

Crisis Service proposed model



Notes on the pathway

The right person will be skilled to support people's mental health in Suffolk. That person could be from the Police, Voluntary and Community Groups, Social Care, Housing providers or Mental Health teams.

They will support people to get the right support they need.

1 Psychiatric liaison will be available 24/7 in both West Suffolk Hospital (Bury St. Edmunds) and East Suffolk and North East Essex Hospital (Ipswich).

They can see people of any age on any ward or in A&E that need support with their mental health, they will make reasonable adjustments to support people with a learning disability and autism. They can provide direct access in community mental health teams.

2 Police Triage is a 24/7 model and it is for people aged 18 and over. They work closely with Suffolk Constabulary to provide immediate support and have direct access into crisis teams and community mental health teams.

3 First Response is a telephone line that is open 24/7 and is open for anyone to call (there are no age restrictions and reasonable adjustments will be made for people with a learning disability and autism) when they require support for an immediate mental health need. The team provide immediate support and have direct access to a wider number of services across health and social care that can support someone in a mental health crisis

4 The Crisis Response Home Treatment Teams assess and provide short term support for those with an immediate need and require intensive support to prevent or provide alternative to a hospital admission. They will make reasonable adjustments for people with a learning disability and autism. The team are mental health specialists and provide formulation, planning, intervention, and review to those in crisis. The team will support people's recovery and work closely with other providers until that person can receive support from community, wellbeing or primary care teams.