

CRT Fidelity Review: Supporting documents

This document contains all the necessary supporting documents which are used when conducting a Fidelity Review, and are intended to be used in conjunction with the CORE study's Fidelity Scale.

The CORE study's Fidelity Scale, along with additional information about the scale and the study, can be found on the study's website, <http://www.ucl.ac.uk/core-study>.

If you have any questions please contact:

Danni Lamb, Deputy Programme Manager:

Tel: 020 7679 9048

Email: d.lamb@ucl.ac.uk

Or

Brynmor Lloyd-Evans, CORE Programme Manager

Tel: 020 7679 9428

Email: b.lloyd-evans@ucl.ac.uk

**University College London
Division of Psychiatry
Wing B 6th Floor Maple House
149 Tottenham Court Road
London
W1T 7NF**

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Preparing for your Crisis Resolution Team

CRT Fidelity Review

Thank you for inviting the CORE Programme team to conduct a CRT fidelity review at your service.

This pack explains the purpose and process of a CRT fidelity review and information to help you prepare for the review, in order to gain the most benefit from it.

CRT fidelity reviews are designed to support the continuous improvement and development of high quality Crisis Resolution Team services. By taking part in this review, you are working to make your service better for everyone.

This review will also contribute to the CORE Study, a research programme funded by the UK Department of Health, as part of a survey of current practice in UK Crisis Resolution Teams. Teams will not be identified individually when this survey is reported: the results from your fidelity review will only be shared with your organisation.

If you want any more information about CRT fidelity reviews or the CORE study, please contact the CORE review coordinator:

Brynmor Lloyd-Evans, CORE Programme Manager

Tel: 020 7679 9428

Email: b.lloyd-evans@ucl.ac.uk

**UCL Division of Psychiatry, Wing B 6th Floor Maple House, 149 Tottenham Court Road,
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1. What is a CRT Fidelity Review?

Information for CRT managers and clinical teams

A fidelity review is a way of checking how far a service is “faithful” to certain standards. The CRT fidelity review assesses how closely Crisis Resolution Teams are following a model of acute home treatment developed by the CORE research team, based on existing research, government guidelines and extensive consultation with mental health staff, service users and carers. Research has shown that CRTs can be effective in reducing inpatient admissions and increasing service users’ satisfaction with acute care. CRTs are likely to be most effective when they work to the highest standard – what fidelity reviews term “high fidelity”.

How is CRT fidelity measured?

The fidelity review uses the CRT Fidelity Scale to assess fidelity. This is the tool used to measure the performance of CRT services. It is made up of individual items. Each item addresses an important aspect of CRT services and is scored on a scale of 1-5. A score of 5 represents excellent fidelity; a score of 3 represents fair fidelity. The reviewing team will score the CRT on each item in the fidelity scale. This will provide an overall score on the fidelity scale and more detailed information about aspects of your service where fidelity is high and areas where fidelity is lower.

What happens during a fidelity review?

A reviewing team will visit the service over one day. There will usually be three reviewers, including a mental health clinician and a service user-researcher. The reviewers will work together, combining their observations to reach a fidelity score. Using more than one reviewer is designed to increase the consistency and reliability of review scores. The reviewers will be trying to capture a “snapshot” of the current practices of a CRT service. They will assess the service based on what they observe and see evidence of being the current practice rather than what is intended or planned.

Who does the reviewer need to talk to?

The reviewing team need to talk to four main groups of people on the day:

- CRT manager and staff
- CRT service users
- CRT carers/involved family members
- Managers/staff from other mental health services which work closely with CRTs

The reviewers will also look at anonymised patient records and service information, policies and resources available in the CRT. Ideally, no single piece of information stands alone: the reviewers will weigh together all the information and experiences they observe to assess fidelity. The information sheet in this pack *Preparing for your fidelity review* gives details of all the people and information the reviewers will want to see. These are listed in a checklist to help prepare for the review.

The “feel” of the review

The CRT fidelity review is designed to help your service develop and improve. The review will highlight areas of strength and things the CRT is currently doing really well, as well as identify target areas for service improvement. The reviewers are there to help and will give constructive feedback in a report for your service following the review. No part of your service’s fidelity score or the report and its recommendations will be published or circulated by the CORE study team. It will remain confidential to the service being reviewed and the organisation which commissioned/authorised the review.

What happens after the review?

Once the reviewing team has heard from everyone and gathered all the available information, the reviewers will discuss a score for each item on the CRT Fidelity Scale. The lead reviewer will then prepare a report, which the CRT service has an opportunity to comment on or provide any important evidence which was unavailable on the day. The reviewers will reflect and discuss with the service any items for which a score could not be provided.

Once this process is complete (usually about 2 weeks), the reviewers finalise their report and make recommendations for the service about potential improvements or developments which could increase the service’s fidelity in future.

Our intention is that the reviewers will always be able to provide a fidelity report following their one-day review visit. However, if not all the evidence requested was available on the day, the reviewers may be unable to assess some fidelity items. In these circumstances, the

review co-ordinator would contact the CRT manager straight away to discuss ways to access the remaining evidence needed to complete the review.

Why does a fidelity review need external reviewers?

CRT services can use the CRT fidelity scale to monitor and review their own service performance and this is likely to be helpful in achieving high model fidelity review. An external review has the additional benefits of:

- Helping CRT services new to the fidelity review process understand how to interpret the scale and conduct the review process
- Ensuring an objective review of the service's current performance

What happens next?

The fidelity review and the fidelity report which follows are designed to encourage and focus initiatives to develop the CRT service and improve service quality. Self-monitoring or another external fidelity review in future could help review how far any improvements in fidelity or service outcomes have been achieved.

The CORE study team are developing a set of implementation resources to help CRTs achieve high model fidelity. We intend that these resources will be available to all NHS services in due course. There is an opportunity for a limited number of CRTs to try out these implementation resources in a future part of the CORE study in 2014/15.

2. Preparing for your fidelity review

Information for CRT service managers and administrators

Preparing for a CRT fidelity review does require some time and effort on the part of the service being reviewed, particularly from service managers and administrators. Some advance preparation will be of great help to ensuring a full and productive review. The reviewers are aiming to build up as complete a picture of possible of the CRT service and how it works. The more people and sources of information they are able to consult, the better this process will work.

The best reviews are those in which everyone involved is keen to see an accurate and objective review of the current practices of the service. This is more likely if everyone understands the purpose of the review, its intended aims and how the outcome will benefit the whole service. It makes sense to schedule the review in the CRT base, as the review will aim to include members of the clinical team, whose time may be limited.

You will need to put together a schedule for the fidelity review and send this to the reviewing team in advance. Sending the schedule a week in advance is normally sufficient.

A pre-planned schedule should include the following elements, although several of these can be carried out simultaneously by different reviewers:

Activity	Time	Essential/ Desirable
Introductory meeting with whole staff team and brief orientation to the CRT team base	20 mins	D
Interview with CRT manager (service manager or team leader or senior practitioner)	60 mins	E
Case note review	120 mins	E
Meeting with all available CRT staff team (manager not present)	60 mins	E
Interviews (in person or by phone) with 6 service users	90 mins	E
Interviews (in person or by phone) with 6 carers	90 mins	E
Meeting with 5 managers/senior clinicians from other mental health services	60 mins	E
Follow-up interview with CRT manager (service manager or team leader or senior practitioner)	30 mins	E

Please use this list to put together a schedule that can be agreed between your service and the CORE reviewing team. If you think there are relevant people or activities to add to this list, please suggest them. If you have any difficulties compiling this schedule, please contact the CORE reviewing team as soon as possible.

