## How long will the team provide support?

Typically, support provided by the Community Crisis Response Team should not last more than six weeks. Most episodes will be much shorter than this.

### What does the team comprise of?

* Administrative team and Coordinators
* Registered Mental Health Nurses
* Community Support Workers
* Occupational Therapists
* Physiotherapists
* Registered General Nurses
* Social Workers
* Community Care Workers
* Paramedics
* Acute Response Practitioners

**Contact details**

To make a **referral** to the CCRT call 01752 437777 (option 6).

To make an **enquiry** about a person open to the CCRT please call 01752 434747.

Email address for **completed patient profiles/ unifieds only:** Livewell.CCRTPathway@nhs.net

The team operates between 8am-8pm 7 days per week.

Referrals are taken from 8am-6pm 7 days per week.

Outside of core working hours there is an answerphone service but messages may not be picked up until the following day.

### Your comments are welcome

If you would like to share your experience we would like to hear from you. You can contact us either by telephone or by post addressed to:

Community Crisis Response Team

Beauchamp Centre Mount Gould Hospital Plymouth

PL4 7QD

## [www.livewellsouthwest.co.uk](http://www.livewellsouthwest.co.uk/)



Livewell Southwest @livewellsw

**Community Crisis Response Team**

**Information for practitioners in the community**

Referral Line:

01752 437777

Option 6

This service is delivered on behalf of the NHS





### 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 support people through a period of intermediate care and identify long term needs.

### How is crisis defined by the Community Crisis Response team?

An acute change in an individual’s circumstances leading to an increased need in health, or health and social care need which if not supported would lead to admission to a more acute setting within 24 - 48 hours.

Generally, clients will need to have been seen by a health practitioner within the previous 24 hours to establish diagnostics and prescribed treatment. This can include being seen by the Acute Response Practitioners in the CCRT.

Referrals made by phone with the agreement of the person. Referrers need to provide a patient profile and unified referral. This is essential for administration of medications should the person be transferred to a placement.

### Text  Description automatically generated

### What essential referral information is needed?

* Person’s name
* Gender
* Date of birth
* Person’s full address including postcode and the address to where they are being discharged (if different) and access details

e.g. keysafe

* NHS number
* Telephone / emergency contact numbers
* Next of kin contact details
* Name / telephone number of person’s GP practice
* If known already to other service(s)
* Time / date visit required and reason for referral indicating diagnosis
* Name of referring person and contact number
* Previous medical history that is relevant to the person’s current needs, to include current medication, allergies and infections
* Any advance decisions and TEP
* Relevant social circumstance(s)
* Any known warnings/ risks to staff
* Referrer’s expectation of service

### Exclusion Criteria

* + The service cannot provide for children and young adults under the age of 18
	+ People who are not in crises but have long term care needs
	+ People who have had a fast track assessment completed and agreed
	+ People who are not registered with a Plymouth GP

### What happens when a referral is accepted?

The expected response time for the assessment of people at risk of being admitted to hospital unnecessarily is two hours.

An appropriate professional will assess, clients will be discharged following their period of intermediate care and referred to preventative services, where appropriate.

###

CCRT also support AAU and Rapid Response Team at DGH to assist with early discharge.