# 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:
O2. De vou moult in an monage mone than any comice?
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 servi	ces you work in or manage	?	
Plea	ase complete the remainder of th	e survey in relation to the f	ïrst service listed. We m	ay later ask you about the other
serv	vices you work in or manage.			
		Respondent's info	ormation (cont.)	
		_		
Q6:	Which NHS Trust provides you	r service?		
<b>~</b> =	XX7			
Q7:	What is the primary commission		g. CCG) for this service?	
$\circ$	Known (please state below)	Unsure		
Q8:	Are there any other commission	ing services involved?		
$\bigcirc$	Yes (please state below)	O No	$\circ$	Unsure
1				

Q9:		our service defined (e.g. by local authority area, CCG area, postcodes, GP practice
<u>O</u>	Known (please state below)	O Unsure
Q10	: What is the catchment area for	the local CRHTT where you work?
0	Known (please state below)	O Unsure
Q11	: What is the size of the catchmer	nt area population?
0	Known (please state below)	O Unsure
	L	ocal acute care system and pathways
	_	
Q12	: Is there a written or graphic de	scription of the local mental health acute care pathway and the services involved?
0	Yes O No O U	Insure

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. 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:	e: if you have answered/chosen tiem [2, 3] in question 14, skip the following question	
Q17:	7: What is the name of the first response or crisis assessment service?	
Note:	e: if you have answered/chosen item [2, 3] in question 14, skip the following question	
Q18:	8: Does this first response or crisis assessment service work with any CRHTTs?	
0	Yes (please state which CRHTT(s) below)  Unsure  No	
Note:	e: if you have answered/chosen item [2, 3] in question 14, skip the following question	
	9: Is this crisis assessment service designed to act as a single point of access to all NHS crisis service	s within its local
	chment area?	7 W 101111 100 10 001
0	Yes	
0	No (please state below which crisis services this service acts as a single point of access for) Unsure	
Note:	e: if you have answered/chosen item [2, 3] in question 14, skip the following question	
Q20: unsu	0: What is the lower age limit for people who can be assessed by this service? Please enter 0 if no lowere.	ver limit or 999 if

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? No (please state the opening hours below) Yes 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)

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

Unsure

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

	Is there a time limit for how long the crisis assessment service can support someone or hold responsibility for orting someone in crisis?
000	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
_	Can the crisis assessment service decide whether someone is suitable to be taken on for CRHTT intensive home ment care without reassessment from your CRHTT?
0	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?
0	Yes (please state below which teams)  Unsure  No
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?
$\bigcirc$	Yes (please state below which teams and describe the arrangement briefly) No
$\circ$	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? O NHS C 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? No (please state what the opening hours are below) Yes 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
П	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
	: if you have answered/chosen item [2, 3] in question 15, skip the following question : Is it just for people living in the catchment area of your service / Trust / local authority?
$\bigcirc$	Yes No (please describe briefly below)
$\tilde{\bigcirc}$	Unsure
	: if you have answered/chosen item [2, 3] in question 15, skip the following question
_	: Can the crisis line service decide whether someone is suitable to be taken on for CRHTT intensive home treatment without reassessment from your CRHTT?
0	Yes O No O Unsure

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

	: Are there any other local crisis services which theses)? Please state all which apply. Please enter No		refer to without refer	ence to the CRHTT (e.g. crisis
0	Yes (please state below which services) Unsure	0	No	
Note:	if you have answered/chosen item [2, 3] in question 15, s	kip the followi	ing question	
Q36	: Can the crisis line admit people to hospital with	out reference	e to the CRHTT / cris	is assessment team?
0	Yes O No O Unsure			
Note:	if you have answered/chosen item [2, 3] in question 15, s	kip the followi	ing question	
Q37	: Is there any shared staffing between the crisis li	ne and any o	other local crisis servic	ce?
0	Yes (please state which teams below) Unsure	0	No	
Note:	· if you have answered/chosen item [2, 3] in question 15, s	kip the followi	ing question	
	: Is there any joint management at team-level bet			local crisic sarvica?
Q30	Yes (please state below which teams and describe			iocai crisis service:
$\mathcal{C}$	No	me arrangen	nent orieny)	
ŏ	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	tote: if you have answered/chosen item [2, 3] in question 16, skip the following question								
Q39	Q39: What is the name of the CRHTT?								
Note	: if y	ou hav	e answ	ered/chos	en item [	[2, 3] in question 16, skip the following question			
Q40	: Do	oes the	e CRH	ITT serv	e Child	ren and Young People (CYP) aged up to 18 when in crisis?			
0	Ye	es	0	No	0	Unsure			
Note	: <i>if</i> y	ou hav	e answ	ered/chos	en item [	[2, 3] in question 16, skip the following question			
Q41	: Do	oes the	e CRH	ITT serv	e worki	ing age adults aged between 18 and 65 when in crisis?			
0	Ye	es	0	No	0	Unsure			
Note	: <i>if</i> y	ou hav	e answ	ered/chos	en item [	[2, 3] in question 16, skip the following question			
Q42	: Do	oes the	e CRH	ITT serv	e older	age adults aged 65 and up when in crisis?			
0	Ye	es	0	No	0	Unsure			
Note	: <i>if</i> y	ou hav	e answ	ered/chos	en item [	[2, 3] in question 16, skip the following question			
Q43	: De	oes the	e CRH	ITT serv	e peopl	e with dementia when in crisis?			
0	Ye	es	0	No	0	Unsure			

