

CRISIS ASSESSMENT HOME TREATMENT TEAM

ANALYSIS OF SERVICE USER FEEDBACK

The Crisis Assessment Home Treatment Team (CAHT Team) has been operational since 29th March 2004. Following contact with the Crisis Team service users are invited to complete an evaluation and feedback questionnaire. The response has been good and the overall return rate is 46%.

1. Questionnaires					
Sent: 112		Returned: 51			
2. Gender		Male – 15 (29%)	Female – 36 (71%)		
3. Age Range	17-30	31-40	41-50	51-65	Over 65
	6%	16%	32%	22%	24%

1. Prior to your contact with the CAHT Team were you aware who the Crisis Team were?		
Yes: 18%	Partially: 20%	No: 62%

2. Was this your first contact with the Crisis Team?		
Yes: 90%	No: 8%	Not Recorded: 2%

3. Who referred you to the Crisis Team?				
Social Worker/OT/CPN	G.P	Stonebow	Psychiatrist	Don't know
29%	4%	33%	27%	6%

4. How long were you in contact with the Crisis Team?		
Up to 2 weeks	2-4 weeks	4-6 weeks
61%	2%	37%

5. Did you have contact with other agencies whilst involved with the Crisis Team?		
Yes: 65%	No: 29%	Not Recorded: 6%

6. Did the plan formulated between the Crisis Team and yourself meet your needs?		
Fully: 71%	Partially: 25%	Not At All: 4%

7. Was your Care Co-ordinator involved in planning your care?		
Yes: 69%	No: 22%	Don't Know: 9%

8. Do you feel listened to and supported by the Crisis Team?		
Yes: 92%	No: 6%	Not Recorded: 2%

9. Were there any aspects of the input you received from the team that you felt were unhelpful and could be improved upon?		
Yes: 6%	No: 88%	Not Recorded: 6%

COMMENTS RECIEVED

- ✓ *The Crisis Team provided me with the immediate support when it was desperately needed*
- ✓ *I could not have coped without the support of the Crisis Team*
- ✓ *You are a pioneer team. I have never had a positive dealing with mental health services until now*
- ✓ *Everyone was kind and supportive when my need was greatest*
- ✓ *Crisis Team helped me with my medication and were there for me to talk to*
- ✓ *The Crisis Team helped me cope with my crisis*
- ✓ *I can't fault the support I received from the Crisis Team*
- ✓ *I could not have coped with the difficulties I was experiencing with my mood without the support of the Crisis Team*
- ✓ *The Crisis Team were excellent/fantastic. I do not know how I would have managed without them especially as I live on my own and have no family in Hereford. It was most helpful that I knew many of them from my past involvement with mental health services. I am now feeling that 'WOW' factor again'*
- ✓ *Very helpful and useful service*
- ✓ *I hadn't heard of this team before and found them very very helpful and maybe seeing them sooner would have made a hospital stay unnecessary*
- ✓ *Thanks for being there when I needed it*
- ✓ *Extremely supportive of myself and family, really seemed to care about me as an individual. Innovative and effective intervention avoiding hospitalisation – Thank you*
- ✓ *Very helpful – excellent*
- ✓ *Thank you very much for being there for me when I needed you*
- ✓ *I found them all very helpful and supportive, helping me look at everything with a more balanced view*
- ✓ *I could not fault the service. Everyone was extremely kind and supportive when my need was greatest*
- ✓ *From seeing my G.P. to seeing the Crisis Team was quick*
- ✓ *Very good*

COMMENTS RECEIVED (CONTINUED)

- ✓ *This team provided an excellent service that helped me to get over a crisis and supported me at home so I could carry on with a normal life with my child. I don't know what I would have done without their professional and friendly support. They were always there when I needed them and provided me with means of support after their contact ended*
- ✓ *I think your care trust is doing wonderful work*
- ✓ *Very helpful when first out of hospital, and getting used to new tablets*

**Crisis Assessment Home Treatment Team
22nd March 2005**