

## Children's young people services- Crisis liaison and home support

**NHS South Tees CCG committed to tackling historic service issues by commissioning an integrated model for crisis care to reduce attendance at Accident and Emergency and to improve patient experiences.**

### The service will provide:

- 24/7 crisis service
- An intensive home treatment
- Alternative to tier 3 model which does not fit some young people ( estimate 30%) circa 180 young people ( based on 568 young people who accessed Tees crisis team last year)
- Open access to crisis services
- Access to IHTT via – crisis team, CAMHs LDCAMHS or Tier 4
- Nurse led service
- Closer liaison with acute hospitals i.e. A&E and Paediatric wards
- Closer liaison with police, ambulance services, social care, third sector services and educational settings
- **For more information visit [www.southteesccg.nhs.uk](http://www.southteesccg.nhs.uk) or email [STCCG.enquiries@nhs.net](mailto:STCCG.enquiries@nhs.net).**

'I felt listened to and the time it took to be attended to was prompt'- Service User

### CQC inspection:

'It was clear that whilst this is a very new team, who are currently piloting 24 hour working that they are cohesive, motivated, knowledgeable (including around safeguarding), enthusiastic and very focussed on meeting the needs of service users and carers.

Diane McPartland, Associate Modern Matron: For many years we've had young people who struggle to cope after discharge when initially back in the community following their in-patient stay and this has led to re-admissions which were not the best therapeutic option but necessary due to levels of risk and resources available. We know that since the Crisis Team has been in operation the incidences of re admission for our Teesside patients has significantly reduced, and young people are being supported by your team to a point of managing better in the community and seeing some hope in their future outside of hospital.

"The staff are very understanding and don't judge you. They also take the time to listen and help"



**Celebrating 70 Years of Progress in  
Mental Health across the North of England**