**CRHTT** services (cont.)

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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 [1] in question 40, skip the following question

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? 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

Q50	: Is service	provis	sion dif	ferent	at weeker	nds?		
0	Yes	0 1	No	0	Unsure			
						CRHTT services (cont.)		
						estion 50, skip the following question estion 16, skip the following question		
Q51	: On week	ends, d	uring v	vhich l	nours does	s the CRHTT provide home visits?		
00	24hr Other (ple	ase det	ail belo	w)	0	Day only (e.g. 8am – 9pm) Unsure	0	Night only (e.g. 9pm – 8am)
						estion 50, skip the following question estion 16, skip the following question		
Q52	: On week	ends, d	uring v	vhich ł	nours does	s the CRHTT see patients on NHS	premis	es?
Q52	24hr Other (ple		_		nours does	s the CRHTT see patients on NHS  Day only (e.g. 8am – 9pm)  Unsure	premis	es? Night only (e.g. 9pm – 8am)
Q52	24hr		_		nours does	Day only (e.g. 8am – 9pm)	premis	
Note	24hr Other (ple	answer	ail belo	w) n item [ n item [	[2, 3] in qua [2, 3] in qua	Day only (e.g. 8am – 9pm) Unsure  estion 50, skip the following question estion 16, skip the following question	0	Night only (e.g. 9pm – 8am)
Note	24hr Other (ple	answer	ail belo	w) n item [ n item [	[2, 3] in qua [2, 3] in qua	Day only (e.g. 8am – 9pm) Unsure  estion 50, skip the following question estion 16, skip the following question s the CRHTT provide phone call su	0	Night only (e.g. 9pm – 8am)
Note	24hr Other (ple	answer answer answer	ed/chose	m item [ n item [ vhich l	[2, 3] in quo	Day only (e.g. 8am – 9pm) Unsure  estion 50, skip the following question estion 16, skip the following question	0	Night only (e.g. 9pm – 8am)
Note	24hr Other (ple  : if you have : if you have : On weeke	answer answer answer	ed/chose	m item [ n item [ vhich l	[2, 3] in quo	Day only (e.g. 8am – 9pm) Unsure  estion 50, skip the following question estion 16, skip the following question s the CRHTT provide phone call su Day only (e.g. 8am – 9pm)	0	Night only (e.g. 9pm – 8am)
Note	24hr Other (ple  : if you have : if you have : On weeke	answer answer answer	ed/chose	m item [ n item [ vhich l	[2, 3] in quo	Day only (e.g. 8am – 9pm) Unsure  estion 50, skip the following question estion 16, skip the following question s the CRHTT provide phone call su Day only (e.g. 8am – 9pm)	0	Night only (e.g. 9pm – 8am)

Note: if you have answered/chosen item [2, 3] in question 16, 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)?										
$\bigcirc$	The service is 24hr (i.e. there are no hours during which there is no service provided)										
$\circ$	Day only (e.g. 8am – 9pm)										
$\circ$	Night only (e.g. 9pm – 8am)										
$\circ$	Other (please detail below)										
$\circ$	Unsure										
	if you have answered/chosen item [2, 3] in question 14, skip the following question if you have answered/chosen item [2, 3] in question 16, skip the following question										
	Do all referrals to the CRHTT have to come through a separate crisis assessment service (including referrals from the Trust)?										
0	Yes O No O 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										
$\Box$	People known to mental health services or their family										
Ħ	Non-NHS staff who work in mental health support roles (e.g. voluntary sector workers)										
$\Box$	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 50, skip the following question

Pleas	se provide	any further in	nformatio	n below w	hich will hel	p us understan	nd the refer	ral pat	hways in	to the CRE	ITT service.
Notes	if you hav	na answarad/cha	osan itam [	2 31 in aua	estion 16 skin	the following qı	uestion				
Q57:	Does the	_	ve a resp		target to see	e patients in p	erson for a	assessi	ment foll	lowing a re	eferral?
$\circ$	Yes	O No	0	Unsure							
				CT		<b>4</b> :	4	.4			
				CF	KHII res	sponse tin	ne targe	et			
<b>N</b> 7 .	· C 1	1/ 1	•	2.21:	57 1.	.1	ı•				
						the following qu the following qu					
O58-	· Who do	es this respoi	nca tima t	arget ann	ly to?						
Q36.		_	iise tiille t	arget app		.1. 4		$\bigcirc$	T.T.,		
$\cup$	An accep	oted referrals		O	Only referra	als triaged as u	ırgent	$\cup$	Unsure		
						the following qu the following qu					
							iestion				
Q59:	: What is	the response	time tar	get? Pleas	e enter 999 i	if unknown.					
		hours									
		J									
						the following qu the following qu					
							iesiion				
Q60:	•	know how of		_							
$\bigcirc$		now how ofte		_							
$\bigcirc$	No, but No	I can provide	an estima	ite (piease	state % belo	W)					
										_	
1										1	

# 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:
Cocally 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?

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0	Yes	O No	O Un	sure				
Note	: if you hav	e answered/cho	sen item [2, 3]	] in question 64, ski <sub>l</sub>	p the followi	ng question		
				sors" (e.g. psychi CRHTT or crisis			colleagues) wl	no may admit patients to
0	Yes	O No	O Un	sure				
				Psychiati	ric liaiso	on service	es	
		a 24-hour psy CRHTT?	vchiatric liai	son service at Ac	ccident and	l Emergency	(AandE) depa	artments in the hospital(s)
000	Yes No (ple Unsure	ase describe b	elow what ho	ours a psychiatric	liaison serv	rice is open)		
Q68		-		een the psychiatr	ric liaison s	ervice and a	ny other local	crisis service?
0	Yes (ple Unsure	ease state whic	h teams belo	ow)	0	No		
				TT or a separate		is assessment	t service attend	l assessments at AandE with
0	Always	_	Jsually	Sometime	_	Never	O Unsur	re

