

Early Intervention in Psychosis Service

(Engagement, Hope and Recovery)

Crisis information leaflet for **aspire** clients

This leaflet aims to tell you about the services that may be involved if you are struggling with your mental health. Sometimes this can be referred to as a “crisis”.

The professionals involved in your care will always aim to refer to the crisis plan part of your CPA Care Plan when offering advice, guidance and support.

If you need another copy of this you can request one at any time.



Who's involved when I'm in crisis?

aspire

aspire is the team that your care coordinator works for. During office hours (Monday-Friday 9am-6pm) we organise your support. It will usually be your care coordinator who has contact with you from the team; in their absence the **aspire** 'duty workers' can offer support and guidance.

Medical review

When we have concerns about your mental health we will consider if a medical review with an **aspire** doctor (psychiatrist) may be helpful to you.

GP / A&E - 999

When we have concerns about your physical health we will advise you to go to your GP or your local A&E depending on the severity of your difficulties.

ISS (Intensive Support Service)

Your care coordinator may refer you to this team. They work with adults. They will see you more regularly at your home if you would benefit from additional support. Often a referral here can be in order to avoid admission to hospital.

Hospital

In some instances an admission to hospital may be needed. If you agree to going into hospital and you can understand why this is recommended you can be admitted informally. Sometimes in urgent situations people may need to go in to hospital even if they do not feel they need to. On these occasions, and if other ways of trying to support you have not worked, you might be assessed under the Mental Health Act. Sometimes this is referred to as "being sectioned".

Mental Health Act

If an assessment under the Mental Health Act is needed, a doctor from **aspire** (psychiatrist) will offer an appointment. If the psychiatrist feels that you need to be admitted to hospital they will refer you to the emergency duty team (EDT).

EDT will then take over responsibility for ensuring you see another doctor and an Approved Mental Health Practitioner (AMHP) for further assessment. They will determine if hospital admission is needed.

For you to go in to hospital, all three professionals have to agree that hospital admission is needed as there are no alternative ways of supporting you safely. We will always aim to provide the least restrictive option of support for you. Your care coordinator will also be able to provide you with further written information.

Emergency Duty Team (EDT)

When it is felt that you need to be assessed under the Mental Health Act it is the EDT that organise the professionals involved in this assessment. The Approved Mental Health Practitioner (AMHP) will co-ordinate this assessment. You can contact this team through discussion with **aspire** (during office hours). **aspire** can support you to access the correct out of office hours contact number if needed.

CRISS (Crisis Resolution and Intensive Support Services): 0300 300 1485 (NHS)

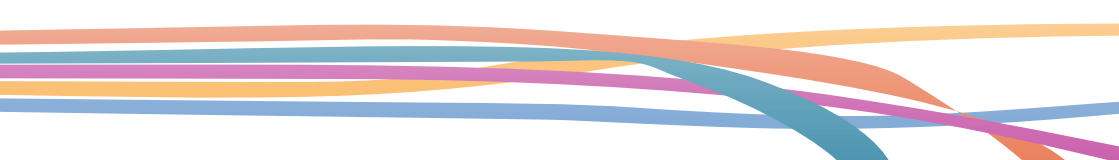
CRISS offers urgent out of hours support for times when the **aspire** team is not open and things are at a point where you would not be able to manage until the next working day. CRISS works with adults. For those under 18 there is emergency mental health support available via A&E outside of office hours.

What are my rights if I go in to hospital?

There is a lot of support available for people admitted to hospital under the Mental Health Act to make sure they are listened to and know what their and their families rights are, including their right to appeal against any decision.

Good sources of information on this are:

- <https://www.mind.org.uk/information-support/legal-rights/mental-health-act-1983>
- <https://www.cqc.org.uk/guidance-providers/mental-health-services/mental-health-act>



Did you know...?

- You can ask to look at the notes that **aspire** keeps about you and your support.
- We welcome any comments, compliments or complaint that you may have regarding your support or the service.

If you would like further information please ask your worker or call the office for details. We have a leaflet that explains our complaints process.

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Contact **aspire**:



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