

NIHR Mental Health Policy Research Unit 2019 Crisis Care Survey

Introduction

By completing this questionnaire you will be helping with a national survey commissioned by the Department of Health and Social Care (DHSC).

The NHS Long Term Plan makes a commitment to increase investment in crisis pathways and there is strong support nationally and in many local services for integrated crisis pathways with a range of options that meet different needs and preferences. However, the evidence base regarding effective crisis systems limited. This survey will support national and local investment decisions over the next 5 years and inform an ongoing programme of research commissioned by the DHSC. This survey aims to complement the annual NHS England survey of mental health crisis teams, and has been developed with input from NHS England.

You have been asked to take part in this survey because you are the manager or a senior clinician working in one or more NHS mental health crisis services, which provide crisis assessment and/or intensive home treatment. If there is no stand-alone crisis assessment team or crisis home treatment team or equivalent in the Trust where you work, you have been asked to complete this survey as the manager of another NHS crisis service. We will ask you about availability of crisis services in your team and local area. The survey should take about 30 minutes to complete. If necessary, we will contact more than one respondent in each NHS Trust to obtain all the information we want about local crisis services. Please answer all the questions you can.

The survey is being carried out by a team of researchers based at University College London from the NIHR Mental Health Policy Research Unit. A summary of the findings will be written up in a report for the DHSC. In this report, and in any other publications resulting from this survey, you and the service you work in will be anonymised. We will provide the data from the survey to the DHSC and NHS England at the end of the survey. We will remove respondents' names from this data set so you will not be personally identified, but the team in which you work and other local crisis services will be identifiable.

We are aware that the names and functions of mental health crisis teams vary across England. We therefore recommend completing the survey as a telephone interview with a researcher, so any uncertainties over terms or definitions can be clarified immediately. However, you can complete the survey here online if you prefer and contact a researcher during the survey should you encounter any issues. Researcher contact details are provided at the bottom of each page. If we do not hear anything from you, a member of the research team will get in touch to arrange a time when they can go through the questionnaire over the phone.

By pressing start, you confirm that you have read this information. You have also been sent a more detailed information sheet about the project when you were invited to take part – please contact the study researchers if you need another copy of this.

Please complete the survey with how things were as of 31st March 2019, even if there have been changes since this date.

Instructions to complete the survey online

After you have answered each question, press the 'next' button at the bottom of the screen to move to the next page or the 'back' button to return to any previous answers. You can also save

the survey and return to it at a later time by pressing 'save' then entering your email address and clicking on the link in the email you receive when you are ready to resume the survey.

Please note, if you have partially answered some questions but not the rest, the research team will be in touch by phone so that we can complete the survey.

If you prefer to complete the survey by phone, please contact one of our researchers. You can find their contact details at the bottom of this page. Please do not hesitate to contact us if you have any queries.

By pressing start, you confirm that you have read this information. You have also been sent a more detailed information sheet about the project when you were invited to take part – please contact the study researchers if you need another copy of this.

Thank you for your participation!

Respondent's information

Q1: Respondent's name:

Q2: Respondent's job title:

Q3: Do you work in or manage more than one service?

Yes No

Respondent's information (cont.)

Note: if you have answered/chosen item [1] in question 3, skip the following question

Q4: What is the name of the service you work in or manage?

Note: if you have answered/chosen item [2] in question 3, skip the following question

Q5: What are the names of the services you work in or manage?

Please complete the remainder of the survey in relation to the first service listed. We may later ask you about the other services you work in or manage.

Respondent's information (cont.)

Q6: Which NHS Trust provides your service?

Q7: What is the primary commissioning service or services (e.g. CCG) for this service?

Known (please state below) Unsure

Q8: Are there any other commissioning services involved?

Yes (please state below) No Unsure

Q9: How is the catchment areas for your service defined (e.g. by local authority area, CCG area, postcodes, GP practice lists)?

- Known (please state below) Unsure

Q10: What is the catchment area for the local CRHTT where you work?

- Known (please state below) Unsure

Q11: What is the size of the catchment area population?

- Known (please state below) Unsure

Local acute care system and pathways

Q12: Is there a written or graphic description of the local mental health acute care pathway and the services involved?

- Yes No Unsure

Local acute care system and pathways (cont.)

Note: if you have answered/chosen item [2, 3] in question 12, skip the following question

Q13: Can you share this with us?

- Yes (please email this to one of our researchers using details at the bottom of this page or upload the image by clicking on the icon next to the text box)
- No
- Unsure

Local acute care system and pathways (cont.)

Q14: Is there a first response or crisis assessment service in your area, which provides assessment only and is separate to any home treatment team? A service which can see service users face-to-face and which is: separate from local crisis home treatment team services and A&E psychiatric Liaison teams; will accept referrals for people in mental health crisis; and can see service users face-to-face for initial assessment and referral to appropriate support.

- Yes
- No
- Unsure

Q15: Is there a telephone crisis line in your area?

A telephone service where: staff can speak to referrers or people in crisis; signpost or refer on to appropriate support; but do not see people face-to-face for assessment.

- Yes
- No
- Unsure

Q16: Is there a Crisis Resolution and Home Treatment Team (CRHTT) in your area?

A service which: provides intensive home treatment for service users for a few days or weeks, to help resolve a crisis and avoid hospital admission; and which may also provide a first response and initial assessment for people in mental health crisis, where this is not done by a separate crisis assessment service.

- Yes
- No
- Unsure

Crisis assessment services

A service which can see service users face-to-face and which is: separate from local crisis home treatment team services and A&E Psychiatric Liaison teams; will accept referrals for people in mental health crisis; and can see service users face-to-face for initial assessment and referral to appropriate support.

Note: if you have answered/chosen item [2, 3] in question 14, skip the following question

Q17: What is the name of the first response or crisis assessment service?

Note: if you have answered/chosen item [2, 3] in question 14, skip the following question

Q18: Does this first response or crisis assessment service work with any CRHTTs?

- Yes (please state which CRHTT(s) below) No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 14, skip the following question

Q19: Is this crisis assessment service designed to act as a single point of access to all NHS crisis services within its local catchment area?

- Yes
 No (please state below which crisis services this service acts as a single point of access for)
 Unsure

Note: if you have answered/chosen item [2, 3] in question 14, skip the following question

Q20: What is the lower age limit for people who can be assessed by this service? Please enter 0 if no lower limit or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 14, skip the following question

Q21: What is the upper age limit? Please enter 888 if no upper limit or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 14, skip the following question

Q22: Is it a 24 hour service?

- Yes No (please state the opening hours below)
 Unsure

Note: if you have answered/chosen item [2, 3] in question 14, skip the following question

Q23: Who can refer to this service? Select all that can.

- Any member of the public in a mental health crisis or their family, even if not known to services
 People known to mental health services or their family
 Non-NHS staff who work in mental health support roles (e.g. voluntary sector workers)
 NHS111 staff
 GPs
 NHS community mental health services
 Inpatient psychiatric services
 A&E or psychiatric liaison team staff
 Police
 Ambulance workers or paramedics
 Other (please describe below)
 Unsure

Please provide any further information below which will help us understand the referral pathways into the first response / crisis assessment service.

