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Berkshire West NHS
Primary Care Trust

West Berkshire Council

CRISIS RESPONSE / HOME TREATMENT TEAM

Your service in West Berkshire

“ We aim to offer an effective alternative to admission ”

Who we are

The Crisis Response / Home Treatment Team (CRHT) is a service that aims to offer a creative and innovative approach to service users’ needs.

We hope to strengthen and enhance someone’s existing social and employment networks, working together with them and their family and/or carer.

Our aims

In Rapid Response our aim is to respond rapidly to urgent referrals and assess people who are experiencing a mental health crisis, and/or in an acute phase of their mental illness.

Our Home Treatment Service is aimed at people who might otherwise be admitted to hospital. For many, home treatment is the preferred option and it may be possible to avoid hospital admission for them altogether.

What we do

We can provide an initial intensive plan of care, aiming to reduce this over an agreed period. It may be reviewed regularly to make sure that it remains appropriate to need.

We link in with the proactive Hillcroft Day Service and Resource Centre, and we also work alongside existing Community Mental Health Team services - including your current Community Psychiatric Nurse (CPN) / Social Worker / Community Support Worker (CSW) if you have one.

If you have an existing Consultant Psychiatrist this will continue, but if not the Crisis Team have their own dedicated Consultant. We also receive referrals from Bluebell Ward at Prospect Park Hospital to enable people (who would traditionally be in hospital for a longer period) to go home earlier with more care. This is called **“supported early discharge”**.

Updated April 2008

Your care plan

We aim to work with you and your carer as a **team**. We would therefore jointly agree a care plan depending on your needs. This plan may include all or some of the following:

- Home visits
- Monitoring symptoms
- Responding to changes
- Providing information
- Carer / family support
- Telephone support
- Monitoring medications and side effects
- Discussing and managing safety issues
- Emotional, social and psychological support
- Organising carer respite
- Liaising with other services/professionals involved in your care
- Assistance with attending community venues / appointments / medical reviews

and

- Working towards maintaining health in the future

Hours of operation

The CRHT operates from 9am - 9pm, 7 days a week.

Any difficulties at night are managed by our overnight crisis service, who give telephone support and advice between 9pm - 9am. See details below.

Contact Us

If you have any comments about the service you have received from the Home Treatment Team you will be given an opportunity to fill in a questionnaire at the end of your care. You can also write to us at:

CRHT Manager - Dianne Roche

Crisis Response / Home Treatment Team
Hillcroft House
Rooke's Way
Thatcham
Berkshire RG18 3HR

☎ You may also contact us by telephone on:

9am-5pm Monday to Friday	**01635 292020**
5pm-9pm & weekends	**01635 292000 / 292001**
☎ Overnight Crisis Service	**0800 783 9505**
☎ Westcall (out of hours GP)	**0118 978 7811**
☎ Day Services	**01635 292066**
☎ Princess Royal Trust (carers)	**01635 49109**
☎ Patient & Liaison Service (PALS)	**01635 273325**