

Mental Health Crisis Resolution Service Model of Care brings supports to the community

The new HSE Crisis Resolution Service Model of Care aims to provide mental health intensive supports in individuals' homes or communities as an alternative to hospital admission. It wants to provide more accessible and personalised support to individuals with mental health difficulties, empowering them on their recovery journey and offering an alternative to hospital admission when appropriate.

There are two key service components in Crisis Resolution Services:

- Crisis Resolution Teams will play a vital role by providing intensive mental health interventions and support in the patient's home and the community as an alternative to a hospital admission. The team will use the skills of the multi-disciplinary team to assess the service user's needs and to develop an individual care plan that supports the individual service user on their recovery journey.
- Crisis Café teams will provide an out-of-hours friendly and supportive community crisis prevention and crisis response service in the evenings and at weekends in a café style/non-clinical safe environment. The café service, Solace Café, will support individuals and their family members/carers to manage their mental health and well-being by providing clear supports and effective signposting to services.

It will be piloted across five pilot learning sites in Community Healthcare Cavan, Donegal, Leitrim, Monaghan, Sligo, Midwest Community Healthcare, Cork Kerry Community Healthcare, South East Community Healthcare, and Community Healthcare Dublin South, Kildare and West Wicklow. There will be an independent evaluation undertaken of the pilot implementation of Crisis Resolution Service over the pilot testing phase of 18 to 24 months. **HM**



80%

OF STAFF NOW USING NISRP

At the conclusion of the implementation of National Integrated Staff Records and Payroll (NiSRP) in the Southern region, it is a pleasure to consider what has been achieved already in 2023, said Ivan McConkey, NiSRP Programme Director.

With the addition of the 18,500 employees in the South, approximately 80% of all HSE personnel and management teams nationally are now experiencing the power and benefits of this integration work.

"While the NiSRP team moves on, full steam ahead, with our colleagues in HSE West, we are very grateful and we will not forget the positive attitude, diligence and effective collaboration with us by all our colleagues in HSE South," he said. **HM**



For further information about NiSRP and how to get started on HR and Payroll Self Service (if live in your area), please visit www.hse.ie/nisrp
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