



Camden and Islington  
NHS Foundation Trust

ACUTE DIVISION

CARER LEAFLET



CRISIS  
TEAMS



Your partner in  
care & improvement



At C&I we are: Welcoming | Respectful | Kind | Professional | Positive | Working as a Team

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# Introduction

## What is a crisis?

In mental health, a 'crisis' refers to a time when an individual may need an additional and intensive period of support to manage their mental health needs.

## Acute Division (Inpatient Wards, Crisis Houses, Crisis Teams, Acute Day Units and Liaison Services)

When a person is in a 'crisis' they may require services within Camden and Islington's Acute Division. These include; Liaison Services at Emergency Departments, Inpatient Wards, Crisis Houses, Crisis Teams, and Acute Day Units.

These services aim to provide assessment and treatment in the least restrictive setting, while taking into consideration the individual's needs. The service user will be discharged back to their specialist community service or GP following an episode completion.

## What is a Carer and what are Carer rights?

The word 'carer' refers to a friend, relative or partner of a service user. A carer may provide practical or emotional support to the service user. They may or may not live with

the service user.

## Confidentiality and information sharing during crisis episodes

The Acute Division recognises the importance of information sharing between service users, professionals and yourselves.

Service users must consent to information being shared with you. Sometimes, service users may decide to share different types of information. For example, they may choose to share information about their diagnosis and care plan with you but not more sensitive, personal information. It can be upsetting and worrying when service users decide to withhold information from you. The Acute Division aims to support you during these times.

Clinical teams will be ready to focus on aspects of care which specifically relate to you (e.g. overnight leave from hospital if you live with the service user). Clinical staff within the Acute Division have a duty of care to disclose any appropriate risk information with you following a risk assessment.

## Introduction cont'd...

All Acute Division services welcome information provided by you. You can provide 'third party information' which is kept confidential and not disclosed to service users. Service users cannot prevent clinical staff from receiving information from carers.

As a carer, you have legal rights and entitlements.

These rights include:

- Having your needs assessed in a Carer's Assessment, which looks at all your needs and determines whether you are eligible for services and additional support
- Possibility of receiving direct payments so you can choose the appropriate service
- Rights in the workplace

Top tips for sharing information between you and staff:

- Share your views on your own needs as well as the service users
- Inform the clinical team of the areas of care you wish to be involved in
- Always state if you want anything you say to be kept confidential
- If you wish to discuss issues comments of complaints with senior staff, please ask for this. Appointments with senior staff may need to be booked in advance. Any written information provided by the carer in advance of discussion is welcome



## **What can I do to support the service user?**

It can be difficult to know how best to support an individual during times of crisis, especially if you see the individual experiencing acute distress, self-harm, extreme changes in behaviour or suicidal thoughts.

Here are some key things to keep in mind during this time:

- Mental health charities can provide information on how best to support individuals, however, unfortunately there is a 'no size fits all' rule
- It might be useful to note the helpful and not so helpful approaches you have already tried in supporting the individual
- Sometimes, it is valuable to understand the individual's diagnosis and how mental health problems affects them
- Keep a note of medication, changes to treatment and any questions you may have for the professionals
- Sometimes keeping a diary of all appointments and meetings can be helpful
- When possible, encourage the individual to continue to do shared daily activities with you

## **What should I do to support myself?**

Crisis episodes can be a very difficult period for carers. Sometimes the crisis episode has been building and carers can already be exhausted by the time services intervene. Carers can then be faced with a variety of emotions during these times such as worry, relief, guilt and sadness.

During these times it is essential that you look after your own health and wellbeing. Often carers report that their main priority is the service user and their own needs can be neglected.

- Here are some key things to keep in mind during this time:
- Try to eat regularly and exercise when you have the opportunity
- Monitor your sleep and ensure you have enough rest
- Try to give some time to yourself to do things you enjoy
- Balance your daily activities and cut down on non-essential tasks
- Seek support from friends, family or join a local support group
- If you begin to feel low, you can speak to your GP. Talking therapies are also available via your GP
- Do not put too much pressure on yourself

# The Crisis Teams in Camden and Islington

The Crisis Teams are services which offer short-term intensive assessment and treatment to individuals experiencing a mental health crisis. The Crisis Team works with individuals in their own homes or sometimes at their office base or another place of convenience.

The service is available 24 hours a day, 365 days of the year. The Crisis Team is able to meet with individuals on a daily basis or as required. Average length of working with the Crisis Team is approximately three weeks, but this can be shorter or longer as required. The Crisis Team can also provide an alternative to inpatient admission.

There are three Crisis Teams for adults (aged 18+) across Camden and Islington.

NAME	LOCATION
<b>Islington Crisis Resolution Team</b>	Highgate Mental Health Centre
<b>North Camden Crisis Resolution Team</b>	3 Daleham Gardens
<b>South Camden Crisis Resolution Team</b>	Rivers Crisis House, St Pancras Hospital

# How does someone get referred to the Crisis Team?

## The referral process

Service users, carers or professionals can contact the Crisis Call Centre directly to make a referral to the Crisis Team. Sometimes, a service user may be referred to the Crisis Team from another acute division service (e.g. a service user may require home support if they have been on an inpatient ward for a period of time).

If you feel that a family member or friend may benefit from input from the Crisis Team then please discuss this further with them or with a professional involved in their care.

Advice and support will be given at the point of contact.

The Crisis Teams within the Acute Division are not targeted at people whose primary need is drug or alcohol dependence, learning disabilities or dementia. However, the team do liaise and signpost individuals to the appropriate service.

## Initial assessment

If appropriate, the relevant Crisis Team will offer an assessment to the service user. The Crisis Team will assess the needs and any related risks of the service user.

