

Mental Health Urgent Care Hub

Patient information



What is the Mental Health Urgent Care Hub

You have been referred to the mental health urgent care hub (MHUCH) by a professional for a mental health assessment. You must be 18 years or over. It is an alternative to A&E, and we aim to see you within 4 hours of your arrival. You cannot self-refer or walk-in to the HUB as a professional must refer.

Address:

Bradgate Mental Health Unit
Groby Road, Leicester, LE3 9EJ

What will happen when you arrive?

When you arrive, please report to reception at the bradgate mental health unit and a member of staff the MHUCH will collect you and welcome you to the waiting area. A staff member will check your basic health, such as your pulse and blood pressure. They will also check any items you have with you to help keep everyone safe. You will be offered food and drinks if you need them. A member of staff will stay with you while you wait to be seen.



Your assessment

You will be seen by a Mental Health Practitioner (MHP) who will take you to the assessment room, family/carers are welcome too. During your assessment, they will talk with you to understand how you are feeling and what support you need. They will work with you to create a safety plan to help keep you safe. If you wish, you can have a family member, carer or friend involved. Together, you will agree on a plan for what happens next.

What will happen after your assessment

After your assessment, you and the MHP will agree on a safe discharge plan. You may be referred to other services, such as community or voluntary groups, adult social care, or local mental health teams. In some cases, you may be referred to the Crisis Team. The MHP may also contact your GP so they can follow up your care. If there are concerns about risk, the MHP and yourself will discuss this with you and a safe plan will be put into place.

Support services

Scan QR codes below to access additional resources for services across Leicester, Leicestershire and Rutland that provide support for your mental health and wellbeing:



Mental health and wellbeing support

Information about services across Leicester, Leicestershire and Rutland that provide support for your mental health and wellbeing.



Men's health

Information for men to support their health and wellbeing.



Carers pack

Information for carers about services across Leicester, Leicestershire and Rutland that provide support for mental health and wellbeing.

In an emergency
If you are concerned about an immediate risk of
harm - either to yourself or someone else - call 999

Get involved

Our patient involvement network offers opportunities for anybody who has used our services or is a carer for or family member of those who have. They provide training and development opportunities to improve your involvement skills and confidence and the opportunity to use your experience to improve our services, as well as providing recognition for doing so and other wellbeing activities. We encourage you to visit www.leicspart.nhs.uk/involvingyou for more information and to sign up.

Feedback

If you have any compliments, concerns or suggestions regarding your care and treatment, you can contact our patient advice and liaison service (PALS):

Tel: 0116 295 0830

Email: lpt.pals@nhs.net

To make a complaint, please contact our complaints team:

Tel: 0116 295 0831

Email: lpt.complaints@nhs.net



**Scan the QR code to leave
your anonymous feedback**



If you need help to understand this leaflet or would like it in a different language or format such as large print, Braille or audio, please ask a member of staff.