

Section 136 - Enhancing the Service User Experience

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Introduction

Creating a more positive
Service User experience



Introduction

Background Information

What the unit offers to Service User

The 136 process

Police Involvement



Background Information

Designated place of safety for
Doncaster

Opened in January 2008

There is discreet access to the unit



Purpose Built, Self Contained unit

- Large and spacious waiting area
- En- suite bedroom
- De-escalation room
- Staff office



A Calming Environment

- Access to outdoor space
- Access to ward facilities
- Light and tranquil feel enhanced by natural surroundings
- Calming atmosphere



The Service User Journey

- Police contact the PICU giving brief details
- Greeted by a member of staff on arrival
- Seated in waiting area
- Nurse completes 136 package
- A full admission is completed



The Service User Journey cont ...

- Service user assessed
- Crisis Resolution Service attend
- Information leaflets for other agencies available
- Provisions made for transport home



Police Involvement in Development

- Regular Police Meetings
- Allow police to leave at earliest opportunity
- Reduce waiting times



Conclusion

A marked improvement in the
quality of service provided

Safe and non-threatening
environment



Overall better Service user Care

Better Environment

Better care

More Personal