There are three key aspects to preparing for a CRT fidelity review: **People, Paperwork and Preparing the Team.**

People

The first task is to appoint a **named contact** who can liaise with the CORE reviewing team throughout the preparation stage, make contact with all the key participants in the review and arrange the schedule for the day.

If you are reading this, you are the named contact for your team, thank you! Preparing for the fidelity review will make a few extra demands on your time, but it will really benefit your service.

There are five main groups of people the reviewers will want to talk to on the review day:

1. CRT Team Manager

The reviewers will spend about an hour interviewing the CRT manager. Ideally this should be the direct team manager, who has access to the CRT and local organisation's policies and procedures and routinely collected service data, and who provides supervision to CRT clinical staff. If the direct manager is not available, the reviewers would like to see a senior manager and/or a clinical lead or senior practitioner in the team.

During this interview, the reviewers will ask about the CRT's organisation, the services delivered and how the CRT works with other local services. The reviewers will also ask the manager to guide them through the paperwork requested for the review.

The reviewers will want to talk to the CRT manager again towards the end of the review. This will be a chance for the reviewers to seek more information where necessary, or to try to resolve conflicting information received during the review.

2. The CRT staff team

The reviewers will want to talk to up to eight of the CRT staff team during the review, ideally during one group interview lasting about an hour. We would like this group to include staff from a range of professional groups and levels of seniority, including where possible those with distinct roles within the team (e.g. a psychiatrist, a consumer-employee). They will ask staff about the work they do, their awareness and experience of service policies, training and supervision, and their experience of how the CRT works with other services.

In order to encourage open discussion, the reviewers would like to meet the CRT staff team without the CRT manager.

3. Service users

The reviewers would like to talk to about six people who have used the CRT service within the last three months. These interviews would be fairly brief and wherever possible will be conducted by the service user-researcher from the reviewing team. The reviewer will ask people about their experience of the CRT service (for example, how clearly the service and its role were explained, whether their preferences and choices were considered and accommodated; how CRT care was ended). ***Service users will not be asked for specific information about their personal circumstances or the crisis they have experienced.***

We appreciate that service users may be reluctant to travel to the CRT to help with the review. Interviews with service users may be conducted in person or by phone, whichever is more convenient.

The reviewing team are reliant on the CRT team to contact service users, explain the purpose of the review and make arrangements with those who are willing to be interviewed. The information sheet for service users and carers in this pack *Helping with a CRT fidelity review* can be used to help explain what is involved.

4. Carers/family members

The reviewers would like to talk to about six family members or carers who were closely involved in supporting someone who used the CRT within the last three months. As with the service user interviews, these interviews would be brief, would focus on the carer's experience of the CRT and could be conducted face-to-face or over the phone.

The reviewing team are reliant on the CRT team to contact carers, explain the purpose of the review and make arrangements with those who are willing to be interviewed. The information sheet for service users and carers in this pack *Helping with a CRT fidelity review* can be used to help explain what is involved.

5. Managers or staff from other mental health services

The reviewing team would like to speak to up to five managers or senior staff from other local mental health services which work closely with CRTs. Ideally, these five would include:

- At least one manager/senior clinician from an acute ward
- A manager/senior clinician from an Accident and Emergency Psychiatric Liaison Team
- At least one manager/senior clinician from community services which work closely with and refer to the CRT (e.g. a Community Mental Health Team, a Community Assessment Team, an Early Intervention Service)

These interviews would each be brief (10-15 minutes) and could take place in person on the day or by phone. If the CRT provided contact details in advance, the reviewers could contact these managers/staff before the day of the review. The interviews would focus on how the CRT works with their service and their understanding of the CRT's role.

Paperwork

Like interviews with people on the day, paperwork is another source of information for the fidelity review. This paperwork includes routine service data, policies and procedures, structured forms used by CRT staff and anonymised patient case records.

The fidelity review will be a busy day. To save time on the day, some paperwork could be sent to the reviewers in advance. Other paperwork (e.g. anonymised patient records) will be reviewed on the day. There are two checklists: the first summarises paperwork to send in advance if possible; the second summarises paperwork to be available on the day.

Checklist 1: Paperwork to send in advance

Please send this information to the CORE Team review coordinator **two weeks before** your review. You may not have all the documentation listed here or you may refer to your paperwork by different names than are listed here. If you do not recognise what is being asked for, please contact the CORE Team to check what is being asked. If you are not able to send this information in advance, please try to make it available to the reviewers on the day of your review.

Type of information	Documentation/paperwork
CRT staff team	Number of staff (full time equivalent)
	Job titles/professional groups
CRT referrals	Referral sources (last three months)
	Demographic information (gender and ethnicity) for service users referred and accepted for CRT support (last three months)
Gatekeeping data	Percentage of voluntary and compulsory acute admissions gatekept by the CRT (last three months)
CRT response times	Any policies of target response times for new referrals and calls from enrolled service users + any log/record of actual response times
CRT service or organisation's protocols	All of the following (if available): Acute care pathway protocol; referral criteria; role of CRT; risk policy; staff supervision policies
CRT staff induction and training	Any schedules regarding staff induction
	Records of whole-team training provided (last 12 months)
CRT proformas/schedules	Any of the following structured tools or proforma used by CRT staff: Assessment form; treatment plan; risk assessment form; relapse prevention plan; side-effects monitoring schedule; discharge plan; carers assessment or support plan
CRT information/resources for service users or carers	Information leaflet about the CRT; directory of local services/resources;

Checklist 2: Paperwork for the reviewing team on the day

Please have this information available for the CORE reviewing team on the day of the review.

<p>Casenotes for the 10 most recently discharged CRT service users for whom complete notes are available</p> <p><i>Please anonymise all case records in advance</i></p>	<p>For each service user, please provide:</p> <ul style="list-style-type: none"> • Initial assessment • Treatment plan • CRT staff progress notes • Discharge plan • (If recorded separately): risk assessment, relapse prevention plan, carer's assessment and support plan
Service user and carer feedback	Results of any survey of service users' or carers' views/satisfaction with services
	Complaints log + details of action resulting from complaints
Staff supervision, training and mentoring records	Any records of frequency of clinical and managerial supervision provided to CRT staff, staff attendance at training, field mentoring of CRT staff by managers or senior clinicians
Training programmes	Any available training materials for CRT staff
Self-management and psycho-education resources	Any structured self-management programmes and psycho-educational resources available for CRT staff to use with service users/carers

Looking at paperwork, including case notes of individual service users, forms an essential part of the review process, without which it will not be possible to score all the items. If you are the named contact for the review reading this, please do take time to gather as much as possible of the paperwork requested for the reviewing team: it will be a great help to getting the most benefit from your review.

Confidentiality

CORE Fidelity Reviewers appreciate the importance of confidentiality when it comes to reviewing documents that relate to individual clients of the service and CRT audit or service data. Please send through any confidentiality agreements in advance, or have them ready on the day for reviewers to sign.

Preparing your team

As well as sorting out the logistics of the review, you might consider putting some time into preparing the staff and clients of the service for the fidelity review in advance. You can start preparing for your fidelity review at any time: in fact, the earlier the concept of fidelity is introduced to the team, the easier it will be on the review day.

You might like to share some of the contents of this pack with the CRT team. You could arrange a discussion among the CRT team about the fidelity scale or take specific items from the scale and think through with your team questions which the reviewers might ask. The interviews the reviewers will be conducting are semi-structured, so should feel much more like a conversation than an interview.

Please emphasise to your CRT team that the reviewer will give feedback during the review and will take a positive approach to this, drawing attention to service strengths as well as focusing on where there is room for development. It is important that the fidelity report and recommendations are shared with the whole team.

This process of preparation and feedback may help your team become used to the idea that fidelity reviewing is not just a one-off, tick box exercise, but is designed to help with continuous CRT service development. It can be an excellent way to generate new and creative ideas within the team about how to improve on current ways of working.

3. An Example Review Schedule

Here is an example of what the schedule might look like for a 1-day CORE CRT Fidelity Review. This schedule includes all the necessary part of the review: the timings for the day could be changed to fit in with what suits your CRT best.

North Fitzrovia Crisis Resolution Team

Fidelity Review May 10th, 2013

9.45am	Arrivals and welcome	CRT manager (<i>name</i>)
10.00am CRT large meeting room	Introductions	6-8 CRT team members (<i>names</i>)
10.15am-11.15pm Room 8b	CRT manager interview	CRT manager (<i>name</i>)
11.15am – 1.15am CRT small meeting room	Interviews with service users and carers (peer-reviewer)	CRT service users and carers (<i>names</i>)
11.15 -12.15	Case note and paperwork review (other reviewers)	
12.15pm-1.15pm CRT large meeting room	CRT staff team interview (other reviewers)	Whole CRT team (<i>names</i>)
1.15pm – 1:45pm	Lunch	
1:45pm – 3:30pm CRT small meeting room	Interviews with service users and carers (peer-reviewer)	CRT service users and carers (<i>names</i>)
1:45pm – 3:30pm Room 8b	Case note review (other reviewers)	
1:45pm – 3:30pm Room 8b	Interviews with other mental health staff (other reviewers)	2pm Ward manager x 2 – by phone (<i>names</i>) 2:30pm Psychiatric liaison team senior clinician (<i>name</i>) 2:45pm CMHT manager (<i>name</i>) 3.00pm EIS team leader (by phone) (<i>name</i>)
3:30pm-5pm CRT small meeting room	Reviewers' discussion	
5pm-5.30pm Room 8b	Meeting with CRT manager Feedback and next steps	CRT manager (<i>name</i>)

4. Preparing for your fidelity review – Timetable

Please use this checklist to ensure key preparations for the CRT fidelity review are completed in time

People	When	Done
Contact the CORE review co-ordinator to set a date for your review, if you have not already done so	asap	
Appoint a named contact who can liaise the CORE team and take responsibility for the development of the schedule for the day	1-2 months before	
Share this pack with the named contact so they can make all the appropriate arrangements	1-2 months before	
Contact service user and carers who have used the CRT within the last 3 months to invite them to take part in the review. <i>(Aim to recruit 6 service users and 6 carers – remember, they can come to the CRT on the day or be contacted by phone)</i>	1 month before	
Contact managers or senior staff from other key local services. <i>(Aim to recruit 5 key staff – remember, they can take part in person or by phone. They could be phoned by the reviewing team in advance.)</i>	1 month before	
Plan availability of as many as possible of the CRT staff team for the review day	1-2 months before	
Paperwork	When	Done
Prepare a schedule for the review day using the <i>Example Review Schedule</i> . Send a draft schedule to the CORE review coordinator.	1 month before	
Collect advance documentation (p.10). Send this to the CORE review coordinator two weeks before your review if possible	2 weeks before	
Send confirmed schedule for the review day to the review coordinator	2 weeks before	
Collect documentation to be available on the review day (p.11) including 10 sets of anonymised case notes.	1 week before	
Preparing your team	When	Done
Make time to prepare your team for what will happen on the day of the review, so everyone has a shared understanding of its goals and how the day will work.	1-2 months before	

5. Helping with a CRT fidelity review - Information Sheet for service users and carers

The Information Sheet on the following pages is designed for service users and carers taking part in the fidelity review. The review's nominated contact person should copy and distribute this information sheet to those taking part in advance. The reviewing team will also bring copies with them on the day for anyone who wishes to read a copy then. The sheet explains very briefly what a fidelity review is and how service users and carers can help, and thanks people for taking part on behalf of the CORE study team.

When the nominated contact person contacts service users and carers, please check with them whether they would like to come to the CRT to meet a reviewer or be contacted by phone. Please make a schedule of when service users and carers are coming to the CRT or will be available to be phoned.

CORE Fidelity Review Information Sheet

1. What is a CRT Fidelity Review?

Information for CRT managers and clinical teams

A fidelity review is a way of checking how far a service is “faithful” to certain standards. The CRT fidelity review assesses how closely Crisis Resolution Teams are following a model of acute home treatment developed by the CORE research team, based on existing research, government guidelines and extensive consultation with mental health staff, service users and carers. Research has shown that CRTs can be effective in reducing inpatient admissions and increasing service users’ satisfaction with acute care. CRTs are likely to be most effective when they work to the highest standard – what fidelity reviews term “high fidelity”.

How is CRT fidelity measured?

The fidelity review uses the CRT Fidelity Scale to assess fidelity. This is the tool used to measure the performance of CRT services. It is made up of individual items. Each item addresses an important aspect of CRT services and is scored on a scale of 1-5. A score of 5 represents excellent fidelity; a score of 3 represents fair fidelity. The reviewing team will score the CRT on each item in the fidelity scale. This will provide an overall score on the fidelity scale and more detailed information about aspects of your service where fidelity is high and areas where fidelity is lower.

What happens during a fidelity review?

A reviewing team will visit the service over one day. There will usually be three reviewers, including a mental health clinician and a service user-researcher. The reviewers will work together, combining their observations to reach a fidelity score. Using more than one reviewer is designed to increase the consistency and reliability of review scores. The reviewers will be trying to capture a “snapshot” of the current practices of a CRT service. They will assess the service based on what they observe and see evidence of being the current practice rather than what is intended or planned.

Who does the reviewer need to talk to?

The reviewing team need to talk to four main groups of people on the day:

- CRT manager and staff

- CRT service users
- CRT carers/involved family members
- Managers/staff from other mental health services which work closely with CRTs

The reviewers will also look at anonymised patient records and service information, policies and resources available in the CRT. Ideally, no single piece of information stands alone: the reviewers will weigh together all the information and experiences they observe to assess fidelity. Before the review date CRT managers will be sent a full information pack, *Preparing for your fidelity review*, giving details of all the people and information the reviewers will want to see. These are listed in a checklist to help prepare for the review.

The “feel” of the review

The CRT fidelity review is designed to help your service develop and improve. The review will highlight areas of strength and things the CRT is currently doing really well, as well as identify target areas for service improvement. The reviewers are there to help and will give constructive feedback in a report for your service following the review. No part of your service’s fidelity score or the report and its recommendations will be published or circulated by the CORE study team. It will remain confidential to the service being reviewed and the organisation which commissioned/authorised the review.

What happens after the review?

Once the reviewing team has heard from everyone and gathered all the available information, the reviewers will discuss a score for each item on the CRT Fidelity Scale. The lead reviewer will then prepare a report, which the CRT service has an opportunity to comment on or provide any important evidence which was unavailable on the day. The reviewers will reflect and discuss with the service any items for which a score could not be provided.

Once this process is complete (usually about 2 weeks), the reviewers finalise their report and make recommendations for the service about potential improvements or developments which could increase the service’s fidelity in future.

Our intention is that the reviewers will always be able to provide a fidelity report following their one-day review visit. However, if not all the evidence requested was available on the day, the reviewers may be unable to assess some fidelity items. In these circumstances, the review co-ordinator would contact the CRT manager straight away to discuss ways to access the remaining evidence needed to complete the review.

Why does a fidelity review need external reviewers?

CRT services can use the CRT fidelity scale to monitor and review their own service performance and this is likely to be helpful in achieving high model fidelity review. An external review has the additional benefits of:

- Helping CRT services new to the fidelity review process understand how to interpret the scale and conduct the review process
- Ensuring an objective review of the service's current performance

What happens next?

The fidelity review and the fidelity report which follows are designed to encourage and focus initiatives to develop the CRT service and improve service quality. Self-monitoring or another external fidelity review in future could help review how far any improvements in fidelity or service outcomes have been achieved.

The CORE study team are developing a set of implementation resources to help CRTs achieve high model fidelity. We intend that these resources will be available to all NHS services in due course. There is an opportunity for a limited number of CRTs to try out these implementation resources in a future part of the CORE study in 2014/15.

For more information about CRT fidelity reviews or the CORE study, please contact:

Danielle Lamb, CORE Deputy Programme Manager

Tel: 020 7679 9048

Email: d.lamb@ucl.ac.uk

UCL Division of Psychiatry, Wing B 6th Floor Maple House, 149 Tottenham Court Road, London, W1T 7NF

6. Helping with a CRT fidelity review – information for managers and staff from other mental health services

The review nominated contact should get in touch with managers and staff from other local services which work closely with the CRT (see p.9) about a month before the review day. Please try to arrange help from five respondents and schedule when they will be available to help. Remember, managers or staff from other services could attend the review day in person or be contacted by phone by reviewers. If respondents are not available on the review day, they could be contacted in advance by reviewers. In this case, please could the nominated contact send a list of respondents' names, roles and contact details to the CORE review coordinator in advance.

Below is some key information which the nominated contact might find helpful when asking staff/managers from other services to help with the review. The CORE fidelity review protocol at the end of this pack provides fuller information about the reviews.

The CRT is taking part in a CRT fidelity review. This is a one-day review by an external reviewing team from the CORE Study. The reviewers will assess how far the CRT is achieving a model of CRT good practice and produce a report highlighting service strengths and targets for service improvement. This review has been approved as audit by our NHS Trust.

As part of the review, the reviewers would like to talk to managers or senior staff from other local services which work closely with the CRT. This would involve a brief interview with a reviewer, lasting 10-15 minutes. The reviewer would ask about how the CRT works with your service, and about the processes of referring service users to the CRT or receiving referrals from the CRT. The focus of the review is entirely on how the CRT is functioning. The reviewing team will produce a confidential report for the CRT and the Trust. Information identifying individual services will not be reported in any other form.

CORE CRT Fidelity reviews

Paper work list

Type of information	Documentation/paperwork
CRT staff team	Number of staff (full time equivalent)
	Job titles/professional groups
CRT referrals	Referral sources (last three months)
	Demographic information (gender and ethnicity) for service users referred and accepted for CRT support (last three months)
Gatekeeping data	Percentage of voluntary and compulsory acute admissions gatekept by the CRT (last three months)
CRT response times	Any policies of target response times for new referrals and calls from enrolled service users + any log/record of actual response times
CRT service or organisation's protocols	All of the following (if available): Acute care pathway protocol; referral criteria; role of CRT; risk policy; staff supervision policies
CRT staff induction and training	Any schedules regarding staff induction
	Records of whole-team training provided (last 12 months)
CRT proformas/schedules	Any of the following structured tools or proforma used by CRT staff: Assessment form; treatment plan; risk assessment form; relapse prevention plan; side-effects monitoring schedule; discharge plan; carers assessment or support plan
CRT information/resources for service users or carers	Information leaflet about the CRT; directory of local services/resources;
Service user and carer feedback	Results of any survey of service users' or carers' views/satisfaction with services
	Complaints log + details of action resulting from complaints
Staff supervision, training and mentoring records	Any records of frequency of clinical and managerial supervision provided to CRT staff, staff attendance at training, field mentoring of CRT staff by managers or senior clinicians
Training programmes	Any available training materials for CRT staff
Self-management and psycho-education resources	Any structured self-management programmes and psycho-educational resources available for CRT staff to use with service users/carers

CORE CRT Fidelity reviews

Paperwork to review

Please ask the CRT named contact to provide this information. Any non-confidential paperwork may be sent to reviewers in advance

Item	Paperwork to review
1. Referrals	<ul style="list-style-type: none"> Any log/monitoring of response times to referrers
Notes	
2. Accessibility	<ul style="list-style-type: none"> Evidence of publically available contact details and referral routes (e.g. Trust website)
Notes	
3,4. Referrals	<ul style="list-style-type: none"> Any written policy on referral sources and exclusion criteria Any guidance/documentated explanations given to other services as to why a service user was not taken on and identification of appropriate sources of support.
Notes	
6. Gatekeeping	<ul style="list-style-type: none"> Trust-wide gatekeeping policy Any log/monitoring of gatekeeping outcomes and evidence on how breaches are dealt with
Notes	

7. Early discharge	<ul style="list-style-type: none"> Any protocol or log of same-day home visits for early discharge clients
<i>Notes</i>	
8. Signposting	<ul style="list-style-type: none"> Trust-wide acute care pathway Records of referral sources for accepted and declined clients
<i>Notes</i>	
9,12,21,38. Response to CRT clients	<ul style="list-style-type: none"> Any log/monitoring of response times re requests for help for service users already receiving CRT care Any log/monitoring of duration of visits Any service protocol/policy re duration of visits
<i>Notes</i>	
10: Duration of CRT care	<ul style="list-style-type: none"> Any log of length of CRT care episodes for service users
<i>Notes</i>	

12. Information	<ul style="list-style-type: none"> • Any written information about the CRT for service users and families • Any psychoeducational materials used by the CRT re diagnosis and treatment options
<i>Notes</i>	
14. Support for carers	<ul style="list-style-type: none"> • Written information about local services for carers
<i>Notes</i>	
15. Medication	<ul style="list-style-type: none"> • CRT medication policies/protocols
<i>Notes</i>	
22. Therapeutic relationships	<ul style="list-style-type: none"> • Log of feedback over past 12 months • Complaints log and action plan
<i>Notes</i>	
24. Future crises	<ul style="list-style-type: none"> • Any structured self-management programmes used by the CRT
<i>Notes</i>	

27. Staffing levels	<ul style="list-style-type: none"> • Routine data re CRT caseload size • Number of full time equivalent clinical CRT staff • Use of agency staff over the last 3 months • List of members of CRT specific advisory board/management committee
<i>Notes</i>	
28,29. Staff mix	<ul style="list-style-type: none"> • Psychiatrists on the team: grade, fte • Other professional groups in the CRT (inc. identifying any non-medical prescribers or family therapists + AMHPs)
<i>Notes</i>	
30, 31, 32. Training and appraisal	<ul style="list-style-type: none"> • Any log/programme of CRT specific induction • Any log of CRT specific training (including safeguarding for vulnerable adults training + breakaway training) • Any log/records re staff supervision • Any log of field mentoring • Any log/ records of formal appraisal
<i>Notes</i>	
32. staff safety	<ul style="list-style-type: none"> • Written lone worker and safety check-in policy • Record of review of serious untoward incidents within the last 12 months
<i>Notes</i>	

35. Equality and diversity	<ul style="list-style-type: none"> • Data re demographic characteristics of service users • Demographic data re local population • Ethnicity/gender mix of CRT team
<i>Notes</i>	
36. Consistency	<ul style="list-style-type: none"> • Any written policy/protocol re limiting the number of staff visiting a service user and/or named workers
<i>Notes</i>	

CORE CRT Fidelity reviews

Questions for Interviews with CRT Staff

Item	Questions
<p>1 The CRT responds quickly to new referrals</p>	<p>Could you tell me about how referrals work here?</p> <p>How quickly do you respond to referrers? How quickly do you assess SUs once they have been referred? Do you provide an immediate mobile response to requests for assessment from emergency services?</p>
<p>2 The CRT is easily accessible to all eligible referrers</p>	<p>Do you have any paperwork preconditions before referral? Are you directly contactable for referrals by phone? Do you ask another service to assess SUs before you accept a referral?</p>
<p>3 The CRT accepts referrals from all sources</p>	<p>Who can make referrals?</p> <p>a) all secondary mental health services; b) GPs; c) other health services d) emergency services e) agencies other than health services which support people with mental health problems; f) known service users and their families; g) new service users and their families</p>
<p>4 The CRT will consider working with anyone who would otherwise be admitted to adult acute psychiatric hospital</p>	<p>Who is eligible to be referred?</p> <p>a) Personality disorder; b) Drug and alcohol problems; c) Learning difficulties; d) Age 16+ (unless specific youth or older age crisis services cater for these groups);</p> <p>Do you have written service guidance/protocol clearly specifies and publicises these criteria?</p>
<p>5 The CRT provides a 24 hour, seven day a week service</p>	<p>Do you visit service users at home, when needed, 24 hours a day, seven days a week?</p>

Item	Questions
<p>6 The CRT has a fully implemented “gatekeeping” role, assessing all patients before admission to acute psychiatric wards and deciding whether they are suitable for home treatment.</p>	<p>Can you tell me how gatekeeping works here?</p> <p>What percentage of voluntary admissions do you assess in person? What percentage of compulsory admissions do you assess in person? What percentage of people brought to a place of safety by the police do you assess in person? Do you have any systems identify and review failures in gatekeeping and plan to avoid recurrences?</p>
<p>7 The CRT facilitates early discharge from hospital</p>	<p>Do you do any work with the wards to support early discharge?</p> <p>Do you attend all acute wards serving the CRT catchment area at least three times per week to screen all service users for potential early discharge? What percentage of voluntary patients do you assess in person for early discharge? What percentage of compulsory patients do you assess in person for early discharge? What percentage of your caseload are service users being supported with early discharge? What percentage of patients do you help to leave the ward within 24 hours of being identified as ready for early discharge? Do you offer a same-day home visit to patients discharged early from hospital?</p>
<p>8 The CRT provides explanation and direction to other services for service users, carers and referrers regarding referrals which are not accepted</p>	<p>What alternative sources of support are there for service users requiring urgent help but not requiring hospital admission or CRT care?</p> <p>Can you refer in person to these services? Do you provide a written response, phone or face-to-face contact to referrers for service users assessed in person but not taken on? Do you monitor referrers for accepted and declined referrals and provide clear guidance about referral thresholds?</p>

Item	Questions
<p>9 The CRT responds to requests for help from service users and carers whom the CRT is currently supporting</p>	<p>What happens if a service user needs to contact the team?</p> <p>Are phone calls from service users or carers answered in person by a clinician? What percentage of calls are responded to within 1 hour by a clinician? What percentage of calls are responded to within 20 minutes by a clinician? Do you provide additional same-day home visits where needed in response to service users' and families' requests?</p>
<p>10 The CRT is a distinct service which only provides crisis assessment and brief home treatment</p>	<p>Do you consider the CRT a distinct service?</p> <p>For example, do you deliver any other services? E.g. A&E liaison, covering for CMHTs? How long do service users typically stay with your team? What percentage of service users accepted for treatment would otherwise have been admitted to hospital?</p>
<p>11 The CRT assertively engages and comprehensively assesses all service users accepted for CRT support</p>	<p>What kind of assertive engagement strategies do you use if there are difficulties making initial contact to assess a service user in person?</p>
<p>12 The CRT provides clear information to service users and families about treatment plans and visits</p>	<p>Do you provide written information about the CRT, its role and contact details to all service users and carers present at initial assessment?</p> <p>Are home visits and meetings with CRT staff arranged the day before? Are service users given a definite time, or a window of time of not more than one hour, at which visits will occur? Do staff arrive within an hour of the planned time at least 80% of the time? Are service users phoned in advance if CRT staff will be more than 15 minutes late?</p>

Item	Questions
<p>13 The CRT closely involves and works with families and wider social networks in supporting service users</p>	<p>Can you tell me how you work with families/carers?</p> <p>Do initial assessment or treatment plans identify the key people in service users' family or social network? Do you try to contact at least one key family or other person in their social network for all service users? Is at least one key family member or other person in the social network invited to care planning or review meetings, where the service user's consent is given? Is there an individualised role for at least one key family member or other person in the social network in treatment plans?</p>
<p>14 The CRT assesses carers' needs and offers carers emotional and practical support</p>	<p>What do you do when a service user has refused permission to share their information with carers, but carers call wanting to talk about the person they care for?</p>
<p>15 The CRT reviews, prescribes and delivers medication for all service users when needed</p>	<p>Can you tell me about the team's access to medication?</p> <p>Does your team include staff who can review and prescribe medication daily? Do you have access to out-of-hours medication review and prescription? Do you collect and deliver medication for service users up to twice a day where needed? Is there a medication policy and procedure?</p>

Item	Questions
<p>16 The CRT promotes service users' and carers' understanding of illness and medication and addresses concerns about medication</p>	<p>How do you help service users and carers to understand their illness and medication they take?</p> <p>Do you have access to materials to give to service users regarding diagnosis and the nature of their mental health problems? Do you provide service users and involved carers with written details of the current medication regime? Do you provide service users and involved carers with written and oral information about the rationale, desired effect and possible side effects of prescribed medication? What kind of strategies to aid medication adherence are used when staff identify a problem?</p>
<p>17 The CRT provides psychological interventions</p>	<p>Are you supported in providing psychological interventions to service users?</p> <p>Can you access direct psychological consultancy input from a psychologist practitioner or accredited CBT therapist where needed? Do you provide any brief psychological interventions to service users and carers? Are staff provided with supervision or training in delivering psychosocial interventions from an experienced clinician at least every 2 months?</p>
<p>18 The CRT considers and addresses service users' physical health needs</p>	<p>Can you tell me about how you address physical health problems for service users you are seeing?</p> <p>Do you facilitate access to physical health investigations and treatments during CRT care for those with identified physical health problems? Do you provide or arrange screening for cardiovascular risk factors for at risk service users who consent to this? (or confirms provision during the last 12 months) Do you have working equipment and facilities and appropriately skilled personnel to carry out weight and blood pressure checks, urine testing for glucose levels?</p>

Item	Questions
<p>19 The CRT helps service users with social and practical problems</p>	<p>In terms of social and practical problems service users might face, do you help with any of the following areas?</p> <p>a) Basic living needs (e.g. ensuring access to food, heating and helping with immediately required cleaning or repairs);</p> <p>b) Benefits and debts (e.g. ensuring access to essential benefits/sources of income + assistance with urgent debt management);</p> <p>c) Urgent legal and social problems (e.g. assistance with urgent criminal justice matters; threats to current employment; threats to housing tenure)</p>
<p>20 The CRT provides individualised care</p>	<p>Can you tell me about how you provide individualised care?</p> <p>Do you record service users' individual needs and goals in initial assessments or treatment plans?</p> <p>Does the work you do with service users include some form of intervention in addition to medication review/delivery, risk assessment and referral on to other services?</p>
<p>21 CRT staff visits are long enough to discuss service users' and families' concerns</p>	<p>How long does a typical visit to a service user last for?</p>

Item	Questions
<p>22 The CRT prioritises good therapeutic relationships between staff and service users and carers</p>	<p>Do you receive any support with developing your interpersonal skills?</p> <p>(e.g. field mentoring?)</p>
<p>23 The CRT offers service users choice regarding location, timing and types of support</p>	<p>Can you tell me about how you offer service users choice?</p> <p>Where are you able to meet service users when you visit them? Do you arrange the time of visits to fit around service users' preferences?</p>
<p>24 The CRT helps plan service users' and service responses to future crises</p>	<p>Do you help service users to use structured self-management programmes to promote recovery or respond to future difficulties?</p>

