

# Crisis Resolution and Home Treatment Teams

## Newcastle, North Tyneside and Northumberland

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 and Home Treatment 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 and Home Treatment 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 Team 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 more quickly 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.



## Where can I get further help or advice?

- **PALS – Patient Advice and Liaison Service**  
Tel: 0800 032 0202  
Provides information and advice about local NHS services and support organisations and helps sort out problems with NHS services.
- **North East NHS Independent Complaints Advocacy**  
The Executive Centre, Aidan House, Sunderland Road, Gateshead, NE8 3HU  
Tel: 0808 802 3000  
North East NHS Independent Complaints Advocacy (ICA) provide help and support to people living in North Tyneside and Newcastle who want to formally complain about the NHS.
- **Independent Complaints Advocacy Northumberland**  
Healthwatch Northumberland, Adapt (North East), Burn Lane, Hexham, Northumberland, NE46 3HN  
Tel 0333 2408 468 (local call rate)  
Independent Complaints Advocacy Northumberland (ICAN) provide help and support to people living in Northumberland who want to make a complaint about an NHS service.

## Useful contacts

### Local

- **Carers Centres**  
Newcastle Tel: 0191 275 5060  
North Tyneside Tel: 0191 643 2298  
Northumberland Tel: 01670 320 025
- **North East Council on Additions (NECA)** Tel: 0191 222 1262

### National

- **MIND infoline**  
Tel: 0300 123 3393, 9am - 6pm, Monday to Friday or TEXT 86463.
- **No Panic**  
Helpline: 0844 967 4848, 10am - 10pm every day
- **Rethink's National Advice Service**  
Tel: 0300 5000 927, 9.30am - 4pm Monday to Friday
- **The Samaritans**  
Tel: 116 123, 24 hours everyday
- **Saneline Crisis Line**  
Tel: 0300 304 7000, 6pm - 11pm everyday

### Useful Websites

- **Support Line** [www.supportline.org.uk](http://www.supportline.org.uk)  
Confidential emotional advice and support to assist people during a crisis.
- **NHS Choices – Your health, your choices** [www.nhs.uk](http://www.nhs.uk)  
Information about conditions, treatments, local services and healthy lives.

## Contact details

- **Newcastle and North Tyneside Crisis Resolution and Home Treatment Service**

Ravenswood Clinic  
Ravenswood Road, Heaton, Newcastle upon Tyne, NE6 5TX  
Tel: 0303 123 1146

- **Northumberland Crisis Resolution and Home Treatment Service**

St George's Park  
Morpeth, Northumberland, NE61 2NU  
Tel: 0303 123 1146

**Opening times for both services: 24 hours, 7 days**

## My useful numbers

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Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

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