Q70:	Is there any joint management at team-level between the psychiatric liaison team and any	other local crisis service?
0	Yes (please state below which teams and describe the arrangement briefly)	
Ŏ	No	
Ŏ	Unsure	
Q71:	If referral to the local crisis assessment team or CRHTT is not available 24-hours, is there	any other local service to
whic	h psychiatric liaison can refer people for immediate crisis support?	
0	Yes (please describe below)	
Ŏ	No	
Ŏ	Not applicable (referral to crisis assessment team or CRHTT is available 24-hours)	
Ŏ	Unsure	
_		
Q72:	When can psychiatric liaison admit to hospital?	
$\overline{}$	Without CRHTT or crisis assessment service input	
0	Following phone discussion with CRHTT / crisis assessment service	
$\tilde{O}$	Only following in person assessment of the patient by CRHTT / crisis assessment service	
$\tilde{O}$	Other (please describe below)	
ŏ	Unsure	

**Psychiatric Decision Units and Triage wards** 

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 café " 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. No Unsure Yes **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

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

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 Recliners **Beds** 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 Third/ voluntary sector services Community mental health teams **GPs** Self-referral Other (please specify below) Unsure

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

Plea	se 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.
0	Yes (please state which service below)  No
$\cup$	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?
$\bigcap$	Yes (please state which services below)  No
ŏ	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
	n home treatment is being considered?
$\bigcirc$	Always O Usually O Sometimes O Never O 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?

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.										
☐ 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 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)  Unsure										

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

	if you have answe							t service	attend as	ssessments at the t	riage
ward	l when home tre	eatment	is being co	nsider	ed?						
0	Always	O u	sually	0	Sometimes	0	Never	0	Unsure		
Note:	if you have answe	red/chos	en item [2, 3]	] in ques	stion 74, skip the	e follow	ing question				
Q94:	When can the	triage v	vard admit	a patie	ent to another	acute j	psychiatric w	ard?			
00000	Without CRHT Following photon Only following Other (please of Unsure	ne discu g in pers	on assessme	CRHTT	Γ / crisis assess:			ment se	rvice		
	if you have answe	int man	agement at	team-	level between	the tri	age and any	other lo	cal crisis	service?	
000	Yes (please sta No Unsure	te belov	v which tear	ns and	describe the ar	rangen	nent briefly)				

## **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 t	here a	ny non-h	ospita	ıl, re	sidentia	l cris	sis sei	rvice	es / cı	risis l	oeds	(cris	sis ł	hous	se) in	your	are	ea?					
0	Yes	C	) No	(		Unsure																		
								Cı	risis	s ho	ouse	on	ie											
Note	: if you	have an	swered/ch	osen ita	em [2	?, 3] in qu	ıestio	n 96, i	skip ti	he fol	llowin	g que	estion	ı										
Q97	: What	t is the	name of	the se	ervic	e?Pleaso	e onl	y nar	me oi	ne se	ervice	. We	e will	l lat	ter a	ask yo	ou if t	her	re a	ire a	ny ot	her s	servi	ces of
this	type in	your a	area.																					
Note	· if you	hava an	swered/ch	osan iti	om E	) 31 in ar	uastio	n 06	akin t	ha fai	llowin	0.0110	estion											
woie	. ij you i	nave an	swereu/cn	wsen u	em [2	, sj in qu	iestioi	н 90, 1	зкір п	ne joi	uowin	g que	estion	ι										
Q98	: What	t type o	of organi	sation	pro	vides th	e ser	vice?	?															
0	NHS			) Lo	ocal a	authority	7	0	Vol	unta	ry sec	ctor	C	)	Uns	sure								
3.7		7	1/1	•.				06	1	1 (	11 .													
Note	: ıf you ı	have an	swered/ch	osen ite	em [2	', 3] in qu	iestioi	n 96, 1	skip ti	ne foi	llowin	g que	estion	ı										
Q99	: Refer	ral pa	thways (	please	sele	ct all th	at ap	ply):	:															
	The	CRHT	Γ and/or o	crisis a	asses	sment se	ervice	e can	refer	to th	his se	rvice	•											
	The	CRHT	Γ and/or o	crisis a	asses	sment se	ervice	e have	e exc	lusiv	ve ref	erral	right	ts										
	Peop	ole in cr	risis can s	self-ref	fer to	this ser	vice																	
	Unsu	ıre																						
Plea	se prov	ide any	further i	inform	ation	ı below v	whicl	h wil	l help	us u	under	stand	d the	refe	erral	pathy	ways	into	o th	e cri	sis ho	ouse.		

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 unsur
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) O Unsure  No
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
Always Costanty Constitutes Constitutes Constitutes
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?
O In less than four hours O Within 24 hours O Within 72 hours O Within one week O Longer than one week O 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	
O107	: Is this crisis house service user-led?	
_	Yes No Unsure	
O	Tes O 140 Onsule	
Note:	if you have answered/chosen item [2, 3] in question 96, skip the following question	
Q108 work	: How many of the crisis house staff are clinicians with mental health professional qualifications (e.g. nurses or society)?	al
O 4	All of the staff	
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?	
000	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?	
$\bigcirc$	Yes (please state below which teams and describe the arrangement briefly)	
0	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 Cocal 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.