Item	Questions
<p>25 The CRT plans aftercare with all service users</p>	<p>Do you plan aftercare with service users?</p> <p>Do you discuss and agree plans for ending CRT care and follow-on care with other involved secondary mental health services before a service user is discharged from the CRT? Do you make referrals to health services and other organisations identified to provide support post-discharge wherever additional support is required? Do you arrange a discharge meeting with service users and involved family? Are other involved mental health services invited to attend the discharge meeting? Is a written discharge plan is provided to service users? Are details of how to access crisis help in the future provided to the service user and involved family members?</p>
<p>26 The CRT prioritises acceptability to service users in how CRT care is ended</p>	<p>Can you tell me about how you manage the end of care?</p> <p>Are service users and involved family are given at least 48 hours' notice before discharge from the CRT (excluding hospital admission)? Do you discuss with service users and involved family how and when CRT care should end? Do you "taper" care i.e. planned decrease in frequency of care before discharge to meet service users' needs and preferences? Can service users or families contact the CRT directly for support or advice for at least 2 weeks following discharge (regardless of general referrals policy)? Do you provide service users and families with information about other services they could access following CRT discharge?</p>
<p>27 The CRT has adequate staffing levels</p>	<p>Do you feel have the resources (e.g. adequate staffing levels) to carry out same day crisis assessments and home visits to CRT service users?</p>

Item	Questions
<p>28 The CRT has a psychiatrist or psychiatrists in the CRT team, with adequate staffing levels</p>	<p>What's the psychiatrist cover like here?</p> <p>Can you obtain advice and arrange urgent psychiatric assessments within 4 hours for CRT service users from a psychiatrist within the local service system throughout the CRT's opening hours?</p>
<p>29 The CRT is a full multi-disciplinary staff team</p>	<p>N/A – covered in manager interview</p>
<p>30 The CRT provides a thorough induction programme for new staff and ongoing training and supervision in core competencies for CRT staff</p>	<p>What is involved in induction for new staff?</p> <p>E.g. at least 12 hours of CRT specific training/shadowing? What percentage of staff have received supervision at least monthly during the last 6 months? Do you have any regular (every two months) service-specific training?</p>

Item	Questions
<p>31 The CRT has comprehensive risk assessment and risk management procedures, including procedures for safeguarding children and vulnerable adults living with CRT service users</p>	<p>What ways do you identify and prioritise high risk service users?</p> <p>(e.g. specifically discussed at handovers, on team boards) Can you provide staff to stay with service users at home for extended periods (up to 4 hours) to manage risks in exceptional circumstances (e.g. carer absence, start of medication)?</p>
<p>32 The CRT has systems to ensure the safety of CRT staff members</p>	<p>What are the ways that you as staff are kept safe?</p> <p>Do you have lone worker and safety check-in policies which are adhered to? What kind of practical solutions are in place to enable visits to higher risk service users (e.g. visits in pairs, same gender workers, facilities to see service users on health service premises)? Does your manager provide same day debriefing/reflection for CRT staff following a threatening or upsetting incident? Are serious untoward incidents involving staff safety specifically recorded and reviewed at least annually to identify necessary changes to safety arrangements?</p>

Item	Questions
<p>33 The CRT has effective record keeping and communication procedures to promote teamwork and information sharing between CRT staff</p>	<p>How do you communicate as a team?</p> <p>Do you have handover meetings between each CRT shift? Do all day-time shifts start with handovers reviewing clinical status and immediate action steps for all current CRT service users? Do you have whole-team meetings at least once per month to address staff issues, team procedures and organisation (clinical discussions of clients are not held at this meeting)? Are staff contacts with service users are written up in patient records the same day at least 90% of the time? Do staff have immediate out-of-office access to read and write patient records?</p>
<p>34 The CRT works effectively with other community services</p>	<p>Can you tell me about how you work with other community services?</p> <p>Do you send discharge plans and treatment summaries to GPs within 3 days of discharge? Do you have a link worker with any community mental health services who visits the service at least monthly to discuss joint working issues? Do you meet with community mental health service managers at least every two months to review care pathways and referral protocols and address issues re joint working? What is your working relationships like with the CMHTs?</p>
<p>35 The CRT takes account of equality and diversity in all aspects of service provision</p>	<p>Can you tell me how accessible the service is?</p> <p>For example, can you access interpreters to attend in person/video conference within 24 hours and by phone within 4 hours? Do you monitor service accessibility? (e.g. gender, ethnicity, age?) Does the team broadly reflect the demographics of the local population? Can you give an example of an attempt during the last 12 months relevant to the local population to make the CRT service more appropriate for a minority group?</p>

Item	Questions
<p>36 The CRT has systems to provide consistency of staff and support to a service user during a period of CRT care</p>	<p>How do you ensure consistency of support for service users?</p> <p>Do you have a named worker or equivalent for each service user? Do you have any systems to limit the number of staff seen by a service user during an episode of CRT care? How else do you ensure continuity of care?</p>
<p>37 The CRT can access a range of crisis services to help provide an alternative to hospital admission for service users experiencing mental health crisis</p>	<p>Are there any other crisis services in the area?</p> <p>Can you refer to a residential crisis service? Can you refer to an acute day service?</p>
<p>38 The CRT provides frequent visits to service users</p>	<p>How often do you typically visit people per day, and per week?</p>
<p>39 The CRT mostly assesses and supports service users in their home</p>	<p>Whereabouts do you typically support service users?</p>

Questions for Interviews with CRT Manager

Item	Questions
<p>1 The CRT responds quickly to new referrals</p>	<p>Could you tell me about how referrals work here?</p> <p>Do you record and monitor response times to referrals? Do you review breaches of response targets? How quickly do you respond to the referrer? How quickly do you assess SUs once they have been referred? Do you provide an immediate mobile response to requests for assessment from emergency services?</p>
<p>2 The CRT is easily accessible to all eligible referrers</p>	<p>Do you have any paperwork preconditions before referral? Are you directly contactable for referrals by phone? Do you ask another service to assess SUs before you accept a referral?</p>
<p>3 The CRT accepts referrals from all sources</p>	<p>Who can make referrals?</p> <p>a) all secondary mental health services; b) GPs; c) other health services d) emergency services e) agencies other than health services which support people with mental health problems; f) known service users and their families; g) new service users and their families</p>
<p>4 The CRT will consider working with anyone who would otherwise be admitted to adult acute psychiatric hospital</p>	<p>Who is eligible to be referred?</p> <p>a) Personality disorder; b) Drug and alcohol problems; c) Learning difficulties; d) Age 16+ (unless specific youth or older age crisis services cater for these groups);</p> <p>Do you have written service guidance/protocol clearly specifies and publicises these criteria?</p>
<p>5 The CRT provides a 24 hour, seven day a week service</p>	<p>Do you visit service users at home, when needed, 24 hours a day, seven days a week?</p>

