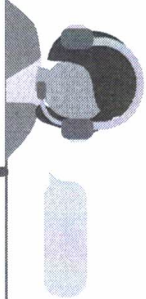
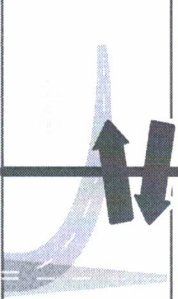


# Coral Mental Health Crisis Assessment Hub

Our newly formed Mental Health Crisis Hub provides a single point of access for people experiencing a mental health crisis. It is a 24/7 service and will be going directly to patients in their homes and in community settings.



In all cases, patients, the London Ambulance Service, Police, GPs, A&E colleagues and members of the public should **refer or self-refer as usual by calling the Mental Health Crisis Line on 0800 028 8000**. This will now be linked in with the NHS 111 service.



The Mental Health Crisis Line will provide **telephone support, screening, and signposting** and if appropriate will transfer the referral to the community single point of access, secondary care or primary care. If the Mental Health Crisis Line team feel you require an urgent **face to face assessment**, they will arrange this in collaboration with the newly formed Crisis Assessment Team.



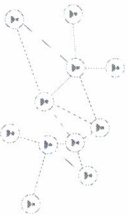
The Crisis Assessment Team will undertake **face to face crisis support in the community, or will offer a telephone or video consultation**.



The Crisis Assessment Team practitioner will **agree the location of the assessment with the referrer**, including finding an alternative where it is not clinically appropriate or safe for the patient to remain where they are.



Through the Mental Health Crisis Line, the Crisis Assessment Team will also provide **crisis support in response to Blue Light Services, (London Ambulance Service and the Police)**.



As an integrated pathway, the Coral Mental Health Crisis Hub will act as **an interface with the Lotus Psychiatric Decision Unit, the Acute Care Co-ordination Centre, inpatient wards, Home Treatment Teams, community mental health services.**

Coral Mental Health Crisis Assessment Hub provides a single point of access for people experiencing a mental health crisis. The Hub introduces new and more effective ways of working that make it easier to access the right support more quickly.



Respectful



Open



Collaborative



Compassionate



Consistent

