who will ensure appropriate SESLHD MHS procedures are followed.</li> </ul>
<b>When to use it</b>	This business rule applies to all SafeHaven staff when a guest is experiencing suicidal or emotional distress which requires a clinical escalation.
<b>Why the rule is necessary</b>	<p>The rationale for the business rule is to:</p> <ul style="list-style-type: none"> <li>• Enable effective support at the SafeHaven for guests experiencing distress.</li> <li>• Ensure SafeHaven staff provide support to guests experiencing distress that is in keeping with the principles of SafeHaven as a non-clinical service, while ensuring and maintaining a safe environment for all guests and a safe</li> </ul>

	workplace for all staff.
<b>Who is responsible</b>	<p>The SafeHaven Coordinator and R&amp;WC Manager are responsible for ensuring:</p> <ul style="list-style-type: none"> <li>• Safe Haven SPW's are provided with <a href="#">SESLHDBR/085 - Safety Guidelines for Recovery and Wellbeing College, SafeHaven and KBIM Premises, Unit 2, 15 Kensington Street Kogarah</a> to ensure access to the emergency management procedures of the SafeHaven.</li> <li>• Appropriate procedures are followed in the case of a critical incident or accident.</li> </ul> <p>SafeHaven staff are responsible for:</p> <ul style="list-style-type: none"> <li>• Providing suitable support for guests who are experiencing distress.</li> <li>• Reporting critical incidents or accidents to the R&amp;WC Manager.</li> <li>• Following the emergency procedures of the venue.</li> </ul>
<b>Ministry of Health / SESLHD reference</b>	<p><b>Other References</b></p> <ul style="list-style-type: none"> <li>• <a href="#">NSW Health: Alternatives to Emergency Department Presentations</a></li> <li>• <a href="#">NSW Health Statewide Requirements – Alternatives to Emergency Department Presentations (A2ED)</a></li> <li>• <a href="#">SESLHDBR/085 - Safety Guidelines for Recovery and Wellbeing College, SafeHaven and KBIM Premises, Unit 2, 15 Kensington Street Kogarah</a></li> <li>• <a href="#">SESLHDBR/42 - Support of South Eastern Sydney Recovery College (SESRC) Students Experiencing Distress</a></li> <li>• <a href="#">National Safety and Quality Health Service Standards (NSQHS) Second Edition: Standard 2 Partnering with Consumers Standard (2.6, 2.7, 2.8, 2.9, 2.10)</a></li> <li>• <a href="#">SafeHaven Guest Rights and Responsibilities</a></li> </ul>
<b>Functional Group</b>	Mental Health
<b>Executive Sponsor</b>	Sharon Carey, General Manager, Mental Health Service
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## Revision and Approval History

Date	Revision Number	Author and Approval
February 2021	DRAFT	Endorsed by SESLHD MHS Document Development and Control Committee Endorsed by SESLHD MHS Clinical Council
March 2021	DRAFT	Draft for comment period.
April 2021	DRAFT	No feedback received. Final version approved by Executive Sponsor. Tabled at Clinical and Quality Council for approval to publish.
April 2021	1	Approved at Clinical and Quality Council.
November 2022	2	Reviewed by the SafeHaven Advisory Committee, SafeHaven Working Group, SGMHS Clinicians and noted at the Towards Zero Suicides Governance Committee. Updated to reflect new hours, safety and escalation processes. Appendix A flowchart added. Circulated to DDCC for review and feedback.
December 2022	2	No additional changes. Endorsed for publication by Executive Sponsor.

## Appendix A: Clinical Escalation of SafeHaven Guests: Flowchart



\*\* If a guest attends anonymously, requires escalation AND declines to give information for referral – Senior on shift is to have a transparent discussion describing escalation protocols (as above) so guest can make an informed choice.