

# Crisis Resolution and Home Treatment Team service video transcript

0:00:01.440,0:00:08.320

We are the crisis resolution and home treatment team. We can help if you are aged 18 to 75 and

0:00:08.320,0:00:14.400

experiencing a mental health crisis or need of urgent support to avoid a crisis. We can assess

0:00:14.400,0:00:20.080

you in your home and where possible provide short-term intensive support so you can avoid

0:00:20.080,0:00:26.080

being admitted to hospital. Our aim is to stabilise your mental health, reduce risk,

0:00:26.080,0:00:32.400

and support your recovery through personalised care delivered by a multi disciplinary team.

0:00:32.400,0:00:37.760

We cannot help with physical health problems, prescriptions, non-urgent medication reviews,

0:00:37.760,0:00:44.720

or long-term mental health care. Speak to your GP, another health care professional, or NHS 111

0:00:44.720,0:00:51.120

to find the right support. In these instances, you

can refer yourself to us or you can be referred by

0:00:51.120,0:00:58.880

a family member, friend, carer, police officer,  
paramedic, mental health charity worker, NHS 111,

0:00:58.880,0:01:05.440

call handler, or a health care professional. Use  
the phone number on our web page to contact us.

0:01:05.440,0:01:10.640

You can also send a text if you find it difficult  
to communicate verbally. We will review the

0:01:10.640,0:01:16.320

information provided in your referral to make sure  
we are the right service for you. And if we are,

0:01:16.320,0:01:22.080

we will respond quickly to arrange an assessment,  
ensuring that you receive the right support at

0:01:22.080,0:01:27.360

the right time. After the assessment, we will  
work with you to develop a personalised care

0:01:27.360,0:01:33.360

plan. This may include regular visits, medication  
support, and working with other services involved

0:01:33.360,0:01:39.520

in your care. We also provide support for  
carers and family members. You can find more

0:01:39.520,0:01:46.320

information about the crisis resolution and home  
treatment team and what we offer on our web page.