

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).



Who is it for?

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

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."