

Crisis Resolution and Home Treatment Team

Gateshead

Information for service users
and carers

Shining a light on the future



Introduction

We hope this leaflet will provide you with information that you need whilst in contact with the Crisis Resolution and Home Treatment Team. If you are not sure about anything in this leaflet please ask a member of staff.

What is the Crisis Resolution and Home Treatment Team?

The Crisis Resolution and Home Treatment Team is a team of experienced mental health staff, which includes nurses, social workers, psychiatrists and pharmacy staff. We offer assessment and home treatment for people over 16 experiencing a mental health crisis, as an alternative to hospital admission.

The team operates 24 hours a day 7 days a week. However, the crisis team does not provide an 'emergency' service such as a 999 response.

What is a mental health crisis?

Mental health crisis can mean different things to different people. Crises cause a significant disruption to your life and your ability to function. It may be an existing problem suddenly getting much worse or the first experience of a psychiatric problem due to major life events such as sudden loss or marriage break up.

How can I access this service?

You have been referred to the Crisis Resolution Team because it is felt that the team can help in deciding what support you need. You, your carer, relative or health professionals can contact the team for advice.

The Crisis Resolution Team will be happy to consider the following if required:

- You are able to state your choice for a male or female clinician
- You can have your family or someone close with you during your appointment
- We can organise an interpreter if English is not your first language
- The time and venue of the appointment can be negotiated

What happens next?

Once you have been referred to the Crisis Team, we will contact you as soon as possible, normally by phone to arrange a convenient appointment.

We will meet with you to complete an assessment. This is normally carried out by two health care professionals who will talk with you about your current

situation and how you have coped with similar situations in the past. We will also ask you about your health, lifestyle and medication. We will then discuss options to try to resolve the crisis, a summary of this assessment will be sent to your GP.

You can have a family member, friend or carer present during the assessment to offer support. This may also help us to further understand your situation. We will work with you until the crisis is resolved.

If you are under the influence of alcohol or drugs at the assessment it may not be possible or appropriate to carry out the assessment at that time and alternative arrangements will be made.

What type of help will I receive?

Home Treatment will involve regular contact with the Crisis Team either at home or at a venue of your choice, as well as telephone support.

When you begin home based treatment, the team will agree a treatment plan with you and, where appropriate, your carer, family or close friends.

The Crisis Service operates 24 hours a day so you are likely to see several different clinicians during your treatment.

Crisis staff will discuss the frequency of your visits which will be agreed in your treatment plan.

This may involve:

- Intensive support managing your crisis situation.
- Helping you manage your condition.
- Offering practical support eg advice on housing, benefits or debt.
- Where appropriate offer support for your carers and family to relieve stress.
- Respond to the need of carers, including the offer of a Carers Assessment.
- The Crisis Team will monitor and review your medication.

What happens if I need to go into hospital?

If you are admitted to hospital we will try to make your stay as short as possible. You will be given information about the ward and contact details for your friends and carers.

We will start to plan and prepare for your discharge as soon as we can, because we recognise that people can recover quicker and are less likely to develop a worsened condition if they are treated in their own home with familiar surroundings and their family and friends close by.

Care Co-ordination

All people accepted for home treatment will be registered on a Care Co-ordination database. This is a system which ensures that everyone seen by the service has an assessment, a plan of care and a regular review of that plan. You will be given a copy of your plan of care.

What about confidentiality?

There may be instances when you or others are deemed to be at risk, making it necessary to share this information with other professionals.

All crisis teams are aware of 'Common Sense Confidentiality' to guide them about dealing with the concerns expressed by relatives or carers. Please ask a member of staff if you would like a copy of this leaflet.

Before discharge from the Crisis Team a plan will have been discussed with you regarding any referrals or follow up care that is appropriate for your needs.

A copy of your assessment and discharge summary will be sent to your GP.

Help for carers

Where appropriate, relatives and carers are often part of the initial assessment and are often involved in the following home treatment sessions.

