

CRISIS CARE

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Access to Support Before Crisis Care

When I need urgent help to avert a crisis I, and people close to me, know who to contact at any time, 24 hours a day, seven days a week. People take me seriously and trust my judgement when I say I am close to crisis and I get fast access to people who can help me get better.



Urgent and Emergency Access to Crisis Care



If I need emergency help for my mental health, this is treated with as much urgency and respect as if it were a physical health emergency. If the problems cannot be resolved where I am, I am supported to travel safely, in suitable transport, to where the right help is available.

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Urgent and Emergency Access to Crisis Care



I am seen by a mental health professional quickly. If I have to wait, it is in a place where I feel safe. I then get the right service for my needs, quickly and easily.

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Quality of Treatment and Care when in Crisis



I am treated with respect and care at all times.

I get support and treatment from people who have the right skills and who focus on my recovery, in a setting which suits me and my needs. I see the same staff members as far as possible, and if I need another service this is arranged without unnecessary assessments. If I need longer term support this is arranged.

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Recovery and Staying Well/ Preventing Future Crises



I, and people close to me, have an opportunity to reflect on the crisis, and to find better ways to manage my mental health in the future, that take account of other support I may need, around substance misuse or housing for example. I am supported to develop a plan for how I wish to be treated if I experience a crisis in the future and there is an agreed strategy for how this will be carried out.

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Discussion

- Access to support before crisis point
- Urgent and emergency access to crisis care
- Quality treatment and care when in crisis
- Promoting recovery.

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Discussion

- Services in place
- Staff and skills
- Process measures
- Outcomes

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