

## Your Information, Your Rights:

We ensure that your information is held securely and confidentially, but it may be necessary for us to share information with other services and agencies at times.

Make sure you're in the know— read our leaflet through the QR code below or visit our website for more information:

[derbyshirehealthcare.nhs.uk/about-us/data-security](http://derbyshirehealthcare.nhs.uk/about-us/data-security)



## Contact Us:



Crisis Resolution and Home Treatment Team:  
City and South County

Albany House, Kingsway Site, Derby, DE22 3LZ



01332 623900

[www.derbyshirehealthcare.nhs.uk](http://www.derbyshirehealthcare.nhs.uk)

Please contact us if you would like to request this leaflet translated in another language.

# Crisis Resolution and Home Treatment Team City

## Patient Information Leaflet

### Need support in a crisis?

You may wish to consider contacting one of the following telephone support services:

- Derbyshire Mental Health Helpline & Support Service - **0800 028 0077**
- Samaritans - **116 123**
- Hopeline UK - **0800 068 41 41**
- SANEline - **07984 967 708**
- Text 'SHOUT' to **85258**

**In the event of an emergency where immediate medical attention is required please dial 999**

### Want to discuss a concern or complaint?

Please contact our Patient Experience team who will be happy to discuss this with you.

Monday - Friday from 9.00am to 5.00pm

Kingsway Hospital, Derby, DE22 3LZ

**0800 0272 128**

**You might wish to use this leaflet to make some notes about your assessment appointment, any agreed outcomes or who your named workers are.**

**Agreed date/time of assessment:**

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**Agreed Plan at outcome of assessment:**

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.....  
.....  
.....

**Assessed by:**

.....  
.....

24 hour contact  
Tel. 01332 623700



Making a  
**positive**  
difference

## About us

We are a service that work collaboratively with people who are experiencing a mental health crisis.

Together, we can explore and make sense of what you are experiencing and provide you with guidance and support to resolve your crisis. This might involve linking you with other relevant support services or offering you more direct support, such as intensive home treatment, access to alternative places of safety or hospital admission if this is felt to be required.

We are a multidisciplinary team consisting of Doctors, Nurses, Occupational Therapists, Social Workers, Psychologists, Engagement Workers and more.

### What do we offer?

We offer intensive support within the home to effectively treat mental health problems and support the safety of our service-users. This may consist of things such as frequent home visits to monitor progress, prompting with medications, medical reviews by a doctor, safety planning, evidenced based psychotherapeutic approaches, and housing and finance advice.

The support we provide will be discussed and agreed with you and recorded in your Care Plan for you to refer to. We will work collaboratively with you and people within your support networks who you wish to be involved in your care.

You will be allocated a named professional who will oversee your care throughout your home treatment journey.

## Working with other agencies

Where service-users are already open to Mental Health services, we will work in collaboration with those services to contribute additional support to the care that you already receive. We will work jointly with your care coordinator to communicate a clear plan detailing the roles, responsibilities and agreed actions of each service. We will also consult with them regarding your mental health history to familiarise ourselves with your care and avoid unnecessary re-assessment.

We also work in partnership with other services to provide alternatives to admission. Our clinicians can provide you with further information regarding these services if we feel that they are applicable.

It may be that case that there are other services that would prove more beneficial in meeting your needs. If this is the case, then we can refer you on to these services or provide you with the information needed to access them.

### How do I access your service?

If you feel that you require the support of our service you are welcome to contact us to explore this. One of our clinicians will offer you a telephone consultation to identify your needs and agree a plan to best meet them. You can also discuss a referral to our service with your GP.

If you are already under Mental Health Services, within working hours you should discuss a referral to our service with your care team who can initiate this referral if it is felt to be necessary.

## What kind of response can I expect?

We are an urgent care service and will endeavour to offer a flexible response to the needs of our service-users. We will aim to respond to initial referrals within one hour, and aim to offer an initial consultation within 4 hours of referral to agree a plan.

Our ability to provide unplanned home visits may vary day-to-day, but you can expect that there will always be someone at the end of the phone to offer support, advice and reassurance and to put a timely plan in place to meet your needs. We provide a 24 hour service.

If you have any further questions regarding our service, please do not hesitate to contact us.

### Want to provide some feedback?

You can access our feedback forms by scanning the QR code below:



We can also provide paper copies of the feedback form on request.