

Information for Young people and Families

Crisis Home Resolution Team
Lime Trees
31 Shipton Road
York
YO30 5RE



Chief Executive:
Service Director:
Head of Service:

Mr C Martin
Mr D Brown
Mr C Davis

making a difference together

Introduction

The Crisis Home Resolution Team serves the young people and families across the York and Selby localities.

The goal of the Crisis Home Resolution Team is to provide a multi-disciplinary service tailored to meet the needs of young people and their families. This involves using a range of treatments and interventions as well as working closely with other agencies.

The service aims to work in partnership with GP's, CAMHS Teams, Local Authorities and other supporting services to reduce mental health difficulties, limit further deterioration and lessen the likelihood of further risk by young people.

The Need Served

We believe that Young people should receive the care and treatment they need in surroundings that best meet their needs, that they should not be admitted to hospital unless it is clinically necessary to do so and that they should be assessed by practitioners with training and experience of working with child and adolescent mental health issues.

For whom is the Service Intended?

Young people under the age of 18 years who present following an episode of deliberate self-harm, acute and uncontained emotional distress or display high levels of risk taking behaviour requiring immediate attention in the community.

Referrals for Assessment

The team operates an open referral system which is accessed via telephone from 10am-10pm, 7 days a week. If an interpreter is needed we can also book this.



Tel: 01904 615348

Crisis Home Resolution Team

Useful telephone numbers:

Lime Trees 01904 615300,

NHS (non-emergency) 111

Emergency Duty Children's services 01609 780780

Police Non-emergency 101

Police emergency 999

York Adult Crisis Team (after 10pm for ages 16+) 01904 526582

www.parentline.org.uk

www.childline.org.uk

www.youngminds.org.uk

www.mentalhealth.org.uk

www.nshn.co.uk

www.nspcc.org.uk

www.papyrus.org.uk

www.29castlegate.org (01904 555400)

www.compass-uk.org/

Quality

We aim to provide a high quality service and seek to ensure that it is maintained. To this end, our Service will be subject to regular internal and external audits, which we welcome. We will ask at follow up appointments to complete an FFT (patient feedback form) or contact you by telephone at a later date.

The Friends & Family Test

Your views count



Feedback the Crisis Home Resolution Team received:

- ❖ They don't judge me.
- ❖ Fast, responsive and helpful
- ❖ Very calming and respectful
- ❖ They have been amazing and so supportive
- ❖ Needed help urgently and received it.

95.3% of both young people & carers said they received excellent or good care.

100% of parent/carers and service users are extremely likely or likely to recommend service

100% of service users & carers reported that they were treated with dignity and respect