Note: if you have answered/chosen item [2, 3] in question 14, skip the following question

Q24: Is there a time limit for how long the crisis assessment service can support someone or hold responsibility for supporting someone in crisis?

- Yes (please state the limit in hours below and/or add further explanation)
- No (please add further explanation below if appropriate)
- Unsure

Note: if you have answered/chosen item [2, 3] in question 14, skip the following question

Q25: Can the crisis assessment service decide whether someone is suitable to be taken on for CRHTT intensive home treatment care without reassessment from your CRHTT?

- Yes
- No
- Unsure

Note: if you have answered/chosen item [2, 3] in question 14, skip the following question

Q26: Is there any shared staffing between the crisis assessment service and any other local crisis service?

- Yes (please state below which teams)
- No
- Unsure

Note: if you have answered/chosen item [2, 3] in question 14, skip the following question

Q27: Is there any joint management at team-level between the crisis assessment service and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
- No
- Unsure

Crisis phone line

A telephone service where: staff can speak to referrers or people in crisis; signpost or refer on to appropriate support; but do not see people face-to-face for assessment.

Note: if you have answered/chosen item [2, 3] in question 15, skip the following question

Q28: What is the name of the crisis phone line?

Note: if you have answered/chosen item [2, 3] in question 15, skip the following question

Q29: What type of organisation provides the service?

- NHS Local authority Voluntary sector Unsure

Note: if you have answered/chosen item [2, 3] in question 15, skip the following question

Q30: Is it managed as part of another service (e.g. the CRHTT; the crisis assessment service)?

- Yes (please state below which service) No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 15, skip the following question

Q31: Is it a 24 hour service?

- Yes No (please state what the opening hours are below)
 Unsure

Note: if you have answered/chosen item [2, 3] in question 15, skip the following question

Q32: Who can access this service directly? Please select all that apply

- Any member of the public in a mental health crisis or their family, even if not known to services
- People known to mental health services or their family
- Non-NHS staff who work in mental health support roles (e.g. voluntary sector workers)
- NHS111 staff
- GPs
- NHS community mental health services
- Inpatient psychiatric services
- A&E or psychiatric liaison team staff
- Police
- Ambulance workers or paramedics
- Other (please describe below)
- Unsure

Note: if you have answered/chosen item [2, 3] in question 15, skip the following question

Q33: Is it just for people living in the catchment area of your service / Trust / local authority?

- Yes
- No (please describe briefly below)
- Unsure

Note: if you have answered/chosen item [2, 3] in question 15, skip the following question

Q34: Can the crisis line service decide whether someone is suitable to be taken on for CRHTT intensive home treatment care without reassessment from your CRHTT?

- Yes
- No
- Unsure

Note: if you have answered/chosen item [2, 3] in question 15, skip the following question

Q35: Are there any other local crisis services which the crisis line refer to without reference to the CRHTT (e.g. crisis houses)? Please state all which apply. Please enter None if none.

- Yes (please state below which services) No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 15, skip the following question

Q36: Can the crisis line admit people to hospital without reference to the CRHTT / crisis assessment team?

- Yes No Unsure

Note: if you have answered/chosen item [2, 3] in question 15, skip the following question

Q37: Is there any shared staffing between the crisis line and any other local crisis service?

- Yes (please state which teams below) No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 15, skip the following question

Q38: Is there any joint management at team-level between the crisis line and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
 No
 Unsure

CRHTT services

Please tell us here about your local Crisis Resolution and Home Treatment Team which provides short-term intensive home treatment to people in mental health crisis. (The CRHTT may also provide initial assessment of referrals for people in mental health crisis, if there is not a separate crisis assessment / first response service.)

Note: if you have answered/chosen item [2, 3] in question 16, skip the following question

Q39: What is the name of the CRHTT?

Note: if you have answered/chosen item [2, 3] in question 16, skip the following question

Q40: Does the CRHTT serve Children and Young People (CYP) aged up to 18 when in crisis?

Yes No Unsure

Note: if you have answered/chosen item [2, 3] in question 16, skip the following question

Q41: Does the CRHTT serve working age adults aged between 18 and 65 when in crisis?

Yes No Unsure

Note: if you have answered/chosen item [2, 3] in question 16, skip the following question

Q42: Does the CRHTT serve older age adults aged 65 and up when in crisis?

Yes No Unsure

Note: if you have answered/chosen item [2, 3] in question 16, skip the following question

Q43: Does the CRHTT serve people with dementia when in crisis?

Yes No Unsure

CRHTT services (cont.)

Note: if you have answered/chosen item [1] in question 40, skip the following question

Note: if you have answered/chosen item [2, 3] in question 16, skip the following question

Q44: Is there a separate CRHTT service in your area for children and young people?

- Yes (please state name of service below)
- No
- Unsure

CRHTT services (cont.)

Note: if you have answered/chosen item [1] in question 42 AND answered/chosen item [1] in question 43, skip the following question

Note: if you have answered/chosen item [2, 3] in question 16, skip the following question

Q45: Is there a separate CRHTT service in your area for older adults and/or people with dementia?

- Yes, there is a separate older adults crisis service (please state name of service below)
- Yes, there is a separate dementia crisis service (please state name of service below)
- No
- Unsure

CRHTT services (cont.)

In this section, please tell us more about the CRHTT for adults in your area (please don't answer here about any separate CRHTT for older adults, or for children and young people).

Note: if you have answered/chosen item [2, 3] in question 16, skip the following question

Q46: On weekdays, during which hours does the CRHTT provide home visits?

- 24hr
- Day only (e.g. 8am – 9pm)
- Night only (e.g. 9pm – 8am)
- Other (please detail below)
- Unsure

Note: if you have answered/chosen item [2, 3] in question 16, skip the following question

Q47: On weekdays, during which hours does the CRHTT see patients on NHS premises?

- 24hr Day only (e.g. 8am – 9pm) Night only (e.g. 9pm – 8am)
 Other (please detail below) Unsure

Note: if you have answered/chosen item [2, 3] in question 16, skip the following question

Q48: On weekdays, during which hours does the CRHTT provide phone call support?

- 24hr Day only (e.g. 8am – 9pm) Night only (e.g. 9pm – 8am)
 Other (please detail below) Unsure

Note: if you have answered/chosen item [2, 3] in question 16, skip the following question

Q49: On weekdays, during which hours does the CRHTT provide no service (i.e. the service is closed)?

- The service is 24hr (i.e. there are no hours during which there is no service provided)
 Day only (e.g. 8am – 9pm)
 Night only (e.g. 9pm – 8am)
 Other (please detail below)
 Unsure

Note: if you have answered/chosen item [2, 3] in question 50, skip the following question

Note: if you have answered/chosen item [2, 3] in question 16, skip the following question

Q54: On weekends, during which hours does the CRHTT provide no service (i.e. the service is closed)?

- The service is 24hr (i.e. there are no hours during which there is no service provided)
- Day only (e.g. 8am – 9pm)
- Night only (e.g. 9pm – 8am)
- Other (please detail below)
- Unsure

Note: if you have answered/chosen item [2, 3] in question 14, skip the following question

Note: if you have answered/chosen item [2, 3] in question 16, skip the following question

Q55: Do all referrals to the CRHTT have to come through a separate crisis assessment service (including referrals from within the Trust)?

