THE CARE RESPONDERS MERSEYCARE CRISIS CARE MODEL

Police, paramedics and mental health staff respond together to ensure safety and offer appropriate support during a crisis

CARE RESPONDERS

ACQUIRING HELP

HELPING THROUGH THE CRISIS SAFELY

OUTCOME THAT BEST MEETS THE YOUNG PERSON'S NEEDS

LINKING TO LONGER TERM OR ONGOING CARE



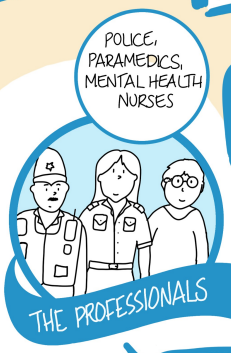
NO WRONG DOOR

THE NURSES USE REAL, HONEST and TRANSPARENT LANGUAGE

THERE WILL BE SOMEBODY THERE 24 HOURS TO PICK THE PHONE UP TO YOU... IT WAS REASSURING

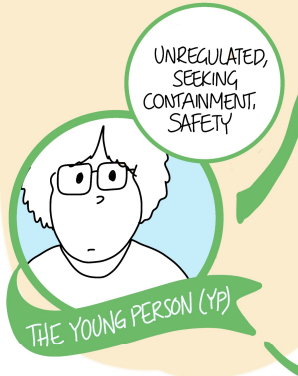
INTEGRATED RESPONSE

DECIDING WHICH TEAM IS BEST PLACED TO HELP



WE ENSURE IMMEDIATE SAFETY AND CONTACT THE RELEVANT CRISIS TEAM

I'M DEAD BLUNT and DEAD CLEAR WITH ADULTS and CHILDREN, THEY APPRECIATE THAT



A&E

A&E DIDN'T SEEM LIKE A SAFE OPTION. EVERYONE KNOWS THERE IS NO SUPPORT AT A&E - YOU HAVE TO WAIT A LONG TIME, AND YOU END UP WITH A 6ft 15 YEAR OLD SAT IN A WAITING ROOM WITH BABIES - IT'S JUST NOT GOOD. WE NEEDED SOMEWHERE THAT FELT SAFE, THAT WASN'T CHAOTIC OR NOISY

"A POSTCODE LOTTERY - DIFFERENT SUPPORT IN DIFFERENT AREAS of MERSEYSIDE"

EMERGENCY DEPARTMENT

REALITY

BOTTLENECKS and ADMINISTRATIVE LAG

THE FRONT DOOR'S SO LARGE WE CAN GET A MILLION PEOPLE THROUGH - BUT ACTUALLY WE CAN ONLY PROCESS 100

136 SUITE

BETTER THAN A&E IN MOST CASES

A PLACE of SAFETY

A PLACE INTENDED FOR SHORT TERM SUPPORT

"SUITES THAT LACK BEDS, OUTSIDE SPACE or SMOKING AREAS"

the SUCCESS

SPEEDY ASSESSMENT and LIAISON WITH CAMHS SPECIALISTS

IT'S JUST A ROOM WHERE THAT PERSON IS KEPT - THAT COULD ALSO AGGRAVATE the SITUATION

HOME

WHAT WORKS WELL

SOMETIMES IT'S ABOUT GIVING REALISTIC BOUNDARIES TO PARENTS - SAYING 'YOU PARENT WHILE WE'LL DEAL WITH THE MENTAL HEALTH'

"THE REVOLVING DOOR - the SPELL IS OFF WHEN THE CAR LEAVES"

(PARENTS ROLE - the SAFETY NET)

THE YOUNG PERSON FEELS GREAT AT THAT TIME BUT THEN DEPENDING WHAT HAPPENS AFTERWARDS THEY DON'T FEEL LIKE THAT

THE AFTERMATH

GAPS

WAITING LISTS

I FELT LIKE SOMEONE HAD TRULY SEEN HIM...

(PARENTING) CAN BE A LONELY PLACE AND REASSURANCE FROM PROFESSIONALS THAT YOU'VE DONE THE RIGHT THING WAS SO IMPORTANT.

THE CRISIS CARE TEAM KEPT IN TOUCH ABOUT WHAT WAS HAPPENING NEXT, SO THEY WERE REALLY GOOD AT COMMUNICATING ABOUT THE REFERRAL TO CAMHS - WE ALL KNEW WHAT WAS HAPPENING.

KEY

PARENT/CARER

YOUNG PERSON

PROFESSIONAL

It was helpful to talk without getting judged

I would like it if it was just one person, not multiple each time, because you have to repeat yourself.

Young People's Mental Health Research Centre | Pennine Care NHS Foundation Trust | Greater Manchester Mental Health NHS Foundation Trust | Manchester University NHS Foundation Trust | Cheshire and Wirral Partnership NHS Foundation Trust | Mersey Care NHS Foundation Trust | Alder Hey Children's NHS Foundation Trust | The University of Manchester | University of Oxford | Lancaster University | Greater Manchester Police

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