



CRISIS INTERVENTION SUPPORT SERVICE

THE SERVICE

Network Healthcare's Crisis Intervention Support Service offers immediate, short-term help to children and young people who experience an event that produces emotional, mental, physical and behavioural distress or alternatively, require immediate safeguarding. Circumstances considered a crisis are sexual assault, physical or emotional abuse or other medical illness; mental illness; thoughts of suicide and loss or drastic changes in relationships (for example; death of a loved one or divorce).

The service provides specialist staff who are experienced in working with children and young people to monitor, supervise, safeguard and provide emotional support on a short-term emergency basis. We provide a bridging gap, managing risk on behalf of the local authority, until a more permanent, long-term solution is identified.

Our service is available 24/7/365.

STEPS TO BOOK YOUR CRISIS INTERVENTION PACKAGE

- Contact us with basic details of your requirements and we'll immediately confirm if we can support the package.
- Social Services then forward a referral and risk assessment to us. From this, we debrief our staff and confirm the details of the arranged accommodation.
- We match specialist staff to each referral and confirm their contact details. We always take into account the religion and gender of the child along with their background to help us select the most suitable member of staff and always aim to use consistent staff when possible.

- If more than one member of staff is required, a Team Leader is nominated for each shift. This member of staff is responsible for all decision making, phone calls to healthcare professionals and for taking contact notes. The Team Leader has significant experience, excellent decision making and risk management abilities.
- Our Out of Hours team (only run by staff familiar with the referral and never outsourced) makes four-hourly calls, depending on the risk of the referral, to check in with staff between the hours of 7am and 11pm. Staff are given an emergency contact number, should anything occur in between these times.
- The Team Leader complete detailed contact notes on the child/young person's welfare, emotional and physical wellbeing, any activities that have been undertaken and any issues that may have arisen. This is securely sent to Network Healthcare and forwarded to the Social Worker during office hours.
- At the next available opportunity during office hours, Network Healthcare contact the Social Worker with an update on progress and continue to do this daily unless advised otherwise.
- If required, Network Healthcare can provide staff to escort the child/young person at the end of the crisis intervention to their long-term placement and act as a chaperone. The members of staff will remain on site with the child/young person for a minimum of two hours to ensure they are properly settled in.



**Network
Healthcare**
health and social care



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