- Yes
- No
- Unsure

CRHTT services (cont.)

Note: if you have answered/chosen item [1] in question 55, skip the following question

Note: if you have answered/chosen item [2, 3] in question 16, skip the following question

Q56: Which of the following does the CRHTT accept direct referrals from? Please select all that apply.

- Any member of the public in a mental health crisis or their family, even if not known to services
- People known to mental health services or their family
- Non-NHS staff who work in mental health support roles (e.g. voluntary sector workers)
- NHS111 staff
- GPs
- NHS community mental health services
- Inpatient psychiatric services
- A&E or psychiatric liaison team staff
- Police
- Ambulance workers or paramedics
- Other (please describe below)
- Unsure

Please provide any further information below which will help us understand the referral pathways into the CRHTT service.

Note: if you have answered/chosen item [2, 3] in question 16, skip the following question

Q57: Does the CRHTT have a response time target to see patients in person for assessment following a referral?

- Yes No Unsure

CRHTT response time target

Note: if you have answered/chosen item [2, 3] in question 57, skip the following question

Note: if you have answered/chosen item [2, 3] in question 16, skip the following question

Q58: Who does this response time target apply to?

- All accepted referrals Only referrals triaged as urgent Unsure

Note: if you have answered/chosen item [2, 3] in question 57, skip the following question

Note: if you have answered/chosen item [2, 3] in question 16, skip the following question

Q59: What is the response time target? Please enter 999 if unknown.

 hours

Note: if you have answered/chosen item [2, 3] in question 57, skip the following question

Note: if you have answered/chosen item [2, 3] in question 16, skip the following question

Q60: Do you know how often this response time target is met?

- Yes, I know how often it is met (please state % below)
 No, but I can provide an estimate (please state % below)
 No

Inpatient admission gatekeeping functions

Q61: In what circumstances, if any, do exceptions to crisis assessment team / CRHTT gatekeeping (controlling or limiting inpatient psychiatric admissions) commonly apply? Please select all that apply.

- Admissions following a Mental Health Act Assessment
- When admission is recommended by a trusted assessor (e.g. Psychiatric Liaison or CMHT colleagues)
- At night time or at weekends when the CRHTT or crisis assessment service is not fully staffed
- At times when CRHTT or crisis assessment team staff are too busy to assess
- There are no exceptions
- Unsure

Q62: What proportion of patients admitted to acute psychiatric hospital inpatient beds are first assessed in person by the CRHTT or the local crisis assessment team regarding suitability for home treatment (i.e. involving face-to-face meeting with the patient, not just through a phone call or discussion with the referrer)?

Please select the answer which best describes arrangements for your team. Please estimate if data is not available.

- The CRHTT or crisis assessment team assesses at least 95% of patients in person before they are admitted to an acute inpatient bed
- The CRHTT or crisis assessment team assesses at least 80% of patients in person before they are admitted to an acute inpatient bed
- The CRHTT or crisis assessment team assesses at least 50% of patients in person before they are admitted to an acute inpatient bed
- The CRHTT or crisis assessment team assesses fewer than of 50% patients in person before they are admitted to an acute inpatient bed
- Unsure

Q63: Is this figure based on:

- Locally collected data
- Your best estimate
- Not applicable

Q64: Is there a local protocol which specifies gatekeeping arrangements for admission to inpatient wards?

- Yes
- No
- Unsure

Inpatient admission gatekeeping functions (cont.)

Note: if you have answered/chosen item [2, 3] in question 64, skip the following question

Q65: Does it specify that gatekeeping functions may be completed by the CRHTT or crisis assessment team through phone discussion?

- Yes No Unsure

Note: if you have answered/chosen item [2, 3] in question 64, skip the following question

Q66: Does it specify any “trusted assessors” (e.g. psychiatric liaison or CMHT colleagues) who may admit patients to hospital without involvement from the CRHTT or crisis assessment team?

- Yes No Unsure

Psychiatric liaison services

Q67: Is there a 24-hour psychiatric liaison service at Accident and Emergency (AandE) departments in the hospital(s) local to your CRHTT?

- Yes
 No (please describe below what hours a psychiatric liaison service is open)
 Unsure

Q68: Is there any shared staffing between the psychiatric liaison service and any other local crisis service?

- Yes (please state which teams below) No
 Unsure

Q69: How often do staff from the CRHTT or a separate local crisis assessment service attend assessments at AandE with psychiatric liaison when home treatment is being considered?

- Always Usually Sometimes Never Unsure

Q70: Is there any joint management at team-level between the psychiatric liaison team and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
- No
- Unsure

Q71: If referral to the local crisis assessment team or CRHTT is not available 24-hours, is there any other local service to which psychiatric liaison can refer people for immediate crisis support?

- Yes (please describe below)
- No
- Not applicable (referral to crisis assessment team or CRHTT is available 24-hours)
- Unsure

Q72: When can psychiatric liaison admit to hospital?

- Without CRHTT or crisis assessment service input
- Following phone discussion with CRHTT / crisis assessment service
- Only following in person assessment of the patient by CRHTT / crisis assessment service
- Other (please describe below)
- Unsure

Psychiatric Decision Units and Triage wards

Q73: Is there a Psychiatric Decision Unit (PDU) in your local area?

A PDU is a dedicated area (separate to an A&E department / psychiatric ward / psychiatric liaison team) in which assessment can be conducted and treatment plans developed for patients in mental health crisis who are accessing emergency services. People may typically stay for up to 24-48 hours in a PDU, which may be called a "Clinical Decision Unit"; or other in some areas. Please only tell us about services called a PDU here. We will ask about "crisis caf"; or "Haven"; style services later in this survey.

- Yes No Unsure

Q74: Is there a triage ward in your local area?

A triage ward is an inpatient psychiatric ward which only accepts admissions for a time-limited period (not more than one week); typically does not people compulsorily admitted on a MHA section; and works closely with local community crisis services to avoid the need to transfer to an acute psychiatric ward.

- Yes No Unsure

PDU

Note: if you have answered/chosen item [2, 3] in question 73, skip the following question

Q75: What is the name of the PDU?

Note: if you have answered/chosen item [2, 3] in question 73, skip the following question

Q76: Where is the PDU located?

- Psychiatric hospital Acute hospital Other (please specify below)
 Unsure

Note: if you have answered/chosen item [2, 3] in question 73, skip the following question

Q77: What hours is the PDU open?

- 24hr
- 24hr Monday to Friday and 9am – 5pm Saturday and Sunday
- 24hr Monday to Friday
- 9am – 5pm Monday to Sunday
- 9am – 5pm Monday to Friday
- Other (please detail below)
- Unsure

Note: if you have answered/chosen item [2, 3] in question 73, skip the following question

Q78: What is the accommodation on the PDU like?

- Single rooms / partitioned area
- Beds
- Recliners
- No overnight accommodation
- Other (please describe below)
- Unsure

Note: if you have answered/chosen item [2, 3] in question 73, skip the following question

Q79: How long is the maximum length of stay on the unit? Please enter 999 if unsure.

 hours

Note: if you have answered/chosen item [2, 3] in question 73, skip the following question

Q80: Who can refer to the PDU? Please select all that apply.

