The Crisis Resolution Team

Information for service users

Senior Matron
Crisis Resolution Team
Bradgate Mental Health Unit
Glenfield Hospital
Groby Road
Leicester LE3 9EJ
Tel: 0300 300 1010
Your keyworker is:

Email: feedback@leicspart.nhs.uk  Website: www.leicspart.nhs.uk
This information is for anyone who has been referred to, or are under the care of the Crisis Resolution Team. It provides you with up-to-date information about the team and what we offer.

**What is the Crisis Resolution Team?**

We are a team of highly experienced mental health nurses, support workers, occupational therapists, social workers and doctors. We aim to provide safe effective care to people referred to our team in a mental health crisis that require urgent and intense input. This service is provided as an alternative to hospital admission. We will work with you and your family/carers to provide you with a safe effective treatment package.

Sometimes home treatment is not an option for people we assess and we may have to admit them to hospital. We strongly believe however, that we should treat people in the least restrictive environment possible, therefore when on the ward we visit to re-assess and if appropriate will facilitate early discharge from the ward. Again, we will involve you and your family/carers in these decisions.

The main focus of our team is on recovery, we use proven effective ways and tools to achieve this with the individual. We also look at relapse prevention by helping you to understand your illness and how to manage it should problems occur in the future.

**Who can be referred to our team**

You can be referred for assessment by our team if you are a resident of Leicester, Leicestershire or Rutland, are aged between 18-65 years and suffering from an acute mental health crisis. We also take referrals for those aged over 65 from the elderly team and those aged 16-18 from the Child and Adolescent Mental Health Service (CAMHS).

**How you can be referred to our team**

Our team take referrals from your GP or any qualified mental health professional as well as some specialist services and allied professionals. We also take referrals from people that may already be open to other mental health teams. If you are in need of our service your GP should be your first point of contact.
How to contact the team
If you are accepted for home treatment you can contact us by telephone. The Crisis Resolution Team are open 24 hours a day seven days a week all year round. There will always be a member of staff available for you to talk to. Home visits will be planned with you after each visit.

How long does it take to be seen?
The person that referred you will have informed us how soon they would like you to be seen - it will be within 24 hours. Our team will always try to get to you at the earliest opportunity to carry out an assessment.

Information for carers
When a person is referred to our service we will routinely offer the main carer individual time with a member of staff. We will do this at least once during the time you are with us. Carers will also be informed of when discharge is being planned. With the service users consent, our team will ensure an explanation is given to carers at all stages. We will also involve you in the discharge process and if appropriate the early discharge service.

If you need to cancel your assessment or visit
Our service will only work with you if we have your consent. As a lot of our service users present with high risk behaviours, it is very important that we are able to contact you once you have been refereed to us or are under our care. You can call our number 0300 300 1010 to change or cancel a visit, though we will need to talk through any cancelled visits with you. Sometimes if we are not able to contact you we may have to inform the police to request they carry out a safety check or locate you. This can cause a lot of distress - therefore while you are under our care, you will need to have access to your phone and attend all visits unless cancelled.
What the Crisis Resolution Team can offer you

We offer a comprehensive assessment and home treatment service. We will actively involve you in any care or decisions and keep you informed about all aspects of your care. We also encourage family and carers to take part in your assessment, planning and treatment but we will only do this with your permission.

If you are accepted for home treatment you will be allocated a key person that will oversee your care. Our team will offer home visits to provide support and continued assessment of your mental health and any medication you may have been prescribed. This home treatment may also be carried out by telephone. We will arrange a time to see or call you on each visit, if this changes we will let you know as soon as we can.

After the initial acute crisis, and when your mental health has improved, we will look at the recovery phase of your illness and this will focus on ways of keeping well in the future and managing your health.

Our team will look at planning your care, taking into account your needs and requests. Most patients under our care will be seen by our team doctors and if appropriate medication may be offered. You will of course be actively involved in this decision and all aspects will be discussed with you.

We will also consider referring you to other services if appropriate which may be able to provide specialist support to help you. These may include counselling services, practice therapist or the community drug and alcohol services, depending on your needs.

Our team has access to the Leicester Crisis House, and if appropriate with your agreement, we may offer you a place there.
The Crisis House

The new Crisis House (Box Tree Farm) offers short-term residential placements in conjunction with crisis intervention to help prevent hospital admission. Service users staying at Box Tree Farm should have capacity, insight and be able to safely conduct themselves in a supported environment.

The Crisis House offers the following:

- development of skills and techniques to: build resilience; develop self-confidence; gain a sense of personal responsibility with the capacity and confidence to exercise choice while maintaining a greater independence in all aspects of your life
- practical problem solving
- Recovery focussed therapeutic support
- coping strategies and distraction techniques to help deal with emotional distress
- development of peer support networks in your local community to build capacity and resilience
- a well appointed, comfortable, homely surrounding - all bedrooms are en-suite
- 24 hours access - we are open seven days a week.

Whilst staying at the Crisis House your care will continue to be provided by the Crisis Resolution Team.