	: if you have answered/chosen item [2, 3] in question 96, skip the fol : if you have answered/chosen item [2, 3] in question 111, skip the fo		
Q11	5: What is the lower age limit for people who can use the	crisis house? Please er	nter 0 if no minimum or 999 if unsure.
	: if you have answered/chosen item [2, 3] in question 96, skip the fol : if you have answered/chosen item [2, 3] in question 111, skip the fo		
Q11	6: What is the upper age limit? Please enter 888 if no min	imum or 999 if unsur	e.
	: if you have answered/chosen item [2, 3] in question 96, skip the fol : if you have answered/chosen item [2, 3] in question 111, skip the fo		
	7: Is this crisis house for any other specific patient group (sholds etc.)?	(e.g. a women's crisis	house, for specific diagnoses, risk
0	Yes (please state which groups below) Unsure	O No	
	: if you have answered/chosen item [2, 3] in question 96, skip the fol : if you have answered/chosen item [2, 3] in question 111, skip the fo		
	8: Can the CRHTT or crisis assessment service access a pl	0.1	a patient when needed?
Ō	Always O Usually O Sometimes (	Rarely (	Unsure
	: if you have answered/chosen item [2, 3] in question 96, skip the fol : if you have answered/chosen item [2, 3] in question 111, skip the fo		

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

In less than four hours Longer than one week	Within 24 hour Unsure	S Within 72 I	nours	Within one week					
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	f unsure.						
days									
Note: if you have answered/chosen Note: if you have answered/chosen									
Q121: What is a typical lengt	h of stay at this servi	ce? Please enter 999 if unsu	ıre.						
days									
Note: if you have answered/chosen Note: if you have answered/chosen	<del>-</del>								
Q122: Is this crisis house serv	vice user-led?								
O Yes O No	O Unsure								
Note: if you have answered/chosen Note: if you have answered/chosen Q123: How many of the crisis workers)?	item [2, 3] in question	111, skip the following question	ofessional qualifica	ations (e.g. nurses or social					
All of the staff	Most of the staff (	Some of the staff	None of the staff	O Unsure					
Note: if you have answered/chosen Note: if you have answered/chosen	_								
Q124: Is there any shared sta	ffing between this cr	risis house and any other loo	cal crisis service?						
Yes (please state below to No Unsure	which teams and descr	ribe the arrangement briefly)							

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 se	rvice?				
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					

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 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) Unsure  No

					[2, 3] in que [2, 3] in que		-	-							
Q13	3: Can the	e CRHT	T or c	risis as	ssessment s	service a	access a	ı place	at this	service	for a p	oatient w	hen nee	eded?	
0	Always	(	) U	sually	0	Someti	imes	0	Rarely	/	0	Unsure			
Note.	if you have	e answere	ed/chos	en item	[2, 3] in que [2, 3] in que [2, 3] in que	stion 111	, skip th	e follow	ing que	stion					
Q13	4: How qu	iickly ca	ın adn	nission	to this ser	vice typi	ically b	e arra	nged fo	ollowing	g initia	l referral	?		
0	In less that Longer the			0	Within 24 Unsure	hours		0	Within	i 72 hou	rs	0	Withi	n one we	eek
Note.	if you have	e answere	ed/chos	en item	[2, 3] in que [2, 3] in que [2, 3] in que	stion 111	, skip th	e follow	ing que	stion					
Q13	5: What is	s the ma	ximur	n lengt	h of stay a	t this se	rvice?	Please	enter 9	999 if ur	isure.				
		days													
Note.	if you have	e answere	ed/chos	en item	[2, 3] in que [2, 3] in que [2, 3] in que	stion 111	, skip th	e follow	ing que	stion					
Q13	6: What is	s a typic	al leng	gth of s	tay at this	service'	? Pleas	e enter	999 if	unsure.					
		days													
Note.	if you have	e answere	ed/chos	en item	[2, 3] in que [2, 3] in que [2, 3] in que	stion 111	, skip th	e follow	ing que	stion					
Q13	7: Is this c	erisis ho	use se	rvice u	ser-led?										
0	Yes	O 1	Ю	0	Unsure										
Note.	if you have	e answere	ed/chos	en item	[2, 3] in que [2, 3] in que [2, 3] in que	stion 111	, skip th	e follow	ing que	stion					
	8: How makers)?	any of t	he cris	sis hous	se staff are	clinicia	ns with	n ment	al heal	th profe	essiona	l qualific	ations (	e.g. nur	ses or social
0	All of the	staff	0	Most	of the staff		Some	of the	staff	O N	lone of	the staff	0	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 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?							
O	Yes (please state below which teams and describe the arrangement briefly)							
Ō	No							
0	Unsure							
	f you have answered/chosen item [2, 3] in question 96, skip the following question f you have answered/chosen item [2, 3] in question 111, skip the following question							
	f you have answered/chosen item [2, 3] in question 111, skip the following question							
	Is there any joint management at team-level between this crisis house and any other local crisis service?							
Q140	Yes (please state below which teams and describe the arrangement briefly)							
$\sim$	No							
$\sim$	Unsure							
37								
	f you have answered/chosen item [2, 3] in question 96, skip the following question f you have answered/chosen item [2, 3] in question 111, skip the following question							
	f 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?							
Ο,	Yes No Unsure							
	All other crisis houses							
Note: i	f you have answered/chosen item [2, 3] in question 96, skip the following question							
	f you have answered/chosen item [2, 3] in question 111, skip the following question							
	f you have answered/chosen item [2, 3] in question 126, skip the following question							
Note: i	f you have answered/chosen item [2, 3] in question 141, skip the following question							

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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
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
Conger than one week Consure

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 o social workers)?
All of the staff
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:	f 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?	
0	Yes O No O Unsure	
	Acute day unit two	
	f you have answered/chosen item [2, 3] in question 143, skip the following question f you have answered/chosen item [2, 3] in question 158, skip the following question	
Q159	What is the name of the service?	
	f you have answered/chosen item [2, 3] in question 143, skip the following question f you have answered/chosen item [2, 3] in question 158, skip the following question	
Q160	What type of organisation provides the service?	
O 1	NHS	Unsure
	f you have answered/chosen item [2, 3] in question 143, skip the following question f 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.

	e: if you have answered/chosen item [2, 3] in qu e: if you have answered/chosen item [2, 3] in qu				
Q16	52: What is the lower age limit for peoplure.	e who can use tl	he acute day unit	? Please enter 0 if n	o minimum or 999 if
	e: if you have answered/chosen item [2, 3] in que: if you have answered/chosen item [2, 3] in qu				
Q16	53: What is the upper age limit? Please e	enter 888 if no n	ninimum or 999 i	f unsure.	
	e: if you have answered/chosen item [2, 3] in que: if you have answered/chosen item [2, 3] in qu				
	64: Is this acute day unit for any other spesholds etc.)?	pecific patient g	roup (e.g. specific	c diagnosis or demo	ographic group, risk
0	Yes (please state which groups below) Unsure		O No		
	e: if you have answered/chosen item [2, 3] in qu e: if you have answered/chosen item [2, 3] in qu	=			
Q16	55: Can the CRHTT or crisis assessment	t service access a	a place at this ser	vice for a patient w	hen needed?
0	Always Usually	) Sometimes	Rarely	O Unsure	
	e: if you have answered/chosen item [2, 3] in qu e: if you have answered/chosen item [2, 3] in qu	=			

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

In less than four hours Longer than one week	Within 24 hours Unsure	Within 72 hours	Within one week
Note: if you have answered/chosen Note: if you have answered/chosen			
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 Note: if you have answered/chosen			
Q168: What is the typical per	iod of time a patient can use	e this service? Please enter 999	9 if unsure.
days			
Note: if you have answered/chosen Note: if you have answered/chosen			
Q169: Is the acute day unit se	rvice user-led?		
O Yes O No	Unsure		
Note: if you have answered/chosen Note: if you have answered/chosen			
Q170: How many of the acute social workers)?	day unit staff are clinicians	s with mental health professio	nal qualifications (e.g. nurses or
All of the staff	Most of the staff Son	ne of the staff None of	the staff Unsure
Note: if you have answered/chosen Note: if you have answered/chosen			
Q171: Is there any shared star	ffing between this acute day	unit and any other local crisi	s service?
Yes (please state below v No Unsure	which teams and describe the	arrangement briefly)	

Note:	: if you have answered/chosen item [2, 3] in question 158, skip the following question	
Q17	2: Is there any joint management at team-level between this acute day unit and any other local crisis	service?
0	Yes (please state below which teams and describe the arrangement briefly)	
0	No	
$\circ$	Unsure	
	: 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	
Q17.	3: Are there any other acute day units in your area?	
0	Yes O No O Unsure	
	Acute day unit three	
Note	: if you have answered/chosen item [2, 3] in question 143, skip the following question	
	: 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	4: What is the name of the service?	
	: if you have answered/chosen item [2, 3] in question 143, skip the following question : if you have answered/chosen item [2, 3] in question 158, skip the following question	
	: if you have answered/chosen item [2, 3] in question 136, skip the following question	
_	5: What type of organisation provides the service?	
$\bigcirc$	NHS	

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 143, skip the following question if you have answered/chosen item [2, 3] in question 158, skip the following question 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	e 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.					
	if you have answered/chosen item [2, 3] in question 143, skip the following question				
	if you have answered/chosen item [2, 3] in question 158, skip the following question if you have answered/chosen item [2, 3] in question 173, skip the following question				
	: 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 if you have answered/chosen item [2, 3] in question 158, skip the following question 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.)?					
0	Yes (please state which groups below)  Unsure  No				

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 72 hours	eek
Conger than one week Consure	
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 answere	ed/chosen item [2, 3] in ques	stion 143, skip the following $q$	uestion	
Note.	: if you have answere	ed/chosen item [2, 3] in ques	stion 158, skip the following q	uestion	
Note.	: if you have answere	ed/chosen item [2, 3] in ques	stion 173, skip the following q	uestion	
	5: How many of tal workers)?	the acute day unit staff a	re clinicians with mental	health professional qua	alifications (e.g. nurses or
0	All of the staff	Most of the staff	Some of the staff	None of the staf	f Unsure
Note.	: if you have answere	ed/chosen item [2, 3] in ques	stion 143, skip the following q stion 158, skip the following q stion 173, skip the following q	uestion	
Q18	6: Is there any sh	ared staffing between th	nis acute day unit and any	other local crisis service	ce?
$\circ$	Yes (please state	e below which teams and	describe the arrangement b	oriefly)	
$\bigcirc$	No				
$\bigcirc$	Unsure				
Note.	: if you have answere	ed/chosen item [2, 3] in ques	stion 143, skip the following q	uestion	
		<del>-</del>	stion 158, skip the following q		
Note.	: if you have answere	ed/chosen item [2, 3] in ques	stion 173, skip the following q	uestion	
Q18	7: Is there any joi	int management at team	-level between this acute	day unit and any other	local crisis service?
$\bigcirc$	Yes (please state	e below which teams and	describe the arrangement b	oriefly)	
$\bigcirc$	No				
$\circ$	Unsure				
<b>3.7</b> ·		1/1 1/2 10 23 1	. 142 1		
			stion 143, skip the following q stion 158, skip the following q		
			- 0 0 1		