- CRHTT or crisis assessment team
- Psychiatric liaison service
- Street triage team
- Community mental health teams
- GPs
- Third/ voluntary sector services
- Self-referral
- Other (please specify below)
- Unsure

Please provide any further information below which will help us understand the referral pathways into the PDU.

Note: if you have answered/chosen item [2, 3] in question 73, skip the following question

Q81: Is the PDU co-located with any other services (e.g. Section 136 Place of Safety)? Please state. Enter 999 if unsure.

- Yes (please state which service below) No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 73, skip the following question

Q82: Is there any shared staffing between the PDU and any other local crisis service?

- Yes (please state which services below) No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 73, skip the following question

Q83: What is the capacity of the PDU i.e. how many people can it admit at any one time? Enter 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 73, skip the following question

Q84: How often do staff from the CRHTT or a separate local crisis assessment service attend assessments at the PDU when home treatment is being considered?

- Always Usually Sometimes Never Unsure

Note: if you have answered/chosen item [2, 3] in question 73, skip the following question

Q85: When can the PDU admit patients to hospital?

- Without CRHTT or crisis assessment service input
- Following phone discussion with CRHTT / crisis assessment service
- Only following in person assessment of the patient by CRHTT / crisis assessment service
- Other (please describe below)
- Unsure

Note: if you have answered/chosen item [2, 3] in question 73, skip the following question

Q86: Is there any joint management at team-level between the PDU and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
- No
- Unsure

Triage ward

Note: if you have answered/chosen item [2, 3] in question 74, skip the following question

Q87: What is the name of the triage ward?

Note: if you have answered/chosen item [2, 3] in question 74, skip the following question

Q88: How many beds does it have? Please enter 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 74, skip the following question

Q89: How long is the maximum stay on the triage ward? Please enter 999 if unsure.

 hours

Note: if you have answered/chosen item [2, 3] in question 74, skip the following question

Q90: Who can refer to the triage ward? Please select all that apply.

- | | | |
|--|---|--|
| <input type="checkbox"/> CRHTT or crisis assessment team | <input type="checkbox"/> Psychiatric liaison service | <input type="checkbox"/> Street triage team |
| <input type="checkbox"/> Community mental health teams | <input type="checkbox"/> GPs | <input type="checkbox"/> Third / voluntary sector services |
| <input type="checkbox"/> Self-referral | <input type="checkbox"/> Other (please specify below) | <input type="checkbox"/> Unsure |

Please provide any further information below which will help us understand the referral pathways into the triage ward.

Note: if you have answered/chosen item [2, 3] in question 74, skip the following question

Q91: Is the triage ward co-located with any other services (e.g. Section 136 Place of Safety)? Please state. Enter 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 74, skip the following question

Q92: Is there any shared staffing between the triage ward and any other local crisis service?

- Yes (please state which services below) No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 74, skip the following question

Q93: How often do staff from the CRHTT or a separate local crisis assessment service attend assessments at the triage ward when home treatment is being considered?

- Always Usually Sometimes Never Unsure

Note: if you have answered/chosen item [2, 3] in question 74, skip the following question

Q94: When can the triage ward admit a patient to another acute psychiatric ward?

- Without CRHTT or crisis assessment service input
 Following phone discussion with CRHTT / crisis assessment service
 Only following in person assessment of the patient by CRHTT / crisis assessment service
 Other (please describe below)
 Unsure

Note: if you have answered/chosen item [2, 3] in question 74, skip the following question

Q95: Is there any joint management at team-level between the triage and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
 No
 Unsure

Crisis Houses

Residential services not classified as hospitals for people in mental health crisis. Please do not tell us about respite or rehabilitation services here, only crisis houses for people in a severe mental health crisis.

Q96: Are there any non-hospital, residential crisis services / crisis beds (crisis house) in your area?

Yes No Unsure

Crisis house one

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Q97: What is the name of the service? Please only name one service. We will later ask you if there are any other services of this type in your area.

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Q98: What type of organisation provides the service?

NHS Local authority Voluntary sector Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Q99: Referral pathways (please select all that apply):

- The CRHTT and/or crisis assessment service can refer to this service
- The CRHTT and/or crisis assessment service have exclusive referral rights
- People in crisis can self-refer to this service
- Unsure

Please provide any further information below which will help us understand the referral pathways into the crisis house.

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Q100: What is the lower age limit for people who can use the crisis house? Please enter 0 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Q101: What is the upper age limit? Please enter 888 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Q102: Is this crisis house for any other specific patient group (e.g. a women's crisis house, for specific diagnoses, risk thresholds etc.)?

- Yes (please state which groups below) No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Q103: Can the CRHTT or crisis assessment service access a place at this service for a patient when needed?

- Always Usually Sometimes Rarely Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Q104: How quickly can admission to this service typically be arranged following initial referral?

- In less than four hours Within 24 hours Within 72 hours Within one week
 Longer than one week Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Q105: What is the maximum length of stay at this service? Please enter 999 if unsure.

 days

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Q106: What is a typical length of stay at this service? Please enter 999 if unsure.

 days

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Q107: Is this crisis house service user-led?

- Yes No Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Q108: How many of the crisis house staff are clinicians with mental health professional qualifications (e.g. nurses or social workers)?

- All of the staff Most of the staff Some of the staff None of the staff Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Q109: Is there any shared staffing between this crisis house and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
 No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Q110: Is there any joint management at team-level between this crisis house and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
 No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Q111: Are there any other residential crisis services in your area?

Yes No Unsure

Crisis house two

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Q112: What is the name of the service?

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Q113: What type of organisation provides the service?

NHS Local authority Voluntary sector Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Q114: Referral pathways (please select all that apply):

- The CRHTT and/or crisis assessment service can refer to this service
- The CRHTT and/or crisis assessment service have exclusive referral rights
- People in crisis can self-refer to this service
- Unsure

Please provide any further information below which will help us understand the referral pathways into the crisis house.

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Q115: What is the lower age limit for people who can use the crisis house? Please enter 0 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Q116: What is the upper age limit? Please enter 888 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Q117: Is this crisis house for any other specific patient group (e.g. a women's crisis house, for specific diagnoses, risk thresholds etc.)?

- Yes (please state which groups below) No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Q118: Can the CRHTT or crisis assessment service access a place at this service for a patient when needed?

- Always Usually Sometimes Rarely Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Q119: How quickly can admission to this service typically be arranged following initial referral?

- In less than four hours Within 24 hours Within 72 hours Within one week
 Longer than one week Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Q120: What is the maximum length of stay at this service? Please enter 999 if unsure.

days

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Q121: What is a typical length of stay at this service? Please enter 999 if unsure.

days

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Q122: Is this crisis house service user-led?

- Yes No Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Q123: How many of the crisis house staff are clinicians with mental health professional qualifications (e.g. nurses or social workers)?

- All of the staff Most of the staff Some of the staff None of the staff Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Q124: Is there any shared staffing between this crisis house and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
 No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Q125: Is there any joint management at team-level between this crisis house and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
 No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Q126: Are there any other residential crisis services in your area?

