

Who are we?

The Crisis Team offers short term, intensive support, as an alternative to hospital admission, to service users experiencing a mental health crisis.

Our team consists of Doctors, Registered Mental Health and Learning Disability Nurses, Assistant Practitioners, Outreach Workers, Support Workers, Occupational Therapists, Psychologists, Assistant Psychologists, Pharmacists, Physical Health Nurse and Administration staff.

We are split into two locality/area teams depending on your GP surgery.

We are open and accessible 24 hours a day, 365 days a year. We take referrals from GPs, Community Teams, NNUH, Wellbeing, Psychiatric inpatient wards and Mental Health Act Team. These referrals can only be accepted if you are medically fit, not intoxicated and agree to be seen for an assessment.

The assessing team will make decisions with you on the most appropriate service to meet your needs. We ask that you commit to the treatment plan and attend the appointments offered.

Please note - The CRHT is not an emergency service. Emergencies should be referred to the most relevant emergency service.

What is Home Treatment?

We offer daily visits in the community. We continuously assess your mental health needs and work together with you to identify the issues affecting you, offer support and a treatment plan. We offer a safe space to talk about your difficulties, we are non-judgemental and inclusive.

We will encourage and support you to identify solutions and make positive changes.

We will work with you on a short-term basis and aim to support you through your crisis. We will refer you to the most appropriate area of follow up for your ongoing care needs.

What we offer

Where appropriate we offer the following services as part of a home treatment plan.

- A medical review with a Psychiatrist
- A medicine review with a Nurse Prescriber
- A psychological assessment
- Brief psychological work
- Physical wellbeing review
- Carers support
- Benefits and Housing support

Telephone Support

We offer all our Service Users, their family and friends telephone support 24 hours a day, 7 days a week. We are trained to offer advice, support, or just a listening ear.

Please note we are unable to respond to text messages.

What Happens if you miss a visit?

If we cannot contact you for your visit we have a duty of care to make sure you are safe. We will contact your family and friends where available. We may also contact the police and request a welfare check if we have concerns.

Central Cluster Acute Service

Crisis Resolution & Home Treatment Team (CRHT)

Weavers Centre
Hellesdon Hospital
Drayton High Road
Norwich
Norfolk
NR6 5BE

You can contact us on:

T: 01603 421239
City Team Mobile: 07769687775
County Team Mobile: 07341780581



Crisis Care Plan

Name:

NHS Number:

Safety plan

Goals:

By Whom:

In the event of:

By When:

What can I do:

Actions:

Service User Name:

Sign:

Clinician Name:

Sign:

Family/Supporter Name:

Sign:

What can others do:

Family/Supporter View:

Date: