Herefordshire and Worcestershire Health and Care NHS Trust

Mental Health Urgent Care Services – Redditch

National Directive

NHSE Mental Health Standards (2021) have set national response time standards for urgent and emergency mental health care depending on the level of urgency:

- *For people presenting to an emergency department (ED) with a mental health need, the expectation is that a liaison mental health team responds within 1 hour of referral.*
- *Very urgent presentations should receive a face-to-face assessment within 4 hours.*
- *Urgent presentations should receive a face-to-face assessment within 24 hours.*

The Big Mental Health Report (Centre for Mental Health, 2025)

Key Findings:

- Mental wellbeing has been gradually declining since 2016-17
- The cost of mental ill health in England is estimated at £300 billion a year
- One in five adults (20.2%) in England are living with a common mental health problem – with rates higher in women (24.2%) than men (15.4%)
- Those aged 16–24 are particularly affected, with prevalence rates rising from 17.5% in 2007 to 25.8% in 2023–24
- In England, adults in the most deprived areas have higher rates of mental health problems (26.2%) than those in the least deprived areas (16.0%)
- People in problem debt were more than twice as likely to experience a mental health problem (39.0%) than those without (18.4%)
- Children from the least well-off 20% of households are 4 times more likely to experience serious mental health difficulties by age of 11, compared to those growing up in the wealthiest homes.

Local Picture

Local public health research indicates that while Worcestershire as a county is not heavily deprived overall, Redditch is the most deprived district within the county, which correlates with higher local health inequalities and pressures on mental wellbeing.

Post-pandemic pressures and ongoing cost-of-living challenges continue to affect regional mental health and wellbeing levels across the district.

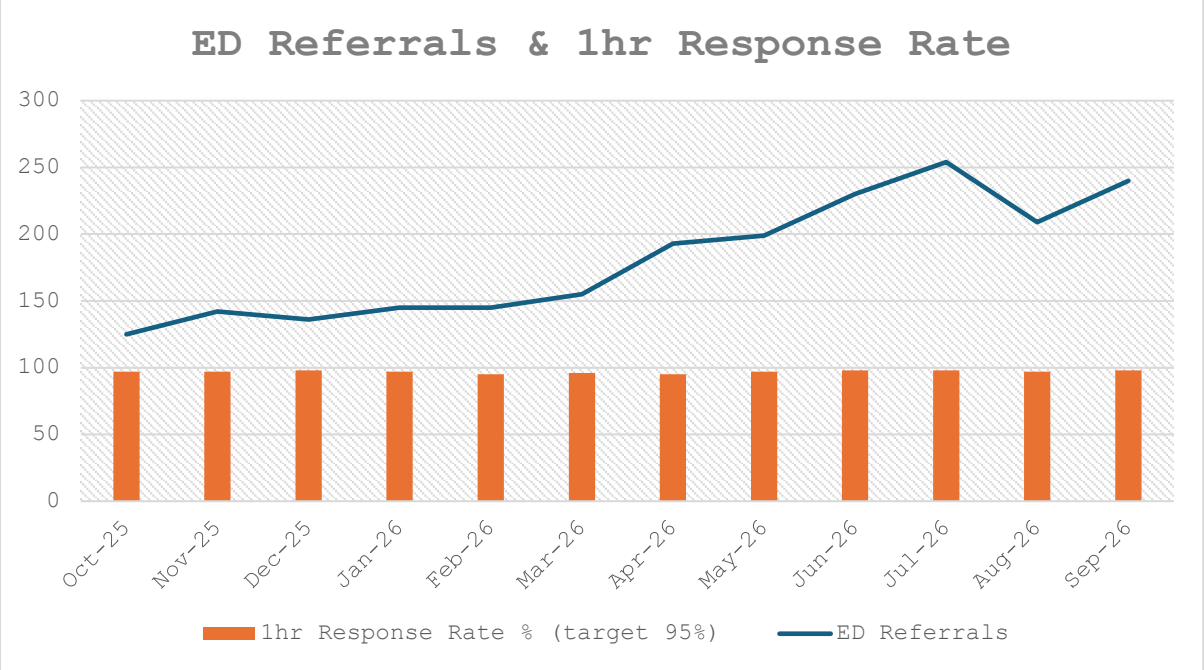
According to the Worcestershire Health and Well-being Board JSNA, suicide rates at a district level are highest in Redditch and Wychavon. In addition, while the rate of emergency admissions for self-harm in Worcestershire is below the national rate, Redditch represents an exception.