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

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

O Yes	O No	O Unsure			
		A	All other acute day	units	
Note: if you ha Note: if you ha	ve answered/chos ve answered/chos	en item [2, 3] in quest en item [2, 3] in quest	stion 143, skip the following que stion 158, skip the following que stion 173, skip the following que stion 188, skip the following que	estion estion	
Q189: Please	e list all other a	cute day units:			٦
		C	Crisis family placen	nents	
	vices eg the CRH		foster placements in their family o not tell us about respite family		
Q190: Is then	re a crisis famil	y placement schem	ne in your area?		
O Yes	O No	O Unsure			
		Crisis	s Family Placemen	ts (cont.)	
Note: if you ha	ve answered/chos	en item [2, 3] in quest	stion 190, skip the following que	estion	
Q191: What	is the name of	the scheme?			
					J
Note: if you ha	ve answered/chos	en item [2, 3] in quest	stion 190, skip the following que	estion	
Q192: What	type of organis	sation provides the	e scheme?		
O NHS	0	Local authority	O Voluntary sector	O 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 placeme 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)  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?
O Always O Usually O Sometimes O Rarely O 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?
O In less than four hours O Within 24 hours O Within 72 hours O Within one week O 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) Unsure  No

## 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.

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?	
Q203: What is the name of this service?	
Note: if you have answered/chosen item [2, 3] in question 202, skip the following question  O204: What type of organisation provides the service?	
Q204: What type of organisation provides the service?  NHS	
NHS	
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)	
O 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 Unsure No 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	2: Is there any joint management at team-level between this crisis cafe and any other local crisis service?
$\bigcirc$	Yes (please state below which teams and describe the arrangement briefly)
Ŏ	No
Ŏ	Unsure
Note:	if you have answered/chosen item [2, 3] in question 202, skip the following question
Q21	3: Can people self-refer to this crisis café?
0	Yes, they can drop-in without any appointment
$\bigcirc$	Yes, they can self-refer by phone but can only attend the service once they are booked in
Ŏ	No, a referral from other health services is needed
$\circ$	Unsure
Pleas	se 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
Q21	4: Can the CRHTT / crisis assessment team make referrals to this service?
$\circ$	Yes O No O Unsure
Note:	if you have answered/chosen item [2, 3] in question 202, skip the following question
Q21:	5: Can this crisis café refer current users of the service to the CRHTT?
0	Yes O No O Unsure

Note:	Note: if you have answered/chosen item [2, 3] in question 202, skip the following question									
Q216	: Can cur	rent	users of t	his cri	sis café self-r	efer t	o the CRHTT	?		
0	Yes	0	No	0	Unsure					
Note:	if you have	answe	ered/chose	n item [	[2, 3] in questic	on 202,	skip the followin	ig ques	stion	
Q217	: Are the	re any	y other cı	risis ca	fés or crisis o	drop-i	n services in y	our a	rea?	
0	Yes	0	No	0	Unsure					
				1	Crisis caf	řé / c	risis drop-	-in s	ervi	ces two
							skip the following skip the following			
Q218	: What is	the n	ame of t	his ser	vice?					
Note:	if you have	answe	ered/chose	n item [	[2, 3] in questic	on 217,	skip the followir			
Q219	: What ty	pe of	organisa	tion p	rovides the s	ervice	?			
	NHS		0	Local	authority	0	Voluntary sec	tor	0	Unsure
							skip the following skip the following			
Q220	: What a	re the	opening	hours	?					
0000000	24hr Mo 9am – 5 <sub>1</sub> 9am – 5 <sub>1</sub>	nday om Mo om Mo	to Friday to Friday onday to i onday to i detail belo	Sunday Friday	m – 5pm Satu	ırday a	and Sunday			

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 mi	nimum 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 demographetc.)?	hic group, risk thresholds
Yes (please state which groups 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	
Q224: Is this crisis café service user-led?	
Yes No Unsure	
O res O roo O clisure	

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

workers)?

