

Crisis Response Service

What is Crisis Response?

The Crisis Response team provides patients with specialist care for up to 72 hours, in their own home. If you are experiencing a deterioration in your health, nursing care can be provided to keep you safe at home. With the aim to keep you out of hospital, and in a familiar setting.

The service operates between 08:00 and 22:00 hours, all year round and The Integrated Night Service can be utilised to continue care through the night.

Once you have been referred to the service, a nurse will visit you in your home. The Crisis Response team will design a care plan with you, aimed at regaining your health and well-being. Once your condition has improved, we will identify and arrange other services and care packages, if required.

What are the benefits?

The benefits of being treated in the home environment include:

- Reducing your risk of hospital acquired infection
- Ensuring that you are quickly assessed and treated.
- Including you and any family members in all decisions about your care.
- Improving your independence and health potential.
- Providing treatments normally carried out in hospital, in a more familiar home environment.
- Reducing the stress and anxiety associated with hospital admission.
- Provide informal guidance to improve health outcomes.

Who will provide the care?

The Crisis Response team consists of highly skilled nurse practitioners, occupational therapists, health care assistants and a team administrator. In addition to nursing care, general assistance can be provided in your home. If needed, the team has access to an overnight sitting service, to ensure you remain safe at home.

How will my care continue?

Once your condition has improved we can identify and arrange care and other services to keep you safely at home. Following your 72 hours of Crisis Response Care, you will be referred back to your GP. In future, if need be, your GP can refer directly to the Crisis Response Service to avoid hospital admission. Ask your Crisis Response Practitioner about in-home care services which can be arranged for you.

Our expectations

In accordance with policies of East Sussex Healthcare Trust, we would ask you to please follow these requests:

- You are asked to refrain from smoking during or immediately before our staff visit.
- Please ensure any pets are not in the same room. This does not apply to guide or hearing dogs.

- We do not expect or tolerate physical or verbal aggression.

Important information

This patient information is for guidance purposes only and is not provided to replace professional clinical advice from a qualified practitioner. Please tell us in advance if you need an interpreter so we can make sure you receive the care you need.

Your comments

We expect the highest standards of conduct and behaviour from our staff at all times and would welcome any comments you have about your care. You can call the Patient Advice Liaison Service (PALS) on 01424 755255. Alternatively, please call the Crisis Response Lead Nurse at the number at the top of the page. A member of staff will give you a feedback questionnaire, if you can complete it and return at your convenience.

We are always interested to hear your views about our leaflets. If you have any comments, please contact the Patient Experience Team – Tel: (01323) 417400 Ext: 5860 or by email at: esh-tr.patientexperience@nhs.net

Other formats

If you require any of the Trust leaflets in alternative formats, such as large print or alternative languages, please contact the Equality and Human Rights Department.

Tel: (01424) 755255 Ext: 2620

After reading this information are there any questions you would like to ask? Please list below and ask your nurse.

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