

## Case Study

# FIT FOR THE FUTURE

Developing urgent and hospital care in Gloucestershire

Sheila has a history of depression and is on medication. She has previously taken an overdose and saw a mental health practitioner earlier in the week as she was feeling suicidal.

**A**

**Advice and Assessment**

Sheila calls NHS111 and is passed to a mental health clinician working in the CAAS who has full access to her medical records.

**S**

**Same Day**

The mental health clinician is able to spend the time required talking with Sheila and following assessment, confirms that Sheila would benefit from a face-to-face appointment with the mental health crisis team who agree to assess her that day.

**A**

**A&E**

Despite Sheila feeling suicidal she does not need A&E.

**P**

**Personalised Care**

Sheila receives prompt care from the mental health team who are able to provide her with all the necessary support. At all times staff supporting her care have access to her health records which ensures she receives optimum care based upon her needs.