



Patient Information Leaflet

Crisis Resolution and Home Treatment Team

Isle of Wight (Home Treatment Team)

Information for service users and carers

Produced by:

Crisis Resolution & Home Treatment Team at Sevenacres

Date: April 2018

Review due: April 2021

If you are unable to read this leaflet because English is not your first language, please ask someone who speaks English to telephone PALS on 01983 534850 for further information and help.

Polish:

Jeśli nie jesteś w stanie przeczytać tej ulotki bo angielski nie jest pierwszym językiem, poproś kogoś, kto mówi po angielsku, o kontakt telefoniczny z (PALS 01983 534850) aby uzyskać więcej informacji i pomoc

Russian:

Если вы не можете прочитать этот буклет на английском языке потому что не является первым языке, пожалуйста, попросите кого-нибудь, кто говорит на английском языке для телефонного (PALS 01983 534850) для получения дополнительной информации и помощи

Turkish:

Eğer İngilizce ana diliniz değilse, çünkü bu broşürü okumak için yapamıyorsanız, daha fazla bilgi için 01983 534850 üzerinde PALS telefon İngilizce bilen birine sormak ve yardım lütfen

Bulgarian:

Ако не сте в състояние да прочетете тази листовка, тъй като английският не е първи език, попитайте някой, който говори английски, за да телефонирам (PALS на 01983 534850) за повече информация и помощ

Czech:

Pokud nejste schopni přečíst tuto příbalovou informaci, protože angličtina není vaším rodným jazykem, zeptejte se někoho, kdo mluví anglicky na telefonní PALS na 01983 534850 pro další informace a pomoc

Bengali:

আপনি ইংরেজি আপনার প্রথম ভাষা না থাকার কারণে এই লফিলটে পড়তে অক্ষম হন, তাহলে আরও তথ্যের জন্য 01983 534850 নভেগিশেন PALS টেলিফোনে ইংরেজি কথা কতে জিজ্ঞাসা করুন এবং সাহায্য করুন

What Does Our Service Do?

The Crisis Resolution and Home Treatment Team (CRHT) endeavours to provide rapid assessment and treatment for those people who are experiencing a mental health crisis of such severity that without the intervention of the team, a hospital admission would be required.

The service is for those people living on the Isle of Wight and visitors to the Island.

Following the initial assessment, if appropriate, home treatment support can be involved until the crisis has abated, prior to being transferred back to your GP or original referrer or to other identified services as appropriate to meet your identified needs.

Initially this will consist of daily visits by members of the team, which will typically last between 40 minutes to an hour.

Your individualised treatment plans and progress will be reviewed daily by the multi-disciplinary team, who will discuss with you all aspects of your care and support including discharge plans.

How Does Our Service Work?

You may have been referred by other health professionals or as part of an early discharge plan from an inpatient mental health ward.

After referral you should expect contact from us, either by phone or in person the same day. The assessment may be with two members of staff, one of whom will be a registered Mental Health Practitioner. Most assessments take place in people's homes; however, there is the option of using an alternative venue. The assessment will explore with you ways we can help.

At the end of the assessment we will discuss options with you – these may include hospital admission, home treatment from the team or to be referred or signposted to another service.

If you begin home based treatment, the team will agree a treatment plan with you and, where appropriate, your carer, family or close friends. Home Treatment staff will discuss the frequency of your visits which will be agreed in your treatment plan.

Anyone who requires Home Treatment support will receive practical intervention identified as necessary, to achieve the resolution of the current crisis. These could include:

- Meeting the range of specific needs identified in the initial assessment.
- Management of mental health medications. Physical health medications will still be managed and supplied by the GP.
- Putting a plan in place to support the service user with concordance with mental health medications.
- Targeting symptoms and supporting their reduction through therapeutic interventions.
- Rapid restoration of the service users functioning and ability to pro-actively manage their current needs.
- Education about mental illness and crisis interventions.
- Identifying and discussing the factors contributing to the crisis to aid in reflection and future management of crisis situations and possible solutions.
- Arranging advocacy for service users as required.
- Actively involving the service user in care planning and all decision-making processes.

- Ongoing explanations and open communication to the service user, family and/or carers.
- Arranging a carers assessment if required and providing carers and family with supportive mental health advice and guidance.
- Referring onto external psychological therapy, if required.
- Practical problem solving.
- Stress management.
- Arranging respite for the service user if indicated as the most supportive option.
- Offer support and referral to IOW Carers, for carers.
- Developing a relapse prevention/WRAP plan.
- Alternative Therapies acupuncture group can be accessed by service users on Home Treatment.
- Collaborative approach to care plan decision-making, always putting the service user in the centre.
- Flexible care plans to respond to rapidly changing situation.
- The continued and active ongoing involvements of the CMHS care co-ordinator throughout the period of Home Treatment.
- Services will be provided at the service users home or when the home is not a suitable location, they will be provided at a jointly agreed upon facility to which the Home Treatment team can support.

Staff from several disciplines work within the service: including nurses, psychiatrists, social workers, health care support workers, and administration staff.

We operate 24 hours a day 365 days a year, so you are likely to see several different clinicians during your treatment.

