



Office of the Assistant National Director  
Change Planning and Delivery -  
Disability and Mental Health Services

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Deputy Donnelly  
Dail Eireann,  
Leinster House,  
Kildare Street,  
Dublin 2.

15<sup>th</sup> November 2022

**PQ Number:** 55332/22

**PQ Question:** To ask the Minister for Health his plans to roll out out-of-hours crisis cafés across the State; the locations of each; and when they will be up and running. -Paul Donnelly

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Dear Deputy Donnelly,

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 new 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 cafés' are proposed as a new support and 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.

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



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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 2022-2024**

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. Pilot sites 2022-2023**

As part of the pilot there will be a six Crisis Resolution Teams and five crisis cafés.

Proposed Café Locations as follows:

- CHO 1- Sligo
- CHO 3- Limerick City
- CHO 4- Cork City
- CHO 5- Waterford City
- CHO 6- South Dublin

I trust this information is of assistance to you.

Yours sincerely,

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