Item	Questions
<p>6 The CRT has a fully implemented “gatekeeping” role, assessing all patients before admission to acute psychiatric wards and deciding whether they are suitable for home treatment.</p>	<p>Can you tell me how gatekeeping works here?</p> <p>What percentage of voluntary admissions do you assess in person? What percentage of compulsory admissions do you assess in person? What percentage of people brought to a place of safety by the police do you assess in person? Do you have any systems identify and review failures in gatekeeping and plan to avoid recurrences?</p>
<p>7 The CRT facilitates early discharge from hospital</p>	<p>Do you do any work with the wards to support early discharge?</p> <p>Do you attend all acute wards serving the CRT catchment area at least three times per week to screen all service users for potential early discharge? What percentage of voluntary patients do you assess in person for early discharge? What percentage of compulsory patients do you assess in person for early discharge? What percentage of your caseload are service users being supported with early discharge? What percentage of patients do you help to leave the ward within 24 hours of being identified as ready for early discharge? Do you offer a same-day home visit to patients discharged early from hospital?</p>
<p>8 The CRT provides explanation and direction to other services for service users, carers and referrers regarding referrals which are not accepted</p>	<p>What alternative sources of support are there for service users requiring urgent help but not requiring hospital admission or CRT care?</p> <p>Can you refer in person to these services? Do you provide a written response, phone or face-to-face contact to referrers for service users assessed in person but not taken on? Do you monitor referrers for accepted and declined referrals and provide clear guidance about referral thresholds?</p>

Item	Questions
<p>9 The CRT responds to requests for help from service users and carers whom the CRT is currently supporting</p>	<p>What happens if a service user needs to contact the team?</p> <p>Are phone calls from service users or carers answered in person by a clinician? What percentage of calls are responded to within 1 hour by a clinician? What percentage of calls are responded to within 20 minutes by a clinician? Do you provide additional same-day home visits where needed in response to service users' and families' requests?</p>
<p>10 The CRT is a distinct service which only provides crisis assessment and brief home treatment</p>	<p>Do you consider the CRT a distinct service?</p> <p>For example, do you deliver any other services? E.g. A&E liaison, covering for CMHTs? How long do service users typically stay with your team? What percentage of service users accepted for treatment would otherwise have been admitted to hospital?</p>
<p>11 The CRT assertively engages and comprehensively assesses all service users accepted for CRT support</p>	<p>What kind of assertive engagement strategies do you use if there are difficulties making initial contact to assess a service user in person?</p>
<p>12 The CRT provides clear information to service users and families about treatment plans and visits</p>	<p>Do you provide written information about the CRT, its role and contact details to all service users and carers present at initial assessment?</p>

Item	Questions
<p>13 The CRT closely involves and works with families and wider social networks in supporting service users</p>	<p>Can you tell me how you work with families/carers?</p> <p>Do initial assessment or treatment plans identify the key people in service users' family or social network? Do you try to contact at least one key family or other person in their social network for all service users? Is at least one key family member or other person in the social network invited to care planning or review meetings, where the service user's consent is given? Is there an individualised role for at least one key family member or other person in the social network in treatment plans?</p>
<p>14 The CRT assesses carers' needs and offers carers emotional and practical support</p>	<p>Do you offer families/carers the opportunity to meet CRT staff separately from the service user to discuss their own support needs? Do you provide carers/families with information about local services for carers (e.g. welfare advice, carers groups)? Do you do carers support plans? How do you work with carers if the service user has said they do not want you to share information with them?</p>
<p>15 The CRT reviews, prescribes and delivers medication for all service users when needed</p>	<p>Can you tell me about the team's access to medication?</p> <p>Does your team include staff who can review and prescribe medication daily? Do you have access to out-of-hours medication review and prescription? Do you collect and deliver medication for service users up to twice a day where needed?</p>

Item	Questions
<p>16 The CRT promotes service users' and carers' understanding of illness and medication and addresses concerns about medication</p>	<p>What kind of strategies to aid medication adherence are used when staff identify a problem?</p>
<p>17 The CRT provides psychological interventions</p>	<p>Are staff supported in providing psychological interventions to service users?</p> <p>Does your team include a qualified psychologist practitioner or accredited CBT therapist at least 0.4 full time equivalent who sees CRT service users? Can staff access direct psychological consultancy input from a psychologist practitioner or accredited CBT therapist where needed? Are staff provided with supervision or training in delivering psychosocial interventions from an experienced clinician at least every 2 months?</p>

Item	Questions
<p>18 The CRT considers and addresses service users' physical health needs</p>	<p>Can you tell me about how you address physical health problems for service users you are seeing?</p> <p>Do you facilitate access to physical health investigations and treatments during CRT care for those with identified physical health problems? Do you provide or arrange screening for cardiovascular risk factors for at risk service users who consent to this? (or confirms provision during the last 12 months) Do you have working equipment and facilities and appropriately skilled personnel to carry out weight and blood pressure checks, urine testing for glucose levels?</p>
<p>19 The CRT helps service users with social and practical problems</p>	<p>In terms of social and practical problems service users might face, do you help with any of the following areas?</p> <p>c) Basic living needs (e.g. ensuring access to food, heating and helping with immediately required cleaning or repairs);</p> <p>d) Benefits and debts (e.g. ensuring access to essential benefits/sources of income + assistance with urgent debt management);</p> <p>c) Urgent legal and social problems (e.g. assistance with urgent criminal justice matters; threats to current employment; threats to housing tenure)</p>
<p>20 The CRT provides individualised care</p>	<p>Can you tell me about how you provide individualised care?</p> <p>Do you record service users' individual needs and goals in initial assessments or treatment plans? Does the work you do with service users include some form of intervention in addition to medication review/delivery, risk assessment and referral on to other services?</p>

Item	Questions
<p>21 CRT staff visits are long enough to discuss service users' and families' concerns</p>	<p>Do you record and monitor duration of visits and takes action if too many visits are excessively brief?</p>
<p>22 The CRT prioritises good therapeutic relationships between staff and service users and carers</p>	<p>Can you tell me about how you prioritise good therapeutic relationships between staff and service users?</p> <p>Are your recruitment procedures explicitly designed to identify staff with good interpersonal skills? (e.g. SU on panel? Role play?) Do you monitor and develop all CRT staff's interpersonal skills with service users and families? (e.g. field mentoring?) Do you seek feedback from service users (e.g. via survey or audit)? Can you give any examples about taking action to address resulting concerns and complaints?</p>
<p>23 The CRT offers service users choice regarding location, timing and types of support</p>	<p>Can you tell me about how you offer service users choice?</p> <p>Is accepting medication a precondition for receiving CRT care? Do you meet service users in a range of locations (not just a casualty department or hospital sites) where home visiting is not possible or not wanted by the service user? Do you arrange the time of visits to fit around service users' or carers' preferences or commitments (e.g. work, childcare)?</p>

Item	Questions
<p>24 The CRT helps plan service users' and service responses to future crises</p>	<p>Do you have systems to help service users develop advance directives where appropriate and to ensure existing advance directives are followed wherever possible?</p>
<p>25 The CRT plans aftercare with all service users</p>	<p>Do you plan aftercare with service users?</p> <p>Do you discuss and agree plans for ending CRT care and follow-on care with other involved secondary mental health services before a service user is discharged from the CRT? Do you make referrals to health services and other organisations identified to provide support post-discharge wherever additional support is required? Do you arrange a discharge meeting with service users and involved family? Do other involved mental health services attend the discharge meeting? Do you provide a written discharge plan to service users? Do you provide details of how to access crisis help in the future to the service user and involved family members?</p>
<p>26 The CRT prioritises acceptability to service users in how CRT care is ended</p>	<p>Can you tell me about how you manage the end of care?</p> <p>Are service users and involved family given at least 48 hours' notice before discharge from the CRT (excluding hospital admission)? Do you discuss with service users and involved family regarding how and when CRT care should end? Do you "taper" care i.e. planned decrease in frequency of care before discharge to meet service users' needs and preferences? Can service users or families contact the CRT directly for support or advice for at least 2 weeks following discharge (regardless of general referrals policy)? Do you provide service users and families with information about other services they could access following CRT discharge?</p>

