



Lotus Assessment Suite



What is the Lotus Assessment Suite?

A&E departments are often busy and chaotic environments which are not ideal for patients with mental health problems who are in crisis.

The Lotus Assessment Suite provides a safe and stable, calming environment away from A&E which allows mental health staff to undertake more detailed and informed assessments of people experiencing a mental health crisis and to agree what the best follow up support for them will be.

What happens in the assessment suite?

When you arrive you will be seen by a nurse who will show you around the assessment suite. The nurse will discuss the nature of your crisis with you, and what the best options may be.

The time and space that the assessment suite offers gives patients time to think through the immediate crisis and the sort of help they need to recover, both over the short and longer term.

It also gives our staff time to carry out an informed assessment, create a collaborative, tailored treatment plan and make appropriate arrangements for on-going support in the community where feasible. The assessment suite is not a ward and does not have beds.

However, we will ensure your comfort, privacy and dignity throughout the assessment through:

- meals and snacks being provided
- access to bathroom/showering facilities
- horizontal recliner chairs enabling people to rest/sleep as required.

How long will I stay?

The assessment is designed around your needs, but we expect most assessments to be completed and follow up plans agreed within 24 hours. Most people will have follow up through one of our community mental health services, although some will require inpatient treatment.

When is it open?

The assessment suite is open 24 hours a day 365 days a year.

How do you get referred to the Lotus Assessment Suite?

You can be referred through south west London Home Treatment, Liaison Psychiatry or Street Triage teams.

What are the benefits for patients?

The Lotus Assessment Suite provides a much more suitable environment for patients who are experiencing a mental health crisis. It gives them the time and space to consider their needs and gives our staff the time, environment and space to carry out an enhanced assessment without the pressure of four hour waiting time targets that exist in A&E.

Are visitors allowed?

The assessment suite is not a ward and stays will be quite short, therefore visiting times would not apply. The service will contact significant family/carers (with your consent) if they are not already aware of where you are. Where appropriate, family/carers will be encouraged to provide information to support your assessment.

How do I contact the Lotus Assessment Suite?

To get in contact with the Lotus Assessment Suite, please call **020 3513 6487**.

We are the leading provider of mental health services across south west London and a beacon of excellence for national mental health services. We serve a diverse community of people in the boroughs of Kingston, Merton, Richmond, Sutton and Wandsworth.

In keeping with the Equality Act 2010 we do not discriminate against people on the grounds of age, race, disability, sex, gender reassignment, sexual orientation, religion and belief, marriage and civil partnership or pregnancy and maternity.

Help us make our services even better

The views of patients, their carers, friends and families are at the heart of improving the way we deliver our services. We are committed to delivering high quality care. Your feedback will help us understand what we do well and what we can do better.

If you would like to give us feedback please contact:

- **Patient Advice and Liaison Service (PALS): 020 3513 6150**
- **Feedback online at: <https://feedback.swlstg-tr.nhs.uk>**
- **Patient Opinion: www.patientopinion.org.uk**

Become a member:

To find out about becoming a member

E-mail: membership@swlstg-tr.nhs.uk

Connect with us



Our values



If you require this document in an alternative format please call: 020 3513 6006

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