In the 2017/18 GP Patient Survey, Redditch and Bromsgrove Clinical Commissioning Group (CCG) returned a significantly lower percentage of people reporting a long-term mental health problem than the England average while self-reported rates of depression and anxiety were comparable to national statistics.

Local Urgent and Emergency Mental Health Care Provision

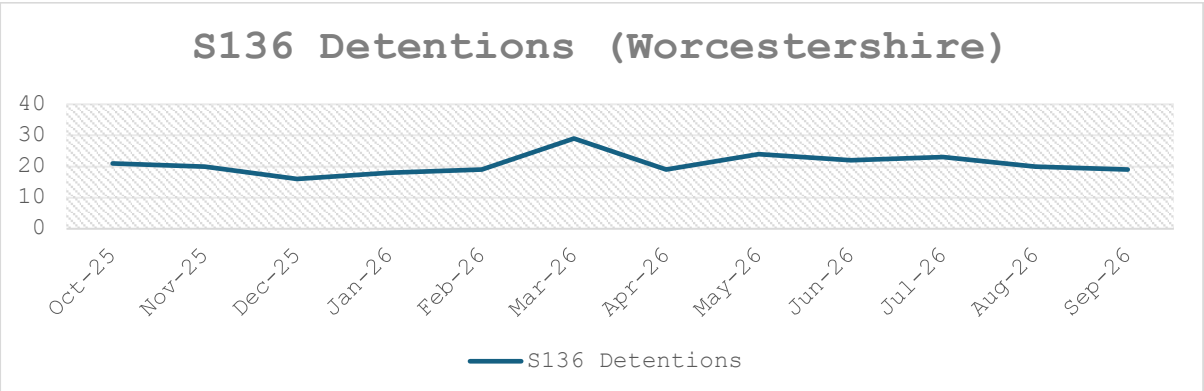
Mental Health Liaison Team – Alexandra Hospital

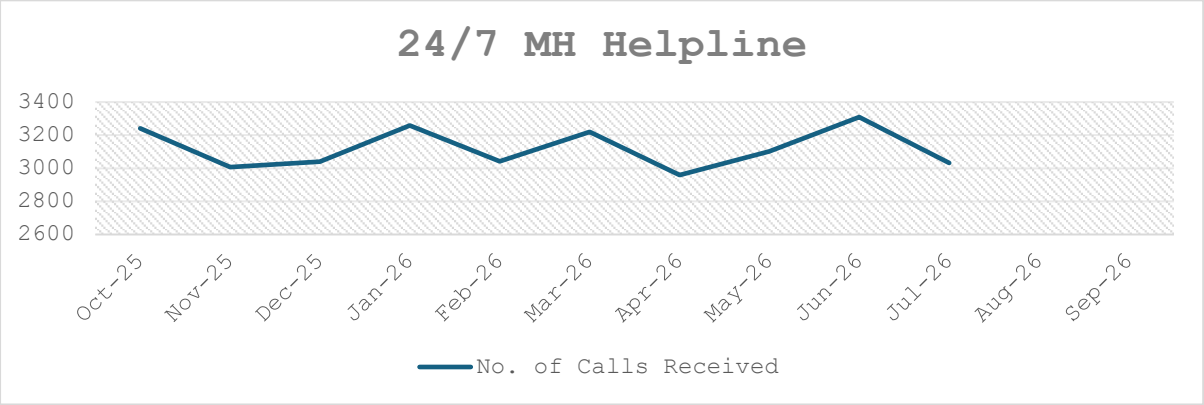
The Mental Health Liaison Team provides comprehensive assessment to all people, regardless of age, who attend Worcestershire Royal Hospital and the Alexandra Hospital Emergency Departments following an episode of self-harm, attempted suicide or presenting with symptoms of mental illness. The service is accredited by the Royal College of Psychiatry (PLAN) and operates 7 days per week, 24 hours a-day.