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0	All of the staff	Most of the st	aff (	Some of the staff	O	None of the staff	0	Unsure
		d/chosen item [2, 3] in o						
Q22	6: Is there any sha	ared staffing between	this crisis	s café and any othe	r local	crisis service?		
000	Yes (please state No Unsure	below which teams a	nd describe	e the arrangement b	riefly)			
		d/chosen item [2, 3] in o						
Q22	7: Is there any join	nt management at te	am-level b	etween this crisis o	afé and	d any other local o	risis se	rvice?
000	Yes (please state No Unsure	below which teams a	nd describe	e the arrangement b	riefly)			
		d/chosen item [2, 3] in q d/chosen item [2, 3] in q						
Q22	8: Can people self-	-refer to this crisis ca	afé?					
0	Yes, they can dro	pp-in without any app	ointment					
$\bigcirc$	-	f-refer by phone but of	-		e they a	re booked in		
$\bigcirc$	No, a referral from Unsure	m other health service	es is neede	d				
$\cup$	Olisure							
Plea	se provide any furth	ner information below	which wil	l help us understand	l the ret	erral pathways into	o the cri	isis 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								
Q22	9: Can th	e CRI	HTT / cr	isis asse	ssment team make referrals to this service?				
0	Yes	0	No	0	Unsure				
					2, 3] in question 202, skip the following question 2, 3] in question 217, skip the following question				
Q23	0: Can th	is cris	is café r	efer cur	rent users of the service to the CRHTT?				
0	Yes	0	No	0	Unsure				
					2, 3] in question 202, skip the following question 2, 3] in question 217, skip the following question				
Q23	1: Can cu	rrent	users of	this cris	sis café self-refer to the CRHTT?				
0	Yes	0	No	0	Unsure				
					2, 3] in question 202, skip the following question 2, 3] in question 217, skip the following question				
Q23	2: Are the	ere an	y other (	crisis ca	fés or crisis drop-in services in your area?				
0	Yes	0	No	0	Unsure				
				C	Crisis café / crisis drop-in services three				
Note	: if you hav	e answ	ered/chos	en item [	2, 3] in question 202, skip the following question 2, 3] in question 217, skip the following question 2, 3] in question 232, skip the following question				
Q23	3: What i	s the 1	name of	this serv	vice?				
Note	: if you hav	e answ	ered/chos	en item [.	2, 3] in question 202, skip the following question				

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?

0	NHS	С	Local authority	0	Voluntary se	ctor	0	Unsure		
Note:	if you h	ave answered/chos	sen item [2, 3] in questi sen item [2, 3] in questi sen item [2, 3] in questi	on 217,	skip the follow	ing ques	stion			
Q23	5: Wha	t are the openin	g hours?							
0000000	24hr 9am - 9am -	Monday to Frida - 5pm Monday to - 5pm Monday to (please detail be	Sunday Friday	urday a	and Sunday					
Note: Note:	if you h	ave answered/chos ave answered/chos	sen item [2, 3] in questi sen item [2, 3] in questi sen item [2, 3] in questi e limit for people w	on 217, on 232,	skip the follow skip the follow	ing ques ing ques	stion stion	se enter 0 if no m	inimum or 999 if unsure	e.
Note:	if you h	ave answered/chos	sen item [2, 3] in questi sen item [2, 3] in questi sen item [2, 3] in questi	on 217,	skip the follow	ing ques	stion			
Q23'	7: Wha	t is the upper ag	ge limit? Please ente	r 888 i	f no minimur	n or 99	9 if v	insure.		
Note:	if you h	ave answered/chos	sen item [2, 3] in questi sen item [2, 3] in questi sen item [2, 3] in questi	on 217,	skip the follow	ing ques	stion			
Q238 etc.)		is crisis café for	any other specific p	atient	group (e.g. sp	ecific (	diagn	osis or demograj	phic group, risk threshol	ds
0		please state which	h groups below)		0	No				

Note: Note: Q239	if you have answered/chosen item [2, 3] in question 202, skip the following question if you have answered/chosen item [2, 3] in question 217, skip the following question if you have answered/chosen item [2, 3] in question 232, skip the following question:  Is this crisis café service user-led?	
Ü	Yes O No O Unsure  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 if you have answered/chosen item [2, 3] in question 232, skip the following question	
Q240 work	: How many of the crisis café staff are clinicians with mental health professional qualificat ers)?	ions (e.g. nurses or social
O 4	All of the staff	O Unsure
Note:	if you have answered/chosen item [2, 3] in question 202, skip the following question if you have answered/chosen item [2, 3] in question 217, skip the following question 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?	
000	Yes (please state below which teams and describe the arrangement briefly)  No  Unsure	
	J	
Note:	if you have answered/chosen item [2, 3] in question 202, skip the following question if you have answered/chosen item [2, 3] in question 217, skip the following question 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 o	crisis service?
000	Yes (please state below which teams and describe the arrangement briefly) No Unsure	
$\cup$		

Note:	if you hav	ve answ	ered/chos	en item [	2, 3] in question 202, skip the following question [2, 3] in question 217, skip the following question [2, 3] in question 232, skip the following question	
Q24.	3: Can p	eople s	self-refer	to this	crisis café?	
$\bigcirc$		-	_		any appointment	
000		•		• •	one but can only attend the service once they are booked in h services is needed	
Ŏ	Unsure			.01 110410		
Pleas	se provide	e any f	urther in	formatio	on below which will help us understand the referral pathways int	o the crisis café.
17			.,.			
					2, 3] in question 202, skip the following question 2, 3] in question 217, skip the following question	
Note:	if you hav	ve answ	ered/chos	en item [	2, 3] in question 232, skip the following question	
Q24	4: Can th	ie CRI	HTT / cr	isis asse	essment team make referrals to this service?	
0	Yes	0	No	$\circ$	Unsure	
					2, 3] in question 202, skip the following question	
					[2, 3] in question 217, skip the following question [2, 3] in question 232, skip the following question	
					rent users of the service to the CRHTT?	
$\bigcirc$	Yes		No No		Unsure	
$\cup$	100	$\cup$	110	$\cup$		
<b>N</b> 7 :	:6 1		1/ 1		22.21	
					2, 3] in question 202, skip the following question 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?