- Yes No Unsure

Crisis house three

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Note: if you have answered/chosen item [2, 3] in question 126, skip the following question

Q127: What is the name of the service?

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Note: if you have answered/chosen item [2, 3] in question 126, skip the following question

Q128: What type of organisation provides the service?

- NHS Local authority Voluntary sector Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question
Note: if you have answered/chosen item [2, 3] in question 111, skip the following question
Note: if you have answered/chosen item [2, 3] in question 126, skip the following question

Q129: Referral pathways (please select all that apply):

- The CRHTT and/or crisis assessment service can refer to this service
- The CRHTT and/or crisis assessment service have exclusive referral rights
- People in crisis can self-refer to this service
- Unsure

Please provide any further information below which will help us understand the referral pathways into the crisis house.

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question
Note: if you have answered/chosen item [2, 3] in question 111, skip the following question
Note: if you have answered/chosen item [2, 3] in question 126, skip the following question

Q130: What is the lower age limit for people who can use the crisis house? Please enter 0 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question
Note: if you have answered/chosen item [2, 3] in question 111, skip the following question
Note: if you have answered/chosen item [2, 3] in question 126, skip the following question

Q131: What is the upper age limit? Please enter 888 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question
Note: if you have answered/chosen item [2, 3] in question 111, skip the following question
Note: if you have answered/chosen item [2, 3] in question 126, skip the following question

Q132: Is this crisis house for any other specific patient group (e.g. a women's crisis house, for specific diagnoses, risk thresholds etc.)?

- Yes (please state which groups below)
- No
- Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Note: if you have answered/chosen item [2, 3] in question 126, skip the following question

Q133: Can the CRHTT or crisis assessment service access a place at this service for a patient when needed?

- Always Usually Sometimes Rarely Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Note: if you have answered/chosen item [2, 3] in question 126, skip the following question

Q134: How quickly can admission to this service typically be arranged following initial referral?

- In less than four hours Within 24 hours Within 72 hours Within one week
 Longer than one week Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Note: if you have answered/chosen item [2, 3] in question 126, skip the following question

Q135: What is the maximum length of stay at this service? Please enter 999 if unsure.

days

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Note: if you have answered/chosen item [2, 3] in question 126, skip the following question

Q136: What is a typical length of stay at this service? Please enter 999 if unsure.

days

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Note: if you have answered/chosen item [2, 3] in question 126, skip the following question

Q137: Is this crisis house service user-led?

- Yes No Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Note: if you have answered/chosen item [2, 3] in question 126, skip the following question

Q138: How many of the crisis house staff are clinicians with mental health professional qualifications (e.g. nurses or social workers)?

- All of the staff Most of the staff Some of the staff None of the staff Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Note: if you have answered/chosen item [2, 3] in question 126, skip the following question

Q139: Is there any shared staffing between this crisis house and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
- No
- Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Note: if you have answered/chosen item [2, 3] in question 126, skip the following question

Q140: Is there any joint management at team-level between this crisis house and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
- No
- Unsure

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Note: if you have answered/chosen item [2, 3] in question 126, skip the following question

Q141: Are there any other residential crisis services (crisis houses) in your area?

- Yes No Unsure

All other crisis houses

Note: if you have answered/chosen item [2, 3] in question 96, skip the following question

Note: if you have answered/chosen item [2, 3] in question 111, skip the following question

Note: if you have answered/chosen item [2, 3] in question 126, skip the following question

Note: if you have answered/chosen item [2, 3] in question 141, skip the following question

Q142: Please list all other residential crisis services (crisis houses):

Acute day unit

Q143: Is there an Acute Day Unit in your area?

An acute day unit is a non-residential day hospital / crisis day service providing activity and therapeutic groups, for people in serious mental health crisis. Please do not tell us about longer-term recovery or rehabilitation day services here.

- Yes No Unsure

Acute day unit one

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Q144: What is the name of the service? Please only name one service. We will later ask you if there are any other services of this type in your area.

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Q145: What type of organisation provides the service?

- NHS Local authority Voluntary sector Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Q146: Referral pathways (please select all that apply):

- The CRHTT and/or crisis assessment service can refer to this service
 The CRHTT and/or crisis assessment service have exclusive referral rights
 People in crisis can self-refer to this service
 Unsure

Please provide any further information below which will help us understand the referral pathways into the acute day unit.

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Q147: What is the lower age limit for people who can use the acute day unit? Please enter 0 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Q148: What is the upper age limit? Please enter 888 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Q149: Is this acute day unit for any other specific patient group (e.g. specific diagnosis or demographic group, risk thresholds etc.)?

- Yes (please state which groups below) No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Q150: Can the CRHTT or crisis assessment service access a place at this service for a patient when needed?

- Always Usually Sometimes Rarely Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Q151: How quickly can admission to this service typically be arranged following initial referral?

- In less than four hours Within 24 hours Within 72 hours Within one week
 Longer than one week Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Q152: What is the maximum period of time a patient can use this service? Please enter 999 if unsure.

days

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Q153: What is the typical period of time a patient can use this service? Please enter 999 if unsure.

days

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Q154: Is this acute day unit service user-led?

- Yes No Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Q155: How many of the acute day unit staff are clinicians with mental health professional qualifications (e.g. nurses or social workers)?

- All of the staff Most of the staff Some of the staff None of the staff Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Q156: Is there any shared staffing between this acute day unit and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
 No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Q157: Is there any joint management at team-level between this acute day unit and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
 No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Q158: Are there any other acute day units in your area?

- Yes No Unsure

Acute day unit two

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Q159: What is the name of the service?

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Q160: What type of organisation provides the service?

- NHS Local authority Voluntary sector Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Q161: Referral pathways (please select all that apply):

- The CRHTT and/or crisis assessment service can refer to this service
- The CRHTT and/or crisis assessment service have exclusive referral rights
- People in crisis can self-refer to this service
- Unsure

Please provide any further information below which will help us understand the referral pathways into the acute day unit.

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Q162: What is the lower age limit for people who can use the acute day unit? Please enter 0 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Q163: What is the upper age limit? Please enter 888 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Q164: Is this acute day unit for any other specific patient group (e.g. specific diagnosis or demographic group, risk thresholds etc.)?

- Yes (please state which groups below) No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Q165: Can the CRHTT or crisis assessment service access a place at this service for a patient when needed?

- Always Usually Sometimes Rarely Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Q166: How quickly can admission to this service typically be arranged following initial referral?

- In less than four hours
 Within 24 hours
 Within 72 hours
 Within one week
 Longer than one week
 Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Q167: What is the maximum period of time a patient can use this service? Please enter 999 if unsure.

days

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Q168: What is the typical period of time a patient can use this service? Please enter 999 if unsure.

days

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Q169: Is the acute day unit service user-led?

- Yes
 No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Q170: How many of the acute day unit staff are clinicians with mental health professional qualifications (e.g. nurses or social workers)?

- All of the staff
 Most of the staff
 Some of the staff
 None of the staff
 Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Q171: Is there any shared staffing between this acute day unit and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
 No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Q172: Is there any joint management at team-level between this acute day unit and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
 No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Q173: Are there any other acute day units in your area?