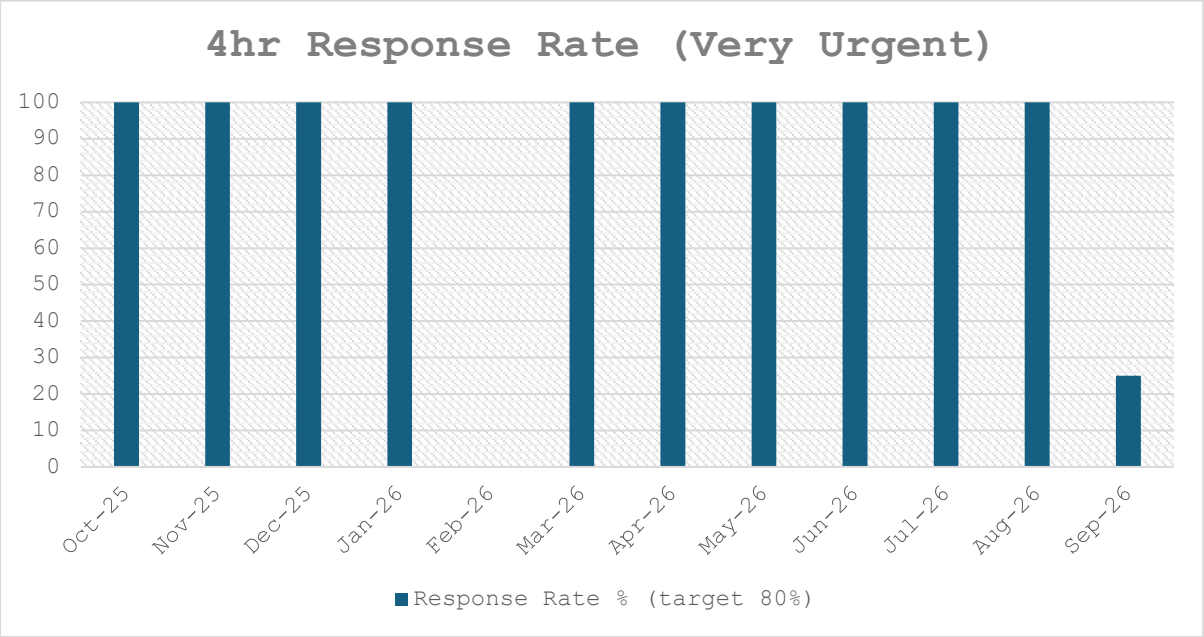


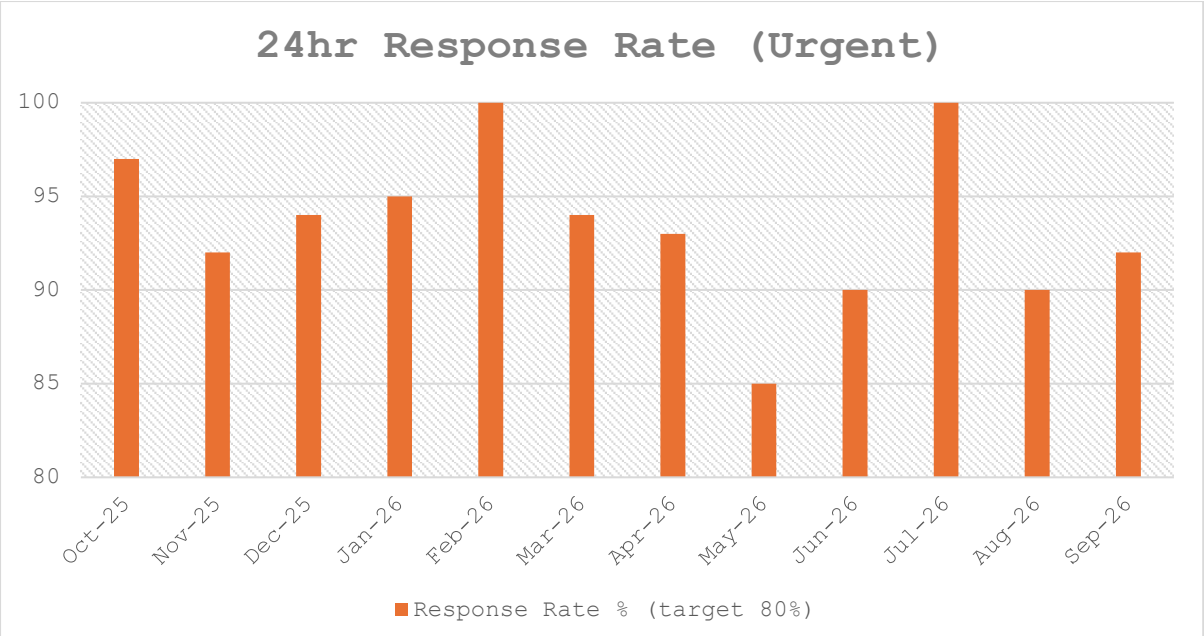
Crisis Resolution Team – Elgar Unit

The Crisis Resolution Team is a nurse led service which provides assessment, signposting, and brief interventions to people within Worcestershire. The service accept urgent referrals from several agencies and GP practices, working closely with WMP and WMAS. It also holds responsibility for the 24/7 Mental Health Helpline and the local Health Based Place of Safety, operating 7 days per week, 24 hours a-day.