0	Yes	O No	O Unsu	re
Note	: if you hav	e answered/chos	en item [2, 3] in	n question 202, skip the following question n question 217, skip the following question n question 232, skip the following question
Q24	7: Are the	ere any other o	crisis cafés or	crisis drop-in services in your area?
0	Yes	O No	O Unsu	re
			Other	r crisis café / crisis drop-in services
Note Note Note	: if you hav : if you hav : if you hav	e answered/chos e answered/chos e answered/chos	en item [2, 3] in en item [2, 3] in en item [2, 3] in	a question 202, skip the following question a question 217, skip the following question a question 232, skip the following question a question 247, skip the following question isis drop-in services in your area:
				Police street triage service
Q24	9: Is there	e a local street	triage service	e where mental health staff work jointly with the police?
			_	ointly with the police services to arrange appropriate help for people with mental the police, and provide alternatives to using s.136 where possible.
0	Yes	O No	O Unsu	re
			Po	olice street triage service (cont.)
Note	: if you hav	e answered/chos	en item [2, 3] in	n question 249, skip the following question
Q25	0: What i	s the name of	this service?	

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 249, skip the following question

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Note:	if you have answered/chosen item [2, 3] in question 257, skip the following question
Q258	3: What is the name of this service?
Note:	if you have answered/chosen item [2, 3] in question 257, skip the following question
Q259	9: What are the opening hours?
0	24hr
Ŏ	24hr Monday to Friday and 9am – 5pm Saturday and Sunday
0000	24hr Monday to Friday
$\bigcirc$	9am – 5pm Monday to Sunday
$\mathcal{C}$	9am – 5pm Monday to Friday Other (please detail below)
$\tilde{O}$	Unsure
_	
Mata	if you have an averaged to be seen than 12 21 in averation 257 abin the following averation
noie:	if you have answered/chosen item [2, 3] in question 257, skip the following question
Q260	): What is the model of care?
Ō	Mental health worker based in ambulance service call centre – phone advice only
$\bigcirc$	Based in ambulance service call centre – can go out with police
000	Mobile unit with mental health worker and ambulance staff  Other (places describe helew)
$\mathcal{C}$	Other (please describe below) Unsure
	Chale

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? Unsure Yes

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

## Any other local crisis services

Q26	55: A	re th	ere a	ny oth	er loc	al cri	sis services which the CRHTT or crisis assessment service often works with?
0	Yes		0	No		0	Unsure
							Any other local crisis services (cont.)
Note	e: if yo	ou hav	e ansv	wered/o	chosen	item [	2, 3] in question 265, skip the following question
Q26	66: Pl	ease	list tl	he nar	nes of	all o	ther local crisis services, and provide a brief description of each:
							0-4
							Outcomes monitoring
Q26	67: D	oes y	our (	CRHT	T serv	vice r	outinely use Patient-Reported Outcome Measures (PROMs)?
	OMs ctioni		elf-re	eport 1	measu	res c	ompleted by patients of outcomes relating to clinical recovery (e.g. symptoms or social
0	Yes		0	No		0	Unsure
Q26	68: D	oes y	our (	CRHT	T serv	vice r	outinely use Patient-Reported Experience Measures (PREMs)?
PRI	EMs a	are s	elf-re	port r	neasu	res co	ompleted by patients relating to satisfaction with care or quality of life.
0	Yes	1	0	No		0	Unsure
Q26	69: De	oes y	our (	CRHT	T serv	vice r	outinely use Clinician-Reported Outcome Measures (CROMs)?
				tured inent.	measu	ires o	f symptoms or functioning completed by staff based on their knowledge of the patient
0	Yes		0	No		0	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. Ent 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:
Obscharge only Other (please describe below) Unsure  Other (please describe below)
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 both time points. Enter 999 if unknown.
• 
%

Note	: if you have ansv	wered/chose	en item [2, 3] in ques	tion 267	, skip the following	question		
Q27	4: Is this respo	onse rate a	n estimate or bas	ed on d	ata?			
0	Estimate	0	Based on data	0	Not applicable	0	Unsure	
Note	: if you have ansv	wered/chose	en item [2, 3] in ques	tion 267	, skip the following	question		
Q27	5: Are these or	utcome me	easures used in ot	her cris	sis services withi	n the Tr	ust?	
0	Yes (please so Unsure	tate which	services below)		O N	О		
			Outo	comes	s monitoring	g: PRI	EMs	
You	have told us your	· CRHTT reg	ularly use PREMs. N			5v		
Note	: if you have ansv	wered/chose	en item [2, 3] in ques	tion 268	, skip the following	question		
			ence measuremen				ase enter 999 if u	insure.
Note	: if you have answ	wered/chose	en item [2, 3] in ques	tion 268	, skip the following	question		
_	7: What is the if unknown.	method o	f data collection (	e.g. pho	one interview, po	stal que	stionnaire, onlin	e survey)? Please state. Ente

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)  Unsure  No
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:
Obscharge only Unsure  Other (please describe below)

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?	
Comparison	
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) Unsure	
Further information	
Q286: Is there an overall manager or leadership group for mental health crisis / acute services	in vour local area?
Yes No Unsure	in your local area.
O res O result	
Further information (cont.)	
Note: 15 and 1 and 2 and	
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?	1

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 Yes
No (please state below which services they do manage)
O Unknown
Thank you
Thank you for your help completing this survey. In order to obtain any information you are unsabout, or for accuracy checks on a sample of survey responses, we would like to contact and person from your NHS Trust with a good knowledge of local mental health crisis services (e.g. 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:

)292: Email address:			