

# MATT Service



A Crisis De-escalation service available for those experiencing an acute mental health crisis that are in contact with emergency services by phoning 999 or 101



## Where does MATT operate?

This service operates in the Belfast and South Eastern Health and Social Care Trust areas

## When?

The service is operational between the hours of 7pm to 7am on a Friday and Saturday night by phoning 999 or 101; due to COVID-19 social distancing is currently in place and a telephone triage service is operational. From January 2021 the hours of service are:  
Friday & Saturday 7pm–3am  
Sunday 3pm–11pm

## What is MATT?

The **Multi Agency Triage Team (MATT)** is a service that comprises of Mental Health Professionals working alongside dedicated Police Officers and Paramedics in a Mobile Community Unit (Ambulance).

## People who have used the support service:

*“That night I was able to speak to the Community Psychiatric Nurse, I was upset, I was agitated, she was able to get me calmed down .... and said the next morning we’ll get you round to see the home treatment team, whereas previously all I would have been doing was sitting in the casualty fretting like mad... I think you’ve got a service there right now, deals with the issue right away, it takes the whole going to A and E out of the question.”*

## Who is it for?

Clients with an emotional or mental health crisis **aged 18 and over.**