What happens when you are discharged from the Crisis Resolution Team

Towards the end of your time with our team, we will explore ways of managing your mental health in any future mental health crisis. We may 'reflect' on things that have helped you to feel better through this crisis so that you can use these if your health deteriorates in the future.
Confidentiality
As with any part of the National Health Service your care and treatment is subject to confidentiality. The Crisis Resolution Team works as a team and your needs are discussed as necessary within it, in order to find the best way to help you. It may also be necessary to refer you to another service that best suits your needs but this will always be discussed with you first.

There are however, some situations where we may have to pass on information - for example if you give us information that may indicate a risk of serious harm to another individual if this information is not passed on to an appropriate service. Please ask a member of staff if you’re unsure about this or you would like more information about it.

Where you will be seen
The team usually see people in their home environment, however we also hold daily clinics at the Bradgate Unit on the Glenfield Hospital Site. The Bradgate Unit is fully accessible to wheelchairs. If you are being seen at the Bradgate Unit please go to the main reception and inform the receptionist of your appointment.

Interpreting services
We will ask the person referring you to tell us if you need an interpreter so that we can arrange this for you. We have access to face-to-face or telephone interpreters.

Feedback from our service users
Service users and carers are encouraged to feedback on their experience of the services we (Leicestershire Partnership NHS Trust) provide through the friends and family card we give
Sometimes we also contact people who use our service by telephone to gather valuable feedback regarding the care they have received. This will usually happen at the end of your time with us.

Any immediate concerns regarding your care should be directed toward your keyworker, the team manager or service matron in the first instance.

If you need any help or advice or have any suggestions on how we can improve our service - please contact the matron.

If you would like any further help with any compliments, concerns or suggestions you may have you can contact our Patient Advice and Liaison Service (details on page 8). If you would like help or advice on making a complaint please contact our Complaints Team (details on page 8).

**Advocacy**

Advocacy seeks to ensure that people are able to speak out, to express their views and defend their rights. An advocate is someone that can both listen to you and speak for you in time of need. Advocacy is a process of supporting and enabling people to:

- express their views and concerns
- access information and services
- defend and promote their rights and responsibilities
- explore the choices and options open to them.
Useful contacts (including advocacy services)

**Patient Advice and Liaison Service (PALS)**

Tel: 0116 295 0830  Email: PALS@leicspart.nhs.uk

Our PALS team provides a confidential advice and support service to anyone who uses our services, their families and carers. They will listen to any suggestions, concerns or compliments, provide information on our services and local support groups and advise people how they can get involved in helping us develop our services.

**Complaints Team**

Tel: 0116 295 0831  Email: Complaints@leicspart.nhs.uk

Provide information, advice and support on making a complaint about any service provided by Leicestershire Partnership NHS Trust.

**LAMP (Leicestershire Action for Mental Health Project)**

Tel: 0116 255 6286  Email: lamp@lampdirect.org.uk

LAMP is an independent voluntary organisation working to promote good mental health for everyone living in Leicester, Leicestershire and Rutland. They provide advocacy and information.

**Mind UK**

Tel: 020 8519 2122  Email: contact@mind.org.uk

Infoline:
Tel: 0300 123 3393  Email: info@mind.org.uk  Text: 86463

Mind offers information and advice to people with mental health problems. Their Infoline provides information on a range of topics including types of mental health problems, where to get help, advocacy, medication and alternative treatments.
First Contact Services

First Contact Services are multi-agency schemes bringing a range of services to people who are 18+ years. The schemes are partnerships between local councils, district councils, the police service, the fire service, voluntary groups and other organisations that work with adults.

You can be referred to First Contact by a member of staff from any of the agencies involved who can complete a referral form for you to assess your particular needs. Some areas they can provide help with are:

- practical help around the home – anything from gardening to personal support
- smoke alarms/home fire safety checks
- support with antisocial behavior/hate crime
- assistive technology (e.g. Lifelines)
- information about local groups, social activities, home library services and adult learning.

Leicester City: 0116 454 6260
Leicestershire County: 0116 305 4286
Rutland County: www.ruralcc.org.uk/first-contact.html

