



Contact with Ealing Crisis Resolution Home Treatment Team

John Conolly Wing St Bernard's Site Uxbridge Road Southall UB1 3EU



Easier to read version



The Ealing Crisis Resolution Home Treatment Team (ECRHT) provides care and treatment at home rather than in hospital when patients are very unwell



Sometimes you might need a short stay in hospital, we will help you to go home as soon as you can.



We work as a Team and staff will see you at home every day to start with



The ECRHT will give you and your family a number to call if you need to speak with us



We will talk with you, and if you agree we will also include other people who know about you, to support you while you are unwell

This information has been developed by the  project.

This leaflet has been produced in partnership with:





We will work with you to write a care plan which will help you get better



We aim to provide you with clear information about your care, including details of any medication and how it may affect you



You can tell the staff if you have a problem or are worried about anything and they will try to help you



We will make reasonable adjustments if you have a disability. Please let us know how we can help



When you are better we will meet with you and the people who know you to make sure you carry on getting the help you need when you leave us, this is called a Care Programme Approach (CPA) meeting

PALS
Patient Advice and Liaison Service

If you are not happy, want to tell us something good or need to make a complaint, **please talk to the staff** or you can call **PALS on 0800 064 3330** or write to
Complaints manager, THQ, WLMHT, Uxbridge Rd,
Southall, Middlesex, UB1 3EU