- Yes No Unsure

Acute day unit three

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Note: if you have answered/chosen item [2, 3] in question 173, skip the following question

Q174: What is the name of the service?

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Note: if you have answered/chosen item [2, 3] in question 173, skip the following question

Q175: What type of organisation provides the service?

- NHS Local authority Voluntary sector Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Note: if you have answered/chosen item [2, 3] in question 173, skip the following question

Q176: Referral pathways (please select all that apply):

- The CRHTT and/or crisis assessment service can refer to this service
- The CRHTT and/or crisis assessment service have exclusive referral rights
- People in crisis can self-refer to this service
- Unsure

Please provide any further information below which will help us understand the referral pathways into the acute day unit.

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Note: if you have answered/chosen item [2, 3] in question 173, skip the following question

Q177: What is the lower age limit for people who can use the acute day unit? Please enter 0 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Note: if you have answered/chosen item [2, 3] in question 173, skip the following question

Q178: What is the upper age limit? Please enter 888 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Note: if you have answered/chosen item [2, 3] in question 173, skip the following question

Q179: Is this acute day unit for any other specific patient group (e.g. specific diagnosis or demographic group, risk thresholds etc.)?

- Yes (please state which groups below) No
- Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Note: if you have answered/chosen item [2, 3] in question 173, skip the following question

Q180: Can the CRHTT or crisis assessment service access a place at this service for a patient when needed?

- Always Usually Sometimes Rarely Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Note: if you have answered/chosen item [2, 3] in question 173, skip the following question

Q181: How quickly can admission to this service typically be arranged following initial referral?

- In less than four hours Within 24 hours Within 72 hours Within one week
 Longer than one week Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Note: if you have answered/chosen item [2, 3] in question 173, skip the following question

Q182: What is the maximum period of time a patient can use this service? Please enter 999 if unsure.

 days

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Note: if you have answered/chosen item [2, 3] in question 173, skip the following question

Q183: What is the typical period of time a patient can use this service? Please enter 999 if unsure.

 days

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Note: if you have answered/chosen item [2, 3] in question 173, skip the following question

Q184: Is this acute day unit service user-led?

- Yes No Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Note: if you have answered/chosen item [2, 3] in question 173, skip the following question

Q185: How many of the acute day unit staff are clinicians with mental health professional qualifications (e.g. nurses or social workers)?

- All of the staff Most of the staff Some of the staff None of the staff Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Note: if you have answered/chosen item [2, 3] in question 173, skip the following question

Q186: Is there any shared staffing between this acute day unit and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
 No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Note: if you have answered/chosen item [2, 3] in question 173, skip the following question

Q187: Is there any joint management at team-level between this acute day unit and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
 No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Note: if you have answered/chosen item [2, 3] in question 173, skip the following question

Q188: Are there any other acute day units in your area?

Yes No Unsure

All other acute day units

Note: if you have answered/chosen item [2, 3] in question 143, skip the following question

Note: if you have answered/chosen item [2, 3] in question 158, skip the following question

Note: if you have answered/chosen item [2, 3] in question 173, skip the following question

Note: if you have answered/chosen item [2, 3] in question 188, skip the following question

Q189: Please list all other acute day units:

Crisis family placements

A service where local families offer short-term crisis foster placements in their family home for people in mental health crisis, supported by local crisis services eg the CRHTT – please do not tell us about respite family placements here – only placements of people in mental health crisis

Q190: Is there a crisis family placement scheme in your area?

Yes No Unsure

Crisis Family Placements (cont.)

Note: if you have answered/chosen item [2, 3] in question 190, skip the following question

Q191: What is the name of the scheme?

Note: if you have answered/chosen item [2, 3] in question 190, skip the following question

Q192: What type of organisation provides the scheme?

NHS Local authority Voluntary sector Unsure

Note: if you have answered/chosen item [2, 3] in question 190, skip the following question

Q193: Referral pathways (please select all that apply):

- The CRHTT and/or crisis assessment service can refer to this service
- The CRHTT and/or crisis assessment service have exclusive referral rights
- People in crisis can self-refer to this service
- Unsure

Please provide any further information below which will help us understand the referral pathways into the crisis family placement service.

Note: if you have answered/chosen item [2, 3] in question 190, skip the following question

Q194: What is the lower age limit for people who can use the family placement scheme? Please enter 0 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 190, skip the following question

Q195: What is the upper age limit for people who can use the family placement scheme? Please enter 888 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 190, skip the following question

Q196: Is this family placement scheme for any other specific patient group (e.g. specific diagnosis or demographic group, risk thresholds etc.)?

- Yes (please state which groups below) No
- Unsure

Note: if you have answered/chosen item [2, 3] in question 190, skip the following question

Q197: Can the CRHTT or crisis assessment service access a place at this service for a patient when needed?

- Always Usually Sometimes Rarely Unsure

Note: if you have answered/chosen item [2, 3] in question 190, skip the following question

Q198: How quickly can admission to this service typically be arranged following initial referral?

- In less than four hours Within 24 hours Within 72 hours Within one week
 Longer than one week Unsure

Note: if you have answered/chosen item [2, 3] in question 190, skip the following question

Q199: What is the maximum length of stay with a family? Please enter 999 if unsure.

days

Note: if you have answered/chosen item [2, 3] in question 190, skip the following question

Q200: What is a typical length of stay with a family? Please enter 999 if unsure.

days

Note: if you have answered/chosen item [2, 3] in question 190, skip the following question

Q201: Are there any NHS mental health services that provide support for families offering the crisis family placements?

- Yes (please state which services below) No
 Unsure

Crisis café / crisis drop-in services

Q202: Is there a crisis café; or crisis drop-in service in your local area?

This type of service might otherwise be referred to as a "Haven" or "sanctuary". Here, we are asking about services which provides an out of hours assessment and immediate support for people in mental health crisis, as an alternative to attending Accident and Emergency.

- Yes No Unsure

Crisis café / crisis drop-in service one

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Q203: What is the name of this service?

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Q204: What type of organisation provides the service?

- NHS Local authority Voluntary sector Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Q205: What are the opening hours?

- 24hr
 24hr Monday to Friday and 9am – 5pm Saturday and Sunday
 24hr Monday to Friday
 9am – 5pm Monday to Sunday
 9am – 5pm Monday to Friday
 Other (please detail below)
 Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Q206: What is the lower age limit for people who can use this crisis café? Please enter 0 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Q207: What is the upper age limit? Please enter 888 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Q208: Is this crisis café for any other specific patient group (e.g. specific diagnosis or demographic group, risk thresholds etc.)?

- Yes (please state which groups below) No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Q209: Is this crisis café service user-led?

- Yes No Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Q210: How many of the crisis café staff are clinicians with mental health professional qualifications (e.g. nurses or social workers)?

- All of the staff Most of the staff Some of the staff None of the staff Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Q211: Is there any shared staffing between this crisis café and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
 No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Q212: Is there any joint management at team-level between this crisis café and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
- No
- Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Q213: Can people self-refer to this crisis café?

- Yes, they can drop-in without any appointment
- Yes, they can self-refer by phone but can only attend the service once they are booked in
- No, a referral from other health services is needed
- Unsure

Please provide any further information below which will help us understand the referral pathways into the crisis café.