Any information you might be able to provide about the individual can be extremely helpful when assessing and planning care.

Sometimes the Crisis Team is not the most appropriate service for the service user. The Team always aim to advise and direct individuals to the best possible source of help.

# Who are the professionals in the Crisis Team?

Each crisis team is made up of a 'multi-disciplinary team' (MDT) consisting of a variety of professionals. These include:

## Psychiatrists

Psychiatrists are medical doctors who have undergone additional training to specialise in the treatment of mental health problems. Psychiatrists will assess the individual's mental and physical health and will review their care plan and medication.

## Mental Health Nurse

Trained Mental Health Nurses work in the Crisis Teams. Nursing staff will review an individual's mental and physical health as well as their wider needs. Nurses can also offer support to the family and carers, and are keen to facilitate meetings to include the family or wider social network of the service user if all are in agreement.

## Assistant Practitioners

The delivery of treatment is also provided by a team of Assistant Practitioners who have specialised interests and skills working with service users in a crisis.



# Professionals in the Crisis Team cont'd...



## Social Workers

Social Workers in the Team have specialised in mental health and provide intensive, therapeutic support to service users in a crisis. They have a particular interest in working within a strengths based, social model of care and are trained in working within social systems.

## Team Manager

The Team Manager has overall responsibility for the quality of care given by the Crisis Team. The Manager is happy to see individuals and their carers at any time.

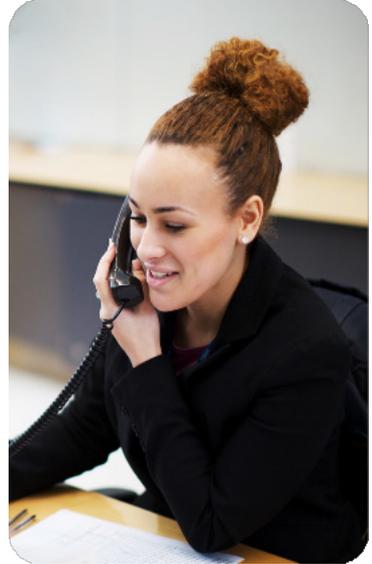
## Psychologists

Psychologists have specialised training in talking therapies. Referral to psychology is led by clinical priority determined by the MDT. Psychologists can also refer to appropriate psychological therapy services in the community upon discharge from the Crisis Team.

## What interventions are protected by the Crisis Team?

Each Crisis Team will work with all service users to develop a care plan. This outlines the planned treatment an individual will receive while with the Team. Please feel free to put forward any suggestions to the care plan. All service users should have a copy of their own care plan.

The Crisis Teams aim to support all the needs of the individual. This might include their psychological, social and physical health needs. The Teams may offer medication, arrange regular visits and refer service users to longer-term support services.



Additionally, the telephone line offers 24-hour support for people currently working with the Crisis Teams. Carers are also able to call the crisis number in order to receive advice 24-hours a day should they need.

## What happens if I am concerned about the service user?

Your expertise and knowledge of the service user is crucial. If you are concerned about the service user, you can speak to the Crisis Team.

You can also encourage the service user to attend the Emergency Department or call an ambulance if you think this is needed.

Although the Crisis Teams aim to support service users to stay out of hospital sometimes you, the service user or the Crisis Team may assess that a more intensive support service such as a Crisis House or inpatient admission is a more suitable intervention. The Crisis Team will regularly review this and discuss it within their Team.

## What happens when the service user is discharged?

At the end of the service user's treatment with a Crisis Team, it is hoped that the immediate crisis will have been resolved so that the individual can begin to access his or her own coping mechanisms. When planning an individual's discharge, the Team will



think together with the service user and you about ways to move forward.

If appropriate, some service users will be referred onto other services within the acute division such as the Acute Day Units.

Some service users may be referred to new Community Teams within other divisions in Camden and Islington. These Teams provide community support and follow up. Sometimes service users are allocated a Care Co-ordinator from the Community Team. A Care Co-ordinator acts as a key point of contact for the service user and their carers. On occasion, service users are also referred to local voluntary

organisations such as MIND.

When an individual is discharged, a discharge plan will be available providing information about follow-up support and who to contact when in need.

If you have any questions or concerns about discharge, please discuss these with the Crisis Team.

For more information on Camden and Islington's Community Mental Health Support Teams, please refer to **[www.candi.nhs.uk](http://www.candi.nhs.uk)**.

# Useful contacts

## How do I contact the Crisis Team?

Main Switchboard number: 020 3317 3500.

## How do I get more information?

Please feel free to speak to staff members.

## Trust website

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

## How do I raise concerns or make complaints?

You can speak directly to the Crisis Team staff or Manager about any concerns or complaints you may have.

Alternatively, you can contact the Advice and Complaints Service who will try to resolve your concerns. This service is confidential and open between 9am and 5pm Monday to Friday.

**Phone number:** 020 3317 3117

**Email address:** [complaints@candi.nhs.uk](mailto:complaints@candi.nhs.uk)

**Office address:** Advice and Complaints Service, Camden and Islington, NHS Foundation Trust, 4 St Pancras Way, London NW1 0PE

## Useful websites

[www.rethink.org.uk](http://www.rethink.org.uk)

[www.mind.org.uk](http://www.mind.org.uk)

[www.carersuk.org.uk](http://www.carersuk.org.uk)

Men's Advice Line: 0808 801 0327

Solace Women's Aid: 0808 802 5565

This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request. Please contact Shabir Abdul at [equalityanddiversity@candi.nhs.uk](mailto:equalityanddiversity@candi.nhs.uk) or on **020 3317 7170**.