We will put you in touch with local carers support networks and offer a Carers Assessments on request. These are all important to the work of the crisis team.

Northumberland, Tyne and Wear NHS Foundation Trust has a Carers Charter. Please ask a member of staff if you or your carer would like a copy of this booklet.

Personal Safety

Trust staff carry devices that can monitor and record abusive behavior. They can alert and receive support from emergency services and the recordings may be used in court proceedings.

Plan of Care

You are able to access the team 24 hours a day to discuss your care.

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This plan will be reviewed regularly, aiming for discharge from the Crisis Team on

What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can talk to the people directly involved in your care or you can complete a feedback form.

- Feedback forms are available from Trust staff
- Customer Liaison Department Tel: 0191 22 32325
- You can complete a feedback form electronically by visiting the Trust Website www.ntw.nhs.uk (click on the 'Contact Us' tab)

Where can I get further help or advice?

- **PALS – Patient Advice and Liaison Service**
Sunderland, Gateshead and South Tyneside areas
Tel: 0800 328 4397
www.pals.nhs.uk
Provides information and advice about local NHS services and support organisations and helps sort out problems with NHS services.
- **Independent Complaints Advocacy Service**
Churchill House, 12 Mosley Street, Newcastle, NE1 1DE
Tel: 0300 456 8348
The Independent Complaints and Advocacy Service (ICAS) provide help and support to people who want to formally complain about the NHS.

Useful contacts

Local

- **Mental Health Matters Helpline**
Tel: 0800 085 1718
Offers confidential support and advice to people with mental health problems and also their carers. Open every day between 6pm and 6am, including weekends
- **North East Council for Addictions (NECA)**
Tel: 0191 414 6446
Information and advice regarding drug and alcohol use
- **Alcohol and Drug Team (Health and Social Care)**
Tel: 0191 443 6880
Includes practical support, advice and information surrounding drug and alcohol use.
- **Samaritans**
Tel: 08457 90 90 90
Offers 24 hour telephone support
- **Relate**
Tel: 0191 269 7901
Offers a range of counselling services
- **Carers Association (information)**
Information - Tel: 0191 487 2224, Monday - Friday 10am - 3pm
Support - Tel: 0191 490 0121, Monday - Friday 9am - 4.30 pm
- **Gateshead Crossroads caring for carers**
Tel: 01207 549 780

- **Northern Mind**
Tel: 0191 477 4545
Offers information on most aspects of mental health services
Monday - Friday 9am - 5pm
- **Pathways**
Offers information, advice and help regarding benefit entitlement
Tel: 0191 490 0579
- **Gateshead Advocacy and Information Network**
Tel: 0191 477 7380
- **Citizens Advice Bureau**
Tel: 0191 440 8114
- **Cruse Bereavement Care**
Tel: 0844 477 9400

National

- **MIND infoline** Tel: 0845 766 0163 (9.15am - 5.15pm, Monday to Friday)
- **No Panic** Tel: 0808 808 0545
- **Saneline: Crisis Line** Tel: 0845 767 8000 (12 noon - 2am, everyday)
- **Rethink's National Advice Service** Tel: 020 8974 6814 (10am - 3pm, Monday to Friday, except Tuesday and Thursday 10am - 1pm)

Useful Websites

- **Patient Opinion** www.patientopinion.org.uk.
An online website for patients/users of services to share their experiences of health care.
- **Support Line** www.supportline.org.uk
Confidential emotional advice and support to assist people during a crisis.
- **NHS Choices – Your health, your choices** www.nhs.uk
Information about conditions, treatments, local services and healthy lives.

Contact details

Gateshead Tyneside Crisis Resolution and Home Treatment Service
Tranwell Unit
Windy Nook Road
Gateshead
NE10 9RW
Tel: 0191 445 6222

Opening times: 24 hours, 7 days a week.

This information can be made available in a range of formats on request (eg Braille, audio, large print, BSL, easy read or other languages). Please contact the Patient Information Centre Tel: 0191 223 2545

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