



Hertfordshire
Partnership University
NHS Foundation Trust

Mental Health Services for Older People Crisis Function



Our  values
Welcoming Kind Positive Respectful Professional

Who are we?

If you require enhanced support for your mental health we will support you for a period of time.

We are the crisis function to Community Mental Health Services for Older People, which means that we work within the Community Team to provide the enhanced support. This means that your care and treatment will not be moved to a different team.

Whereas the Community Team normally work Monday to Friday, the Crisis Function works 7 days a week (9:00–21:00 on weekdays, and 11:00–19:00 on weekends and bank holidays)

The team is made up of Nurses and Support Workers, and Doctors work across the community team as well as the crisis function.

The Crisis Function has a duty mobile number, which will be given to you to call during the hours above. If you do not know the number, or are calling outside of those hours please call 0800 6444 101. The telephone number for your local Community Team can also be found under non-emergency support later in this leaflet.

Tell me more about the Crisis Function's team

The Crisis Function is made up of a multidisciplinary team (or MDT for short) which is a collective term for all of the professionals that work in the team: Doctors, Nurses, an Occupational Therapist and Support Workers.

They work together as a team to provide care and treatment to people. They meet twice every week to discuss care, share care plans and to share information – this meeting is sometimes referred to as an MDM, or MDT Meeting.

How the team works

The team works together to provide care and treatment to you. As a small team covering 7 days a week, we work shifts. This means that your care will be provided by the team as a whole, rather than by one person. We will try to assign the same person each time to you, but this may not be possible.

Our first visit with you will normally be for an assessment. If you have been seen by the community team, we will have read your notes, so you should not need to tell us about yourself again. We will however check things with you, and some questions may be similar or the same as you have been asked before.

During our visits we will be seeing how you are, and reviewing your progress against any treatments. It is important to recognise that not all treatment is in the form of medications. We may, for example, give you things to practice on your own to self-manage things. We may ask you some questions that seem strong, but it is important that you are open with us about how you are feeling.

We may change medications; if we do then we will discuss this with you. We will discuss what we hope the medication will achieve, as well as what the side effects may be. It is important that we know what medications you are taking, so it is important that you tell us this. We will normally inform your GP about any changes to medications, but we would ask you to tell your GP as well when you next see them.

We may discuss relapse prevention plans with you. A relapse prevention plan is something that is made with you, reflecting on how things were when you needed the enhanced input from crisis function. The signs, or symptoms, that you noticed are documented, and then a plan of what you can do, or who you can call to get help is added. This is normally one sheet of paper, and aims to be a reference point for you to recognise in the future when things may not be going so well so that you can try strategies or seek help to maintain your mental health.

At the end of the crisis function input a number of things could happen next:

1. Your health is requiring you to be admitted to mental health hospital
2. Your health requires ongoing care/ treatment from another part of the service
3. Your health does not require input from mental health services

If you need an admission to hospital, this will be discussed with you and your relative (with your consent). We would request the admission to happen as soon as possible, our hospitals are in Radlett (for mental health) and in Hemel Hempstead and Hertford (for dementia). It may not be possible to be admitted to the closest hospital to your home. The Crisis Nurse will discuss the admission with you.

If your health requires ongoing input from mental health services, you will be 'stepped down' to the community team, where a care coordinator will oversee your care with the team.

If your health does not require input from mental health services we will discharge you from the service. Your GP would then be your point of contact.

At the end of the crisis function care, we will send a transfer or discharge notification to you GP that briefly details the input provided, and the medications that you are prescribed. We would normally ask the GP to continue the medications that we have started. We will also send them a copy of your relapse prevention plan if you made one with us.

Useful contacts and support organisations

- **Mental Health Help Line**
Tel: 0800 6444 101
- **Herts Help** – Local advice information and support to make life easier, including advocacy support.
Tel: 0300 123 4044
Email: info@hertshelp.net
- **Carers in Herts** – Support and information for family and friends who look after someone.
Tel: 01992 586969
Website: www.carersinherts.org.uk
- **Age UK** – Charity dedicated to helping everyone make the most of later life. Tel: 0800 169 2081
Website: www.ageuk.org.uk
- **Alzheimer's Society** – Charity for support of people with memory concerns and their carers.
National Dementia Helpline: 0300 222 1122
Local office number: 01707 378365
Website: www.alzheimers.org.uk
- **Adult Care Services - part of Hertfordshire County Council** – Local authority assessment of care needs ie; home carers, day care, equipment, carers assesments, etc
Tel: 0300 123 4042 / 4043
- **MIND** – Charity providing advice, information and support to empower anyone experiencing a mental health problem.
Tel: 0300 123 3393
Website: www.mind.org.uk
- **SANE** – Charity working to improve the quality of life for anyone affected by mental illness.
Tel: 0300 304 7000 (*SANEline 4.30pm – 10.30pm daily*)
Website: www.sane.org.uk
- **Change Grow Live (CGL)** – Hertfordshire's Drug and Alcohol Recovery Service for adults (their friends, families and carers) who would like support for their drug or alcohol misuse.
Tel: 0800 652 3169
Website: www.changegrowlive.org
- **The Samaritans** – Charity providing confidential emotional support for people experiencing feelings of distress or despair.
116 123 (*Freephone, 24 hours, 365 days a year*)
- **Hertfordshire Stop Smoking Services** – Service that offers professional specialist advice and support to smokers.
Tel: 0800 389 3998
or 01442 453071
Text: SMOKEFREE to 80818
E-mail: stopsmokingservice@hertscc.gcsx.gov.uk

Non-emergency support

For all queries or mental health support, we have one number – 0800 6444 101

Your local MHSOP community team's number will be on your appointment letter, our numbers are:

- East Herts (East Herts, Welwyn, Hatfield and Broxbourne) – 01707 364003
- North Herts (North Herts and Stevenage) – 01438 792190
- North West (Dacorum and St Albans) – 01442 275628
- South West (Hertsmere, Watford and Three Rivers) – 01923 837148

For social care related support please call Adult Care Services on 0300 1234 042.

Emergency support

For all queries or mental health support, we have one number – 0800 6444 101

In an emergency, please call 999 or make use of your local A & E service.

Cover Artwork: *Cherry Blossom* by Wendy Strohm

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June 2021