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Q214: Can the CRHTT / crisis assessment team make referrals to this service?

- Yes
- No
- Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Q215: Can this crisis café refer current users of the service to the CRHTT?

- Yes
- No
- Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Q216: Can current users of this crisis café self-refer to the CRHTT?

- Yes No Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Q217: Are there any other crisis cafés or crisis drop-in services in your area?

- Yes No Unsure

Crisis café / crisis drop-in services two

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Q218: What is the name of this service?

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Q219: What type of organisation provides the service?

- NHS Local authority Voluntary sector Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Q220: What are the opening hours?

- 24hr
 24hr Monday to Friday and 9am – 5pm Saturday and Sunday
 24hr Monday to Friday
 9am – 5pm Monday to Sunday
 9am – 5pm Monday to Friday
 Other (please detail below)
 Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Q221: What is the lower age limit for people who can use this crisis café? Please enter 0 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Q222: What is the upper age limit? Please enter 888 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Q223: Is this crisis café for any other specific patient group (e.g. specific diagnosis or demographic group, risk thresholds etc.)?

- Yes (please state which groups below) No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Q224: Is this crisis café service user-led?

- Yes No Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Q225: How many of the crisis café staff are clinicians with mental health professional qualifications (e.g. nurses or social workers)?

- All of the staff Most of the staff Some of the staff None of the staff Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Q226: Is there any shared staffing between this crisis café and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
 No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Q227: Is there any joint management at team-level between this crisis café and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
 No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Q228: Can people self-refer to this crisis café?

- Yes, they can drop-in without any appointment
 Yes, they can self-refer by phone but can only attend the service once they are booked in
 No, a referral from other health services is needed
 Unsure

Please provide any further information below which will help us understand the referral pathways into the crisis café.

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Q229: Can the CRHTT / crisis assessment team make referrals to this service?

Yes No Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Q230: Can this crisis café refer current users of the service to the CRHTT?

Yes No Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Q231: Can current users of this crisis café self-refer to the CRHTT?

Yes No Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Q232: Are there any other crisis cafés or crisis drop-in services in your area?

Yes No Unsure

Crisis café / crisis drop-in services three

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Note: if you have answered/chosen item [2, 3] in question 232, skip the following question

Q233: What is the name of this service?

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Note: if you have answered/chosen item [2, 3] in question 232, skip the following question

Q234: What type of organisation provides the service?

- NHS Local authority Voluntary sector Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Note: if you have answered/chosen item [2, 3] in question 232, skip the following question

Q235: What are the opening hours?

- 24hr
 24hr Monday to Friday and 9am – 5pm Saturday and Sunday
 24hr Monday to Friday
 9am – 5pm Monday to Sunday
 9am – 5pm Monday to Friday
 Other (please detail below)
 Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Note: if you have answered/chosen item [2, 3] in question 232, skip the following question

Q236: What is the lower age limit for people who can use this crisis café? Please enter 0 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Note: if you have answered/chosen item [2, 3] in question 232, skip the following question

Q237: What is the upper age limit? Please enter 888 if no minimum or 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Note: if you have answered/chosen item [2, 3] in question 232, skip the following question

Q238: Is this crisis café for any other specific patient group (e.g. specific diagnosis or demographic group, risk thresholds etc.)?

- Yes (please state which groups below) No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Note: if you have answered/chosen item [2, 3] in question 232, skip the following question

Q239: Is this crisis café service user-led?

- Yes No Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Note: if you have answered/chosen item [2, 3] in question 232, skip the following question

Q240: How many of the crisis café staff are clinicians with mental health professional qualifications (e.g. nurses or social workers)?

- All of the staff Most of the staff Some of the staff None of the staff Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Note: if you have answered/chosen item [2, 3] in question 232, skip the following question

Q241: Is there any shared staffing between this crisis café and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
 No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Note: if you have answered/chosen item [2, 3] in question 232, skip the following question

Q242: Is there any joint management at team-level between this crisis café and any other local crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
 No
 Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Note: if you have answered/chosen item [2, 3] in question 232, skip the following question

Q243: Can people self-refer to this crisis café?

- Yes, they can drop-in without any appointment
- Yes, they can self-refer by phone but can only attend the service once they are booked in
- No, a referral from other health services is needed
- Unsure

Please provide any further information below which will help us understand the referral pathways into the crisis café.

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Note: if you have answered/chosen item [2, 3] in question 232, skip the following question

Q244: Can the CRHTT / crisis assessment team make referrals to this service?

- Yes
- No
- Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Note: if you have answered/chosen item [2, 3] in question 232, skip the following question

Q245: Can this crisis café refer current users of the service to the CRHTT?

- Yes
- No
- Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Note: if you have answered/chosen item [2, 3] in question 232, skip the following question

Q246: Can current users of this crisis café self-refer to the CRHTT?

Yes No Unsure

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Note: if you have answered/chosen item [2, 3] in question 232, skip the following question

Q247: Are there any other crisis cafés or crisis drop-in services in your area?

Yes No Unsure

Other crisis café / crisis drop-in services

Note: if you have answered/chosen item [2, 3] in question 202, skip the following question

Note: if you have answered/chosen item [2, 3] in question 217, skip the following question

Note: if you have answered/chosen item [2, 3] in question 232, skip the following question

Note: if you have answered/chosen item [2, 3] in question 247, skip the following question

Q248: Please list all other crisis cafés / crisis drop-in services in your area:

Police street triage service

Q249: Is there a local street triage service where mental health staff work jointly with the police?

A team where mental health staff work jointly with the police services to arrange appropriate help for people with mental health crisis who come to the attention of the police, and provide alternatives to using s.136 where possible.

Yes No Unsure

Police street triage service (cont.)

Note: if you have answered/chosen item [2, 3] in question 249, skip the following question

Q250: What is the name of this service?

Note: if you have answered/chosen item [2, 3] in question 249, skip the following question

Q251: What are the opening hours?

- 24hr
- 24hr Monday to Friday and 9am – 5pm Saturday and Sunday
- 24hr Monday to Friday
- 9am – 5pm Monday to Sunday
- 9am – 5pm Monday to Friday
- Other (please detail below)
- Unsure

Note: if you have answered/chosen item [2, 3] in question 249, skip the following question

Q252: What is the model of care?

- Mental health worker based in police call centre – phone advice only
- Based in police call centre – can go out with police
- Mobile unit with mental health worker and police
- Other (please describe below)
- Unsure

Note: if you have answered/chosen item [2, 3] in question 249, skip the following question

Q253: Is there any shared staffing between the street triage service and any other mental health crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
- No
- Unsure

Note: if you have answered/chosen item [2, 3] in question 249, skip the following question

Q254: Is there any joint management at team-level between the street triage service and any other local mental health crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
- No
- Unsure

Police street triage service (cont.)

You have told us there is no separate police street triage service in your local area. Now please tell us...

Note: if you have answered/chosen item [1] in question 249, skip the following question

Q255: Does the CRHTT and/or crisis assessment service attend assessments with the police in public places?

- Yes
- No
- Unsure

Note: if you have answered/chosen item [1] in question 249, skip the following question

Q256: Can the police bring people (not on s.136) to health premises for CRHTT or crisis assessment service assessment?

