

# CORE STUDY FEEDBACK

Crisis Resolution and Home  
Treatment Team

Coastal West Sussex  
Chichester

# FIDELITY SCORES

Baseline 107

6 Months 104

12 Months 131

# Identified Areas for Improvement

13 CRHTT provides clear information to service users and families about treatment plans and visits.

16 CRHTT promotes service users' and carers' understanding of illness and medication and addresses concerns about medication.

17 CRHTT provides psychological interventions.

# Identified Areas for Improvement

20 CRHTT provides individualised care.

27 CRHTT has adequate staffing.

33 CRHTT has effective record keeping and communication procedures to promote teamwork and information sharing between CRHTT staff.

34 The CRHTT works effectively with other community services.

# Personal Recovery Plan

<b>Name:</b>	<b>DoB:</b>
<b>Date of Recovery Plan:</b>	
<b>What are my <u>current</u> mental health difficulties and risks?</b> <i>What increases/decreases risk?</i>	
<b>What positive resources and potentials do I have to manage during this crisis?</b>	
<i>(think about protective factors, strengths, positive coping strategies and resources &amp; how you have come through difficulties previously)</i> -	

**My goals for the short-term (next few days/weeks) & how will I know I have achieved them?** *Aim for achievable small steps*

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**What can help me work towards these goals?**

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**How can I overcome any potential challenges?**

**What can Crisis Team do to support me?**

**What can I do if I need extra support?**

I can phone Crisis team on 01243 791909 or 07960 135205 (between 7am & 9pm).

I can phone the Mental Health Line on **0300 5000 101** for advice/support.

I can also:

## Impact on the Service user and the Team

### Cons

- Not always appropriate for all service users due to levels of insight and mental state as completion requires a degree of motivation and concentration.
- Some service users who are medically focussed may find the psychosocial nature of approach challenging.

- Time pressures for team members – particularly during times of limited resources and staffing issues.
- Conflicting pressures – Gate Keeping/Face to Face Assessments vs Home Treatment.



## Pros

- Empowering process putting the service user at the centre of their own care and decision making.
- Offers an opportunity to increase engagement between the worker and service user.
- Offers an opportunity to discuss and consider the 'here and now' hence Crisis Intervention

- As the Recovery Plan is reviewed on a regular basis it enables the service user to follow their own recovery.
- The process offers the opportunity for the worker to gain further understanding of the issues facing the service user.
- Information gathered and discussed provides the team with valuable insight into a service users current difficulties. This contributes to team discussions and complex case reviews.

## Why did our score improve?

- The study highlighted the need for evidencing work which has been historically completed e.g. carer involvement, medication advice and communication with other services.
- It offered the opportunity for the team to build upon existing clinical skills and the ethos of patient focussed care.
- Afforded the opportunity for the team to consider different ways of working and think more about the importance of psychological and empowering approaches rather than being too focussed upon medical intervention.
- Visiting other CRHTTs and networking with colleagues to ensure best practice.
- Supported focussed discussions on topics such as Care Planning.