

Your comments are welcome

If you would like to share your experience of the Community Crisis Response Team, we would like to hear from you.

Please call or write to us using the Information provided in the Contact details section of this leaflet.

If you wish to make a complaint please talk to a member of our staff or, if you prefer, you can contact our Customer Services department:

Customer Services

Mount Gould Local Care Centre
200 Mount Gould Road
Plymouth
PL4 7PY

Tel: 01752 435201

Email: customerservicespch@nhs.net

Contact details

Community Crisis Response Team

Beauchamp Centre
Mount Gould Hospital
Plymouth
PL4 7QD

Tel: 01752 434747

The team operates between 9am - 5pm,
7 days a week (including Bank Holidays).

Outside of core working hours there is an
answerphone service available. Please
note that due to limited cover on Bank
holidays and weekends your message
may not be picked up until the next day.

**If your situation has changed and or
you require immediate action please
contact Devon Doctors on 111.**

**If your situation requires the
Emergency Services please call
999.**

www.livewellsouthwest.co.uk



Livewell Southwest



@livewellsw

Community Crisis Response Team

Tel: 01752 434747

Your CCRT contact is

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Service provided by

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This service is delivered on
behalf of the NHS

Supporting people to be Safe, Well and at Home

Livewell
Southwest

What are the key aims and objectives of the Community Crisis Response Team?

1. To prevent unnecessary hospital admissions
2. To support people in crisis to remain in their usual place of residence, reducing admissions to residential or nursing care.
3. To promote and support your independence and wellbeing and identify your long-term needs.

What services the Community Crisis Response Team offer?

1. Reablement services
2. Short term packages of domiciliary care
3. Provision of equipment to enable you to maintain your independence
4. Short term Physiotherapy, Occupational therapy and Nursing input
5. Short term residential or nursing placements

What does the community Crisis Response Team comprise of?

- Administrative team and Coordinators
- Registered Mental Health Nurses
- Community Support Workers
- Occupational Therapists
- Physiotherapist
- Registered General Nurses
- Social Workers
- Community Care Worker
- Paramedic

How long you are likely to receive a service from the Community Crisis Response Team?

Typically, support provided by the Community Crisis Response Team should not last more than six weeks. Most episodes will be much shorter than this, for example one to two weeks following acute treatment for pneumonia, or two to three weeks following treatment for hip fracture.

In exceptional circumstances patients may require support from the Community Crisis Response Team for longer than six weeks. Extensions beyond six weeks will be subject to a full reassessment and authorisation by a senior clinician or manager.

What to expect upon discharge if you require support after your crisis?

The Community Crisis Response Team recognises that people who receive a service may require long term support or an increase in an existing support package.

If your allocated worker believes you appear to have long-term eligible health and/or social care needs, an assessment will be undertaken by an appropriate person.

Subject to approval, the Community Crisis Response Team may continue to support you whilst these assessments take place.

A financial assessment may be required to assess your personal contribution towards meeting your future care costs. This will be explained in more detail at the time.