Focus Line
For people with mental health problems and their carers

Tel: 0800 027 2127

This service is open from 5pm to 1am, 7 days a week. It is a telephone support service for anyone affected by mental health issues. It is provided by Rethink. Someone there can talk things through with you and give you advice on where to get help or information. They do not provide medical advice.
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<th><strong>Samaritans</strong></th>
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<td><strong>Tel:</strong> 08457 90 90 90</td>
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<td>This service is open 24 hours, seven days a week. It offers confidential and emotional support. If you have feelings of distress or despair or suicidal thoughts they may be able to help. You will be given time to talk about difficult feelings.</td>
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<th><strong>Women’s Aid (Leicester Ltd)</strong></th>
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<td><strong>Tel:</strong> 0116 283 2225</td>
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<th><strong>County Domestic Abuse Helpline</strong></th>
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<td><strong>Tel:</strong> 0300 303 1844</td>
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<th><strong>National Domestic Violence Helpline (Refuge)</strong></th>
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<td><strong>Tel:</strong> 0808 2000 247</td>
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<tr>
<td>A freephone 24 hour helpline for women experiencing domestic violence. They can offer you confidential help and support. They aim to help you stay safe and, if you have them, your children too.</td>
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<th><strong>Shelter (free expert housing advice helpline)</strong></th>
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<td><strong>Tel:</strong> 0808 800 4444</td>
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<td>This service is open Monday to Friday 8am - 8pm and Saturday and Sunday 8am - 5pm. It offers help if you need to find somewhere to sleep or if you are struggling to pay your mortgage. They will explain your rights and give you advice.</td>
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<th><strong>NHS: 111</strong></th>
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<td>This service is available 24 hours, seven days a week for information and advice. You will be asked for some details, e.g. about your medication. They will then assess how best to help you. You may be advised to see a health professional, such as your doctor, or be given help in contacting the ambulance service.</td>
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Involvement Centre
Tel: 0116 225 2719 Email: Involvementcentre@leicspart.nhs.uk

Open to all service users (whether inpatient or in the community), their friends, family and carers. An IT, information and social drop-in centre based at the Bradgate Unit. Open Monday to Friday: 10am - 4pm (excluding bank holidays).

Leicestershire and Rutland Crisis Helpline
Tel: 0808 800 3302

Leicester Money Advice/Citizens Advice
Tel: 0300 330 1025

Leicester Drug Information Helpline
Tel: 0116 225 6400

FRANK (National Drugs Helpline)
Tel: 0300 123 6600

Leicester City Drug and Alcohol Services - Leicester Recovery Partnership
Tel: 0116 225 6400

Leicestershire and Rutland Drug and Alcohol Services - Swanswell
Tel: 0300 303 5000

Alcoholics Anonymous (Counties)
Tel: 0115 941 7100

POhWER Independent Advocacy Service
Tel: 0300 200 0084 www.pohwer.net

Relationship counselling - Relate
Tel: 0116 2543011

You can contact any of the main hospitals, their departments, wards, etc. via the Leicestershire Partnership NHS Trust switchboard on 0116 225 6000
If you need this information in another language or format please telephone 0116 295 0903 or email: Patient.Information@leicspart.nhs.uk

Arabic
إذا كنت في حاجة إلى قراءة هذه المعلومات بلغة أخرى أو يتنسيق مختلف، يرجى الاتصال بهاتف رقم 0116 295 0903 أو إرسال البريد الإلكتروني إلى: Patient.Information@leicspart.nhs.uk

Bengali
যদি এই তথ্য অন্য কোন ভাষায় বা ফরমেটে আপনার দরকার হয় তাহলে দেখা করে 0116 295 0903 নম্বরে কোন করুন বা Patient.Information@leicspart.nhs.uk ঠিকানায় ই-মেইল করুন।

Traditional Chinese
如果您需要将本资讯翻译为其他语言或用其他格式显示，请致电 0116 295 0903 或发电子邮件至：Patient.Information@leicspart.nhs.uk

Gujarati
સે તમારા આ માહિતી અને ભાષા અધાર થી કોન્ફિન્મેંટમાં જોડાણ હોય તે લો 0116 295 0903 પર ટેલિફન્સ કરો અથવા Patient.Information@leicspart.nhs.uk પર ઇ-મેઇલ કરો.

Hindi
अगर आप यह जानकारी किसी अन्य भाषा या प्रारूप में चाहते हैं तो कृपया 0116 295 0903 पर हमें फोन करें या Patient.Information@leicspart.nhs.uk पर हमें ई-मेल करें.

Polish
Jeżeli są Państwo zainteresowani otrzymaniem niniejszych informacji w innym języku lub formacie, prosimy skontaktować się z nami telefonicznie pod numerem 0116 295 0903 lub za pośrednictwem poczty elektronicznej na adres: Patient.Information@leicspart.nhs.uk

Punjabi
ਜੇ ਤੁਹਾਣੇ ਇਹ ਸਹਾਇਕ ਵਿਚ ਵੀ ਇੱਕ ਭਾਸ਼ਾ ਵਾਲਾ ਕਥਾ ਨੂੰ ਹਨਕੋਈ ਹੋ ਸਕੇ ਤੋ ਉਹ ਵਿਕਾਸ ਬਚਵੇ 0116 295 0903 ਉੱਤੇ ਟੀਲਫਨ ਕਰਵੇ ਅਤੇ ਇਮੇਲ ਕਰਵੇ: Patient.Information@leicspart.nhs.uk

Somali
Haddii aad rabto in aad warbixintan ku hesho luqad ama nuskhad kale fadlan soo wac lambarka 0116 295 0903 ama email u dir: Patient.Information@leicspart.nhs.uk

Urdu
اکھر کئے کیہ معلومات کسی اور زبان پر صورت میں درکار ہو تو بنا کریم اس نیلی فون نمبر 0903 295 0903 جیسا یا ته Patient.Information@leicspart.nhs.uk میں پر رابطہ کریں