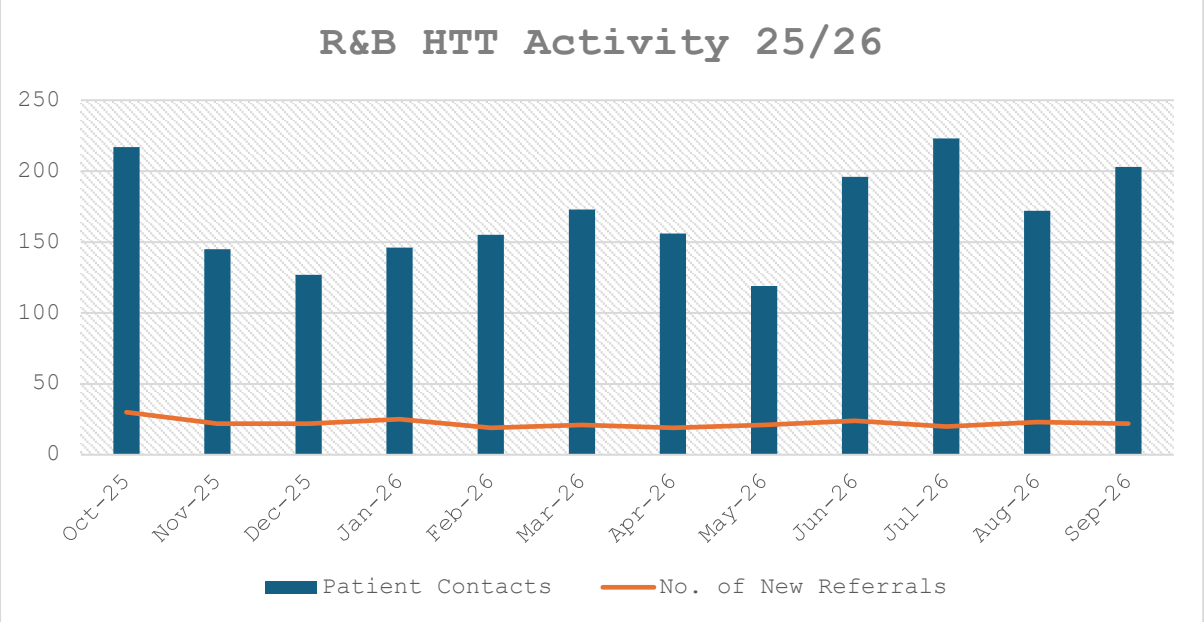

24/7 MH Helpline
3400
3200
3000
2800
2600
Oct-25
Nov-25
Dec-25
Jan-26
Feb-26
Mar-26
Apr-26
May-26
Jun-26
Jul-26
Aug-26
Sep-26
No. of Calls Received


4hr Response Rate (Very Urgent)
100
90
80
70
60
50
40
30
20
10
0
Oct-25
Nov-25
Dec-25
Jan-26
Feb-26
Mar-26
Apr-26
May-26
Jun-26
Jul-26
Aug-26
Sep-26
Response Rate % (target 80%)


24hr Response Rate (Urgent)
100
95
90
85
80
Oct-25
Nov-25
Dec-25
Jan-26
Feb-26
Mar-26
Apr-26
May-26
Jun-26
Jul-26
Aug-26
Sep-26
Response Rate % (target 80%)

Redditch & Bromsgrove Home Treatment Team – Hill Crest

The Home Treatment Team is a multi-disciplinary team that provides intensive, short term community interventions to people experiencing an acute psychiatric crisis, as an alternative to hospital admission (typically 4-6wks involvement). The service is accredited by the Royal College of Psychiatry (HTAS) and operates 7 days per week between 8am and 10pm – outside these hours, patients are advised to contact NHS111 (Option 2).



Access to Services

Mental Health Liaison Team:

Patients in a mental health crisis (with a concomitant physical health complaint i.e. overdose/ self-harm) should present to the local Emergency Department. The MHLT will provide timely assistance whilst medical care is ongoing, working side by side with ED colleagues and other specialties in the acute hospital.

Crisis Resolution Team:

The 24/7 Mental Health Helpline provides quick access to advice and support for people across the whole of Worcestershire, people can access this service by calling NHS111 (option 2). Calls are answered by trained members of the team who can provide advice and signposting services, if required calls can be referred CRT for further triage and/ or face-to-face assessment.

Home Treatment Team:

Home Treatment will consider referrals from any healthcare professional if a person's mental illness or disorder has deteriorated to a critical level, and is in need of urgent intervention. Where practicable the referrer will need to have had a face-to-face or remote consultation with the patient themselves within the previous 24 hours.