Mental Health & Mental Capacity within YAS (Yorkshire Ambulance Service)

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Project method

MCA training is currently delivered to all YAS staff. PTS (Patient Transport Service) Band 2 and Band 3 staff are provided with an hour and 45 minute lecture. Front line clinical staff receive different training levels dependant on their role within the organisation. ECA (Emergency Care Assistants) receive an hour face to face programme which also includes a number of scenarios. As do EMT2 (Emergency Medical technicians Grade 2). MCA training for paramedics is delivered within their university programme. This is a 2 year diploma or foundation degree programme. In addition to all this front line staff receive a refresher course over an 18 month rolling programme. MCA training within the organisation is delivered by the mental health lead, trust trainer, educator or an external facilitator. All theoretical training is emphasised using a variety of different work based scenarios that establish the practicality of the subject. Finally, YAS within its EOC (Emergency Operations Centre) is unique as it has a dedicated team of experienced mental health professionals. Managed by a mental health professional lead. Here we have established a pathway where along with receiving calls from 999 and 111 our nurses respond to questions and queries direct from the crew line specifically related to individuals with mental health and capacity problems.

Project results/evaluation

The team of mental health nurses within YAS, along with MCA individual mandatory training provide and promote valuable advice on mental health/capacity issues. The fundamental aim being to redirect service users to the most appropriate care pathway. On occasion within the YAS organisation paramedics were often unsure about making capacity decisions and generally what is deemed to be in the best interest of the patient. Therefore, the need for ongoing training to establish an overall best practice route as a standard and a benchmark for the service is seen to be smart practice in the development and constant evaluation of a contemporary ambulance service.

Project area classification

Hospital care	x	Emergency care	x
GP care		Dementia	x
Social care	x	Learning disability	x
Voluntary sector	x	Other mental health	x
Financial services		Palliative care	x
Police	x	Advance planning, LPAs	
Legal		Commissioning	
Community health care	x	Training	
Nursing and care home	x	For professionals?	x
Acute care		For public and service users?	x
Chronic care			