**Tower Hamlets Crisis Pathway – Crisis Response Team process map**

**Call from person in Crisis:**

Call to Crisis Line from Person in Crisis or concerned carer/professional

Tel. 0800 073 0003

\*\* If your first language is not English we can use the language shop to get an interpreter on the call\*\*

Phone triage to assess urgency and nature of crisis

4hrUrgency – Crisis Response staff will see face to face as appropriate to the needs of the person in crisis

Life threatening – Ambulance called to take to A&E

Resolved by Crisis Line no further action required

Outcomes of assessment – can be made by either staff taking the call or following a face to face assessment:

* A&E (if urgent)
* Ward Admission (via A/E)
* Crisis Therapy Service referral
* HTT referral (via A/E)
* CMHT
* Crisis Café (direct access)
* IAPT
* Other services around TH (RESET etc)
* Referral to GP
* Prescription for medication & and provision of certain medications (via A/E).

Face to face assessment

Environment safety check is made over the phone before venue/visit is confirmed

Non-urgent not needing Face to face – referral to services within borough (including RESET & IAPT)

Mid-level urgency (couple of days) – refer to Crisis café for recovery focused interventions and crisis plan.

**Call from family, carer or Friend of person in crisis:**

Call from Family, friend or carer – brief triage

Outcome:

Advice to go to GP to get hub referral

Encourage person in crisis to contact crisis line

If life threatening call ambulance/police

Crisis line to ask police for welfare check

If person not available or unwilling to speak guidance provided

If person is in crisis staff will try and speak and then follow specified pathway

Ask to speak with person in crisis

Advice provided call concluded

**Call from Emergency services:**

Call from Emergency Services

Speak with person in crisis

Emergency/life threatening: advice to take to A&E

Advice to support emergency services to resolve query

Triages for urgency

**Data recording:**

Call recorded on CTalk (provide date, time, type of call, duration, answered/unanswered calls).

If known to secondary mental health record on RiO

If not known and not clinically relevant (general advice, signposting) would log in local spreadsheet.

All calls logged on local spreadsheet which is backed up every day.

If not known to service and clinically relevant will open new case on RiO