



Office of the Assistant National Director
Change Planning and Delivery
Disability and Mental Health Services
Email: brianj.higgins@hse.ie

Deputy Mark Ward,
Dail Eireann,
Leinster House,
Kildare Street,
Dublin 2.

6th July 2022

PQ Number: 32537/22

PQ Question: To ask the Minister for Health the current and capital cost of establishing and operating a 24/7 multi-agency mental health crisis de-escalating team in tabular form; and if he will make a statement on the matter. -Mark Ward

Dear Deputy Ward,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for Health for response. I have examined the matter and the following outlines the position.

Under the HSE Corporate Plan 2020-2023, and in line with Recommendations 24 and 40 of Sharing the Vision: A Mental Health Policy for Everyone 2020, HSE Mental Health will develop, implement and evaluate a pilot model of crisis resolution services; incorporating crisis resolution teams and cafes to offer an alternative response to inpatient admission, when appropriate.

Crisis Resolution Services will form an integral part of the Service User Journey, working in tandem with existing services to provide an integrated 24/7 multi-agency mental health crisis de-escalating service. HSE Mental Health has committed to a programme of work to inform the development of Crisis Resolution Services on a phased basis:

- The development of a pilot Model of Care for Crisis Resolution Services (2022) for Crisis Resolution Teams and Community Crisis Cafes.
- Pilot testing and implementation of Crisis Resolution Services across a number of sites, incorporating a rural/urban mix (2022-2024)
- Monitoring and evaluation of pilot site implementation (2022-2024)
- Monitoring and evaluation of key outcomes for service users, families and carers

A phased approach to the development of Crisis Resolution Services will provide the opportunity to test and learn across pilot sites, and provide the evidence required to inform service planning into the future. For the purposes of implementing the pilot, the following considerations informed the budget allocation required for each pilot site:

- The WTE requirement to support a population catchment of 100,000-120,000



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- The staffing mix recommended for a multidisciplinary Crisis Resolution Team working to core hours
- Existing resources available within each pilot site (capital and staffing) The support costs required to deliver the service

At this stage in the process, we cannot definitively provide costings for a 24/7 multi-agency mental health crisis de-escalating team, as this consists of a multi- agency integrated approach to Crisis Management. In phase one, the Crisis Resolution Team and Community Crisis Café teams will be working in tandem with existing services to provide an integrated 24/7 multi-agency mental health crisis de-escalating service. Additional costs may be required from existing service providers; however, this will be assessed in line with the evaluation of the Pilot Crisis Resolution Services Initiative.

The primary focus in phase one is the establishment of a multi-disciplinary Crisis Resolution Team (CRT) and a Crisis Café. The CRT will provide brief and intensive multidisciplinary, community based assessment and treatment for individuals experiencing acute crisis, for which community based or home treatment would be appropriate. CRTs will have on average 10 WTEs on the multi-discipline team.

The Community Crisis Café will provide an out-of-hours mental health support service on Thursdays, Fridays, Saturdays and Sundays in a café style/non-clinical safe environment to individuals, their family, carers and supporters who seek support for those experiencing or recovering from a crisis situation and those with ongoing management of a mental health challenge.

I trust this information is of assistance to you. Please do not hesitate to contact me if you have any further queries.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Brian J. Higgins', with a long horizontal line extending to the right.

Brian J. Higgins
Assistant National Director:
Change Planning and Delivery – Disability and Mental Health Services