Home Treatment staff members are available from 9am to 10pm seven days a week. After 10pm all phone calls are answered by crisis resolution out of hour's service

Our service is delivered from:

- People's homes
- Sevenacres Mental Health Unit
- Safe Haven, Isle of Wight
- At other mutually agreed venues, homes of friends or relatives or other health care setting.

Sharing of Information

We keep our own NHS records electronically. We will not normally share information with non-health care staff about people we see without their consent. There may be times we may need to share information without consent e.g. when a service user is very ill or is a risk to themselves or others.

We work closely with family and carers and it would be helpful to share information with them with your consent. We find it helpful to share information with your family/carers and will discuss the positive benefits of this with you. A copy of the discharge summary will be sent to yourself and your GP and any other relevant Service in your care.

Access to patient records

Service users or any person authorised in writing to apply on their behalf, have the right to make an application to view their health records. The staff team can provide an application form which is then sent to the address below.

Subject Access Officer
Information Management
St Mary's Hospital
NEWPORT
Isle of Wight
PO30 5TG
Telephone: 01983 534091

Complaints and Concerns

Please be assured that all complaints and concerns are listened to and acted upon. This will not affect in any way the care and support given to you. We value feedback of any kind and use it to improve the services we offer.

In the first instance please discuss any concerns with the person providing the service, for example the nurse in charge of the shift or the team manager. If this does not resolve your issue please contact the Patient Experience Officers (PEO's) via the Quality Team reception on 534850.

If you need help to make a complaint you can contact:
SEAP – the Independent NHS Complaints Advocacy Service
on 02392 837777.

What you can expect from us

- We will make every attempt to see you at the agreed time and location; if this is not possible we will contact you and let you know at the earliest possible opportunity.
- We will involve you in decisions made regarding your care and treatment and respect your wishes as far as possible. We welcome involvement from family/carers in all aspects of the home treatment process.
- We endeavour to cause minimal disruption to your daily routine whilst offering optimum support.
- To be offered an appointment with one of our psychiatrists early in your contact with us.
- If we are reviewing your medication regime we will provide medication until you are discharged from us. You will need to arrange to obtain medication from your GP following this.
- We will be professional and courteous in all our interactions with you and will endeavour to respect and maintain your privacy dignity and independence.
- We respect your rights to make decisions and express your views regarding your treatment.

We expect that you will

- Engage with the team, making yourself available for visits and utilising the allocated time appropriately.
- Ensure a safe and appropriate environment for us to visit.
- Abstain from alcohol/illicit substances whilst under the care of home treatment.
- Be open and honest about your ability to maintain your own safety.
- Contact the team for support between visits if needed.

Violence and aggression towards our staff, whether verbal or physical will not be tolerated.

Your Family / Carers

The CRHT offer support and advice to carers and families of people who use our service.

Contact Us

By Telephone:

CRHT: 01983 522214

NHS 111 service: For physical health advice and out of hours GP services please call 111.

Or our address:

Crisis Resolution & Home Treatment Team

Sevenacres

St Mary's Hospital

NEWPORT

Isle of Wight

PO30 5TG

Useful contact numbers

IOW Mental Health Crisis Line

522214 (01983)

Samaritans: Local Branch Details / Helpline

www.IWsamaritans.com

521234 (01983)

Citizen's Advice Bureau

www.citizensadvice.org.uk

823898 (01983)

Frontline Debt Counselling

www.frontlinedebtadvice.org.uk

291552 (01983)

Law Centre

Independent Housing Advice Centre

www.lawcentres.org.uk

524715 (01983)

IW Women's Refuge

24 hour confidential help line for women in threat of verbal or physical abuse

825981 (01983)

Cruse Bereavement Care

Offers help to any bereaved person regardless of age, nationality or belief

www.crusebereavement.org.uk

523030 (01983)

Carers IW

Support for Carers

www.carersiw.org.uk

533173 (01983)

Drug and Alcohol Services

IRIS – Island Recovery Integrated Services

(01983) 526654

If you have any queries or concerns about the content of this leaflet please call (01983) 524081 and ask to speak to the relevant department.

If you require this leaflet in another language, large print or another format, please contact the PALS Team, telephone **01983 534850**, who will advise you.

Valuables should not be brought into the hospital. If patients have to bring in valuable items they should ask a nurse to store them safely and request a receipt for the items. You may not be able to have the valuable items returned if the time of discharge from hospital is out of hours.

We are sorry but the Trust cannot accept responsibility for loss or damage to items not given for safe keeping.

You can get further information on all sorts of health issues online at: **www.nhs.uk**

For Health advice and out of hours GP service please call the NHS 111 service on: **111**

We Value Your Views On Our Service

If you wish to comment on the care which you, your relative or friend has received, we will be pleased to hear from you. Please speak to the person in charge of the ward, clinic or service in the first instance or ask them to contact the PALS Team. If you wish to contact them directly, telephone on **01983 534850**.

Alternatively you may prefer to write to:

Chief Executive
Isle Of Wight NHS Trust
St Mary's Hospital
Newport, Isle of Wight, PO30 5TG

You can also share any concerns you have about our services with the Care Quality Commission (CQC) on **03000 61 61 61** or at **enquiries@cqc.org.uk**

All NHS sites are no smoking areas.

If you would like help and advice to stop smoking please call: Freephone 0800 169 0 169 to talk to the NHS Smoking Helpline.