

May 2018

The role and future of the crisis and recovery house in County Durham and Darlington

Our vision

Our aim is to support service users' recovery by providing fair and inclusive access to treatment and support when individuals are experiencing a mental health crisis.

The crisis and recovery house, Shildon

The nine bedroomed crisis and recovery house is available for men and women living in County Durham and Darlington.

Admissions are planned and the house provides an alternative, safe, supportive environment for *intensive home based treatment* (see description below). The service is for people who are experiencing a period of acute distress and who would benefit from a planned period of time away from home

What is intensive home based treatment?

This treatment, which is agreed with the individual following a crisis assessment, is an alternative to hospital admission.

The treatment is provided in the community by the crisis and intensive home treatment team (usually in the individual's home or, for a small number of people, in the crisis house) and can include talking therapies and medical treatments for a range of mental health difficulties. Visits can be up to twice a day and care is reviewed daily.

Current situation

Feedback from people who have spent time in the crisis house is very positive. However, the service is only being used by a very small number of people.

In 2017 there were only **88 admissions** to the crisis house (with an average length of stay of 11 days) and, on average, **less than half the beds were being used** at any one time.

During the same period over **1300 people** receive intensive home based treatment in their own home (over **7700 visits**).

There have been no admissions to the crisis and recovery house since the end of December 2017 and staff have been working elsewhere within the crisis service, including providing intensive home based treatment. We could, however, reopen the service if we received an appropriate referral.

Why have we seen a reduction in the use of the crisis house?

The way we provide mental health services is changing and

- there is a greater range of support available for people when they are experiencing a crisis such as:
 - a liaison service (working closely with colleagues in Darlington Memorial Hospital and University Hospital of North Durham to support people with mental health problems). This service is available 24 hours a day, seven days a week
 - a street triage service - the team provide support for people with mental ill health who come into contact with the police
- we know that people get better more quickly if they have increased support at home
- we know that the length of time people need to spend in hospital can be reduced if we offer intensive home treatment in their own home

Running the crisis and recovery house

On average, a bed in the crisis and recovery house costs the Trust **£478** per day to run. In comparison, it costs us on average **£380** per day for an inpatient bed in one of our assessment treatment wards and **£324** for one of the beds in our rehabilitation units.

What should we do next?

We need to make sure that we are making the best use of

- the money that is available to us and
- the skills of our staff

to provide the best possible care for the people of County Durham and Darlington.

The crisis and recovery house has been open for approximately four years and we believe it is time to review its role and function.

How can you help?

We would like to hear your views on:

Intensive home treatment

- What support would you find helpful when experiencing a crisis? (and what isn't helpful?)
- Where should this support be provided (eg at home, crisis house or somewhere else)?
- Who are the best people to provide this support?
 - What clinical skills should they have?
 - What personal attributes should they have?

The crisis and recovery house (the building)

- Do you think the current service is the best use of this building and why?
- Could we make better use of the building and, if so, do you have any suggestions for an alternative use?

How to get involved

We are holding a number of workshops:

19 June 2018 : 10am – 12noon

Sedgefield Racecourse, Racecourse Road, Sedgefield TS21 2HW

22 June 2018 : 10am – 12noon

The Four Clocks Centre, 154a Newgate Street, Bishop Auckland, DL14 7EH

25 June 2018 : 10am – 12 noon

The Glebe Centre, Durham Place, Murton, SR7 9BX

27 June 2018 : 1.30pm – 3.30pm

Dolphin Centre, Horsemarket, Darlington, DL15RP

(market place and refreshments available 11.00am – 12.30pm as part of our mental health and learning disabilities information showcase)

28 June 2018 : 10am -12 noon

Durham Indoor Bowling Club, off Ryelands Way, Pity Me, Durham DH1 5GE

It would be helpful if you could let us know if you plan to attend (tewv.enquiries@nhs.net)

You can also send us your views before 30 June 2018:

- tewv.enquiries@nhs.net or
- FREEPOST TEWV

If you would like to speak to someone please call 01325 552019 and someone will get back to you.