

How can I contact the Crisis Service?

You can contact us on this number

0117 3547312

Outside of our office hours
(Mon-Fri 8am-10pm), your phone may
be diverted to our Crisis line

Urgent / emergency line

If your call is urgent, a member of staff
can be contacted immediately on this
number:

0300 5550334

In case of medical emergencies

Dial 999

Contact us

North Bristol Crisis Service
The Greenway Centre
Doncaster Road
Bristol BS10 5PY

For information on Trust services visit

www.awp.nhs.uk

PALS

To make a comment, raise a concern or make a
complaint, please contact the Trust's Patient
Advice and Liaison Service (PALS)

Tel: 01225 362 900
Freephone: 0800 073 1778
Email: awp.pals@nhs.net

Other formats and languages

If you need this information in other formats
(such as large print, Braille) or in another
language, please call the PALS number.

Lead: Lead nurse
Leaflet code: AWP Oct 2012 -243
Last review : Feb 2018
Next review: Feb 2021



North Bristol Crisis Service

Information for service users

What is the Crisis Service?

If you experience a severe mental health crisis, the team can provide care and support at home.

Before the Crisis Service was available, this type of crisis would usually have resulted in a hospital admission.

Who are we?

We are a team of mental health workers with a broad range of skills and experience.

What do we do?

Our aim is to work closely and effectively with you and anyone caring for you.

We will:

- Work out possible reasons for your difficulties.
- Find the best ways to recover and stay well.
- Agree the frequency of contact with you and family/carers and change this in response to individual need and urgent concerns.
- Remain hopeful that change can happen for you and your family.

What happens when someone is referred to us?

A senior member of clinical staff will contact you on the day to discuss your situation. We may arrange to visit you, or we may refer you to another service, or we may refer you back to your GP.

What do we offer?

- Support to help you stay safe
- Help to recognise possible early signs of distress, and to find ways of dealing with these
- Practical support to help you to develop ways of coping, such as anxiety management and relaxation
- Advice about medication
- Support to help you feel less isolated and to get involved in activities and groups of your choice
- Practical help with daily living such as help with benefits, housing, budgeting, shopping, and childcare advice
- If you are admitted to hospital and it is indicated, we will support you in getting home as soon as possible
- Support and information for carers and families on aspects of mental health treatments and local support networks

How long do we provide support?

Our service is short term, often between four and six weeks.

Your Named worker is:

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Your Co-worker is:

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Advocacy

If you, or the person you care for needs someone to speak up for you and your rights, or to help you to speak for yourself, you can contact:

Bristol Minds Volunteers Advocates

on 0117980 0376

or email advocacy@bristolmind.org.uk