

Ability to respond to and manage crises

This section details strategies relevant to the management of crises in clients with whom there is on-going clinical contact

Ability to identify common features of crises

An ability to work with the client (and where relevant significant others/ family) to develop a crisis plan based on a shared understanding of a small sample of recent crises (e.g. three):

identifying characteristic early warnings signs by helping the client elaborate and specify the sequence of events leading to a crisis

identifying the specific behavioural, cognitive and emotional triggers that make a crisis more likely

identifying the strategies that the client already uses to regain control (including reactive strategies (e.g. distraction) and proactive strategies (e.g. seeking help from others))

identifying the ways in which others the client's system (e.g. family and friends) characteristically respond to crises

Ability to identify strategies to be used when a crisis occurs

An ability to work with the client to identify strategies that can be employed during a crisis, including:

the strategies the client can implement during a crisis (e.g. distraction, leaving a provocative situation, calling a friend if feeling trapped by loneliness)

the strategies that family and friends will adopt (e.g. offering additional support or taking care to avoid confrontation)

where possible agreeing to minimise the use of emergency services (e.g. use of accident and emergency services or hospital admission)

where possible agreeing to defer requesting changes to medication during a crisis

Agreeing the nature of any supplementary support available during a crisis

An ability to agree with the client, and to specify:

any additional support that they can access during a crisis (e.g. telephone support, or a brief meeting)

the nature of support on offer (e.g. focused on managing the immediate problems)

Managing crises

An ability to remind the client of the importance of revisiting and following the strategies outlined in the crisis plan
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an ability to take an appropriately empathic, neutral and enquiring stance in order to help the client identify and discuss the issues that have precipitated the crisis, and their reactions to it

an ability (once the nature of the crisis has been fully clarified and understood), to help the client reflect on solutions that they may be able to implement
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An ability to specify, and to agree with the client, what information should be communicated about the plan when a crisis occurs including:

the nature and extent of the risk

with whom the information should be shared
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the role of each individual named in the crisis plan and their contribution to the management of the crisis
