

Access to information about you

Tees, Esk and Wear Valleys NHS Foundation Trust is registered under the Data Protection Act 1998 to store and use personal information. We ask for information about you so you can receive proper care and treatment. We keep this information together with details of your care, because it may be needed if we see you again.

Everyone working in the NHS has a legal duty to keep information about you confidential. You can request the personal information we hold about you. To access your personal information, write to the Data Protection Privacy Officer, Information Governance Department, Lanchester Road Hospital, Durham City, DH1 5RD

Compliments, comments, concerns and complaints

We welcome compliments, comments, concerns and complaints in order to ensure we continue to provide high quality care to you. You can highlight any comments or complaints with the professional delivering your care, or alternatively by contacting our Patient Advice and Liaison Service (PALS) Monday to Friday between 9am and 4pm by:

Freephone: 0800 052 0219
mobile: 07775 518086
e-mail: tewv.pals@nhs.net

If you have any concerns you may prefer to put them in writing to the Complaints team at Flatts Lane Centre, Flatts Lane, Normanby, Middlesbrough, TS6 0SZ.

Our website

Find out about mental health conditions, treatments and local and national organisations offering support at:
www.tewv.nhs.uk/patientscarers

For information about medication, see:
www.tewv.nhs.uk/medication

Information in other languages and formats

If you would like this leaflet in another language, large print, audio or Braille, please ask a member of staff.

L289v2 09/15 review 09/18



Crisis Resolution and Home Treatment Team

Peppermill Court
Ramsay Close
York
YO31 8SS

Information for service users, families and carers

This team is available 24 hours 7 days per week
Tel: 01904 526582

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WHAT IS THE CRISIS RESOLUTION AND HOME TREATMENT TEAM?

We provide specialist assessment for people aged 16yrs and older who need urgent mental health care. We assess and identify your needs, including mental health, physical health, social care, any risks to you or others, your strengths and hopes for recovery.

The team includes a range of professionals and may include nurses, psychologists, occupational therapists, social workers, support workers, doctors and trainee staff. We will assess your current mental health needs and work with you to plan the next steps of your recovery. This may include a referral to another service, a period of intensive home treatment, or recommendations to your GP. Your family, carers and supporters will be offered a carer's assessment of needs.

The Trust believes collaboration is essential to recovery focused care planning, therefore service users and their carers or family members are as important in this process as the mental health team that supports you.

We believe recovery to be a process which can include personal, clinical and social factors; your personal goals will be our priority.

HELPLINES AND OTHER SOURCES OF INFORMATION

The Samaritans www.samaritans.org Confidential, non-judgemental emotional support 24 hours a day for people who are experiencing feelings of distress or despair.	08457 90 90 90 phone/text 116 123 jo@samaritans.org
Sane www.sane.org.uk A national mental health charity providing information and emotional support to anyone affected by mental illness 4.30pm-10.30pm daily.	0300 304 7000
North Yorkshire Mental Health Helpline: Service available to anyone registered with a North Yorkshire GP. Mon-Thur 5pm – 8.30am, Friday from 4.30pm 24 hours at weekends and Bank Holidays	0333 0000 309
City of York Mental Health Support Line	01904 673400 (by referral)
Anxiety UK www.anxietyuk.org.uk Support for those living with anxiety and anxiety-based depression by providing information, support and understanding.	08444 775 774 text 07537 416 905 support@anxietyuk.org.uk
Relate www.relate.org.uk Provider of relationship support.	0300 100 1234
MIND www.mind.org.uk Provide advice and support to empower anyone experiencing a mental health problem.	0300 1233 3399 text 86463 info@mind.org.uk
Rethink Mental Illness www.rethink.org Provides a national advice service and emotional support helplines for those experiencing severe mental illness and their carers and relatives.	0300 5000 927
CRUSE www.crusebereavementcare.org.uk Provides people who have recently lost a loved one with information and support on grief and legal matters.	0844 477 9400
National Debt Line www.nationaldebtline.co.uk Independent charity providing free debt advice.	0808 808 4000
NHS Choices www.nhs.uk	111
TEWV Talking Therapies/Increasing Access to Psychological Therapies www.tewv.nhs.uk	01904 294841
Welfare Rights www.welfarerights.net Free benefits advice.	01387 266888 info@welfarerights.net

THIS SPACE IS LEFT BLANK FOR YOUR NOTES

YOUR ASSESSMENT

Your assessment will help us to understand the different factors involved in your current mental health your crisis.

We will ask about any sources of stress you may be experiencing right now, your life story, what has helped or not helped in the past, and your current physical health. You will also be asked about what care you are currently receiving for your mental health (for example, if you currently have support from mental health services).

The time taken to complete the assessment can vary, but you will be given space and to tell us about what you feel is important.

The place/venue for your assessment will have been agreed with you prior to your assessment. Family, carers or supporters are encouraged to be involved in your assessment.

Family members and carers can play an important role in a person's wellbeing and their recovery. We do recognise that it is important that we also provide you with support and information about local family and carer support agencies.

ASSESSMENT OUTCOME

After your assessment you will be referred to the service which best meets your needs. This may include intensive home treatment or recommendations to your community team or GP.

We understand that some people recover quicker and with a greater sense of independence at home, as such we will always aim to deliver mental health care in the community.

Sometimes we need longer to understand your mental health needs. This means we may continue to assess you for up to 3 days following your initial assessment.

After your assessment, as appropriate, we will collaborate with you to:

- develop an personal intervention plan which may include psychological therapies, occupational therapies, support and medication
- arrange for you to receive intensive home treatment
- sign post to other services, for example, housing or benefits
- arrange support for carers
- develop a staying well plan
- involve your GP
- include other service information if we have agreed to refer you to another service for further treatment

INTENSIVE HOME TREATMENT

This service allows us to provide the more intensive support you would expect to receive from a hospital admission in the community.

Providing treatment in the least restrictive environment promotes faster recovery from crisis.

If you are referred to the intensive home treatment team, you may be offered psychological therapies, occupational therapies, support, advice and medication as appropriate.

Initially we may come to see you twice a day, and will gradually reduce our involvement depending on your needs.

While with the intensive home treatment team, your care will be reviewed each day, and plans made for your discharge. You may be referred to a team which can meet your longer term needs.

Sometimes people may need additional mental health care we will talk to you about this and agree the next steps

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