- Yes
- No
- Unsure

Ambulance street triage service

Q257: Is there a local street triage service where mental health staff work jointly with ambulance service staff?

A team where mental health staff work jointly with the ambulance services to arrange appropriate help for people with mental health crisis who come to the attention of the police, and provide alternatives to using s.136 where possible.

- Yes
- No
- Unsure

Ambulance street triage service (cont.)

Note: if you have answered/chosen item [2, 3] in question 257, skip the following question

Q258: What is the name of this service?

Note: if you have answered/chosen item [2, 3] in question 257, skip the following question

Q259: What are the opening hours?

- 24hr
- 24hr Monday to Friday and 9am – 5pm Saturday and Sunday
- 24hr Monday to Friday
- 9am – 5pm Monday to Sunday
- 9am – 5pm Monday to Friday
- Other (please detail below)
- Unsure

Note: if you have answered/chosen item [2, 3] in question 257, skip the following question

Q260: What is the model of care?

- Mental health worker based in ambulance service call centre – phone advice only
- Based in ambulance service call centre – can go out with police
- Mobile unit with mental health worker and ambulance staff
- Other (please describe below)
- Unsure

Note: if you have answered/chosen item [2, 3] in question 257, skip the following question

Q261: Is there any shared staffing between the street triage service and any other mental health crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
- No
- Unsure

Note: if you have answered/chosen item [2, 3] in question 257, skip the following question

Q262: Is there any joint management at team-level between the street triage service and any other local mental health crisis service?

- Yes (please state below which teams and describe the arrangement briefly)
- No
- Unsure

Ambulance street triage service (cont.)

You have told us there is no separate ambulance street triage service in your local area. Now please tell us...

Note: if you have answered/chosen item [1] in question 257, skip the following question

Q263: Does the CRHTT and/or crisis assessment service attend assessments with the ambulance staff in public places?

- Yes
- No
- Unsure

Note: if you have answered/chosen item [1] in question 257, skip the following question

Q264: Can the ambulance bring people (not on s.136) to health premises for CRHTT or crisis assessment service assessment?

- Yes
- No
- Unsure

Any other local crisis services

Q265: Are there any other local crisis services which the CRHTT or crisis assessment service often works with?

Yes No Unsure

Any other local crisis services (cont.)

Note: if you have answered/chosen item [2, 3] in question 265, skip the following question

Q266: Please list the names of all other local crisis services, and provide a brief description of each:

Outcomes monitoring

Q267: Does your CRHTT service routinely use Patient-Reported Outcome Measures (PROMs)?

PROMs are self-report measures completed by patients of outcomes relating to clinical recovery (e.g. symptoms or social functioning).

Yes No Unsure

Q268: Does your CRHTT service routinely use Patient-Reported Experience Measures (PREMs)?

PREMs are self-report measures completed by patients relating to satisfaction with care or quality of life.

Yes No Unsure

Q269: Does your CRHTT service routinely use Clinician-Reported Outcome Measures (CROMs)?

CROMs are structured measures of symptoms or functioning completed by staff based on their knowledge of the patient and clinical judgement.

Yes No Unsure

Outcomes monitoring: PROMs

You have told us your CRHTT regularly use PROMs. Now please tell us...

Note: if you have answered/chosen item [2, 3] in question 267, skip the following question

Q270: Which outcome measurement tools are used? Please list. Please enter 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 267, skip the following question

Q271: What is the method of data collection (e.g. phone interview, postal questionnaire, online survey)? Please state. Enter 999 if unknown.

Note: if you have answered/chosen item [2, 3] in question 267, skip the following question

Q272: Do you collect data at:

- Discharge only Admission and discharge Other (please describe below)
 Unsure

Note: if you have answered/chosen item [2, 3] in question 267, skip the following question

Q273: What are the response rates?

If you collect data at admission and discharge from the service, please tell us the % of patients from whom you obtain data at both time points. Enter 999 if unknown.

 %

Note: if you have answered/chosen item [2, 3] in question 267, skip the following question

Q274: Is this response rate an estimate or based on data?

- Estimate Based on data Not applicable Unsure

Note: if you have answered/chosen item [2, 3] in question 267, skip the following question

Q275: Are these outcome measures used in other crisis services within the Trust?

- Yes (please state which services below) No
 Unsure

Outcomes monitoring: PREMs

You have told us your CRHTT regularly use PREMs. Now please tell us...

Note: if you have answered/chosen item [2, 3] in question 268, skip the following question

Q276: Which patient experience measurement tools are used? Please list. Please enter 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 268, skip the following question

Q277: What is the method of data collection (e.g. phone interview, postal questionnaire, online survey)? Please state. Enter 999 if unknown.

Note: if you have answered/chosen item [2, 3] in question 268, skip the following question

Q278: What are the response rates?

If you collect data at admission and discharge from the service, please tell us the % of patients from whom you obtain data at both time points. Enter 999 if unknown.

 %

Note: if you have answered/chosen item [2, 3] in question 268, skip the following question

Q279: Is this response rate an estimate or based on data?

- Estimate Based on data Unsure

Note: if you have answered/chosen item [2, 3] in question 268, skip the following question

Q280: Are these outcome measures used in other crisis services within the Trust?

- Yes (please state which services below) No
 Unsure

Outcomes monitoring: CROMs

You have told us your CRHTT regularly use CROMs. Now please tell us...

Note: if you have answered/chosen item [2, 3] in question 269, skip the following question

Q281: Which outcome measurement tools are used? Please list. Please enter 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 269, skip the following question

Q282: Do you collect data at:

- Discharge only Admission and discharge Other (please describe below)
 Unsure

Note: if you have answered/chosen item [2, 3] in question 269, skip the following question

Q283: What are the response rates? Enter 999 if unknown.

 %

Note: if you have answered/chosen item [2, 3] in question 269, skip the following question

Q284: Is this response rate an estimate or based on data?

- Estimate Based on data Unsure

Note: if you have answered/chosen item [2, 3] in question 269, skip the following question

Q285: Are these outcome measures used in other crisis services within the Trust?

- Yes (please state which services below) No
 Unsure

Further information

Q286: Is there an overall manager or leadership group for mental health crisis / acute services in your local area?

- Yes No Unsure

Further information (cont.)

Note: if you have answered/chosen item [2, 3] in question 286, skip the following question

Q287: What is the manager's or group's name?

Note: if you have answered/chosen item [2, 3] in question 286, skip the following question

Q288: What is the geographical or administrative area for which they lead crisis services? Please enter 999 if unsure.

Note: if you have answered/chosen item [2, 3] in question 286, skip the following question

Q289: Do they manage all the services you have told us about in this survey?

- Yes
- No (please state below which services they do manage)
- Unknown

Thank you

Thank you for your help completing this survey. In order to obtain any information you are unsure about, or for accuracy checks on a sample of survey responses, we would like to contact another person from your NHS Trust with a good knowledge of local mental health crisis services (e.g. a local Acute Care Lead). Please could you provide the name and contact details for the most suitable person we could contact?

Q290: Name:

Q291: Job title:

Q292: Email address: