



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

HSE Assistant National Director,  
Mental Health Planning  
& Head of National Office for Suicide Prevention  
(NOSP)

Email: [johnf.meehan@hse.ie](mailto:johnf.meehan@hse.ie)

Deputy Mark Ward.  
Dail Eireann,  
Dublin 2.

05<sup>th</sup> April 2022

**PQ Number:** 12527/22

**PQ Question:** To ask the Minister for Health the status of the crisis resolution team due to commence in quarter 1 2022 (details supplied); the other sites or CHO areas that have been identified for pilot testing; when they are due to commence; the breakdown of staffing; the estimated cost for each crisis resolution team; and if he will make a statement on the matter. -Mark Ward

**Details Supplied:** Minister for Mental Health and Older People, Mary Butler TD announces pilot site for Crisis Resolution Team in Waterford and South Kilkenny ([www.gov.ie](http://www.gov.ie))

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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.

### 1. Overview

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 (CR) offers after-hours and urgent mental health assistance. Crisis Resolution is intended to be an integral part of each community mental health team into the future, through provision of 'crisis cafes' and crisis resolution teams, thereby providing advice and assessment for people presenting in crisis associated with a known or suspected mental health problem.

Support from these teams is time-limited, providing intensive intervention and support with sufficient flexibility to respond to different service user or carer needs.

Out-of-hours 'crisis cafes' are proposed as a new referral option, to support individuals to deal with an immediate crisis and to plan safely, drawing on their strengths, resilience and coping mechanisms to manage their mental health and wellbeing. The 'cafes' may reduce demands on EDs by providing an environment more suited to the needs of some individuals who present.



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An important element in the roll out of Crisis Resolution Services is the development of a Model of Care for Resolution Services and Pilot Test Site Implementation plan to inform, guide and support the monitoring of all planned Crisis Resolution Services pilot sites. A National Steering group has been established and is meeting regularly to oversee the design and development of the Crisis Resolution Services Model of Care and Pilot sites implementation plan. This work is currently underway, to be completed in 2022.

The pilot sites selected to implement the Model of Care are represented on the National Steering group. As part of the pilot there will be six Crisis Resolution Teams and five crisis cafés.

## **2. Programme of Work Crisis Resolution Services 2021-2024**

HSE Mental Health has committed to a programme of work to inform the development of Crisis Resolution Services on a phased basis, informed by testing and monitoring. This includes:

- The development of a pilot Model of Care for Crisis Resolution Services (2022)
- 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

This process is crucial to ensure HSE Mental Health develop an appropriate, safe and high quality service.

## **3. Status of CHO 5 (Pilot site 2021)**

CHO 5 is currently engaged in the active recruitment of the agreed WTEs as outlined below. The CHO is also a member of the national steering group tasked with overseeing the development of the Model of Care and National Pilot site implementation plan, due for completion in 2022.

## **4. Pilot sites 2022-2023**

We are currently in discussions with the CHO area pilot sites in CHO 1, CHO 3, CHO 4 and CHO 6, to finalise plans, which will be confirmed over the next few weeks with confirmed sanction to commence recruitment in April 2022. Following initial expressions of interest from CHO areas and review of same, a number of meetings were held with potential site areas to assess need, discuss pilot site development and readiness to implement. Staffing of each Crisis Resolution Team has been determined following consultation and engagement with each CHO area, incorporating a review of existing resources.



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## 5. Estimated Cost

A budget of €2.85m has been assigned nationally to progress the pilot sites in 2022.

I trust this information is helpful to you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'John Meehan'.

**Mr John Meehan**

**HSE Assistant National Director, Mental Health Planning  
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