Item	Questions
<p>27 The CRT has adequate staffing levels</p>	<p>In terms of staffing levels, what is the current number of staff?</p> <p>What is the typical caseload for the team? Do you have the resources to carry out same day crisis assessments and home visits to CRT service users? What percentage of staff are permanent (not bank or locum)?</p>
<p>28 The CRT has a psychiatrist or psychiatrists in the CRT team, with adequate staffing levels</p>	<p>What is your psychiatrist cover? E.g. number of days of psychiatrists' time per week?</p> <p>Can you obtain advice and arrange urgent psychiatric assessments within 4 hours for CRT service users from a psychiatrist within the local service system throughout the CRT's opening hours?</p>
<p>29 The CRT is a full multi-disciplinary staff team</p>	<p>Does your team include the following:</p> <ul style="list-style-type: none"> i) nurses; ii) occupational therapists; iii) clinical or counselling psychologists; iv) social workers; iv) psychiatrists; v) service user-employees; vi) other support staff without professional mental health qualifications; vii) pharmacists ix) Approved Mental Health Professionals or equivalent; x) non-medical prescribers; xi) family therapist; xii) accredited cognitive behavioural therapist

Item	Questions
<p>30 The CRT provides a thorough induction programme for new staff and ongoing training and supervision in core competencies for CRT staff</p>	<p>What is involved in induction for new staff?</p> <p>E.g. at least 12 hours of CRT specific training/shadowing? What percentage of staff have received supervision at least monthly during the last 6 months? Do you have any regular (every two months) service-specific training?</p>
<p>31 The CRT has comprehensive risk assessment and risk management procedures, including procedures for safeguarding children and vulnerable adults living with CRT service users</p>	<p>What ways do you identify and prioritise high risk service users?</p> <p>(e.g. specifically discussed at handovers, on team boards) Can you provide staff to stay with service users at home for extended periods (up to 4 hours) to manage risks in exceptional circumstances (e.g. carer absence, start of medication)?</p>

Item	Questions
<p>32 The CRT has systems to ensure the safety of CRT staff members</p>	<p>How do you keep staff safe?</p> <p>Do you have lone worker and safety check-in policies which are adhered to? What kind of practical solutions are in place to enable visits to higher risk service users (e.g. visits in pairs, same gender workers, facilities to see service users on health service premises)? Do you provide same day debriefing/reflection for CRT staff following a threatening or upsetting incident? Are serious untoward incidents involving staff safety specifically recorded and reviewed at least annually to identify necessary changes to safety arrangements?</p>
<p>33 The CRT has effective record keeping and communication procedures to promote teamwork and information sharing between CRT staff</p>	<p>How do you make sure the team communicates well?</p> <p>Do you have handover meetings between each CRT shift? Do all day-time shifts start with handovers reviewing clinical status and immediate action steps for all current CRT service users? Do you have whole-team meetings at least once per month to address staff issues, team procedures and organisation (clinical discussions of clients are not held at this meeting)? Are staff contacts with service users are written up in patient records the same day at least 90% of the time? Do staff have immediate out-of-office access to read and write patient records?</p>

Item	Questions
<p>34 The CRT works effectively with other community services</p>	<p>Can you tell me about how you work with other community services?</p> <p>Do you send discharge plans and treatment summaries to GPs within 3 days of discharge? Do you have a link worker with any community mental health services who visits the service at least monthly to discuss joint working issues? Do you meet with community mental health service managers at least every two months to review care pathways and referral protocols and address issues re joint working? What is your working relationships like with the CMHTs?</p>
<p>35 The CRT takes account of equality and diversity in all aspects of service provision</p>	<p>Can you tell me how accessible the service is?</p> <p>For example, can you access interpreters to attend in person/video conference within 24 hours and by phone within 4 hours? Do you monitor service accessibility? (e.g. gender, ethnicity, age?) Does the team broadly reflect the demographics of the local population? Can you give an example of an attempt during the last 12 months relevant to the local population to make the CRT service more appropriate for a minority group?</p>
<p>36 The CRT has systems to provide consistency of staff and support to a service user during a period of CRT care</p>	<p>How do you ensure consistency of support for service users?</p> <p>Do you have a named worker or equivalent for each service user? Do you have any systems to limit the number of staff seen by a service user during an episode of CRT care?</p>

Item	Questions
<p>37 The CRT can access a range of crisis services to help provide an alternative to hospital admission for service users experiencing mental health crisis</p>	<p>Are there any other crisis services in the area?</p> <p>Can you refer to a residential crisis service? Can you refer to an acute day service?</p>
<p>38 The CRT provides frequent visits to service users</p>	<p>How often do you typically visit people per day, and per week?</p>
<p>39 The CRT mostly assesses and supports service users in their home</p>	<p>Whereabouts do you typically support service users?</p>

Questions for Interviews with Community Service Managers

Reviewers need not follow the order of these questions. Additional questions may also be needed to clarify important information. Do discuss in detail on areas which are unclear or for which conflicting evidence has already been gathered. Do encourage the interviews to flow as a conversation, asking relevant questions as topics are raised.

Respondent's service:.....

Referrals and access

Item 1

How quickly does the CRT respond if you get in touch? (b)

How quickly can they arrange to assess a service user you refer? (c, d, e)

Can the CRT provide an immediate mobile response to requests for assessment from emergency services? (f)

Item 2

Does the CRT require you to fill in any paperwork before you refer to them?

Item 3

Can you refer directly to the CRT?

Item 4

Are there any groups of service user whom the CRT won't work with?

Item 5

Does the CRT provide a 24 hour, seven day a week service?

Item 8

If the CRT assesses a service user you have referred and decide not to take them on, do you get a written or verbal explanation of the decision? (b)

Are the CRT's thresholds for who they will work with clear and explained to you? (d)

Does the CRT refer in person to other sources support? (c)

Item 10

Do you think the CRT works exclusively with people who would otherwise have been admitted to hospital? (d, e) (check majority and 90%)

Item 11

If a service user you have referred is initially reluctant to see the CRT or is hard to get hold of, what does the CRT do? (b)

Item 22

Do you feel staff are caring and professional in their work with service users and families? (d)

Item 23

Do service users have to be accepting medication for the CRT to take them on? (a)

Item 25

If the CRT has been working with a service user from your team, do they discuss plans for ending CRT involvement and follow on care with your team before discharging the service user? (a)

Would someone from your team usually attend a CRT discharge meeting?
(d)

Item 27

Does the CRT ever stop accepting new referrals or decline to work with service users who are therefore admitted because of staff shortages? (c)

Item 28

Can the CRT get advice and arrange urgent psychiatric assessments within 4 hours? (c)

Item 34

If the CRT takes on a service user who you are involved with do you meet/work together much? (a)

Do you always get a copy of the CRT treatment plan/discharge plan? How quickly does this happen? (b)

Does the CRT have a link worker visits you service at least monthly to discuss joint working issues? (c)

Are there any joint meetings between you and the CRT manager to review care pathways/referral protocols etc.? (d)

Overall, how would you rate the relationship between your service and the CRT? (e)

Questions for Interviews with acute ward managers

Reviewers need not follow the order of these questions. Additional questions may also be needed to clarify important information. Do discuss in detail on areas which are unclear or for which conflicting evidence has already been gathered. Do encourage the interviews to flow as a conversation, asking relevant questions as topics are raised.

Respondent's
service:.....

Item 4

Are there any groups of service user whom the CRT won't work with?

Item 5

Does the CRT provide a 24 hour, seven day a week service?

Item 6

If a service user needs admission to hospital, how is that arranged?

What percentage of voluntary admissions does the CRT assess? (a, b) (check 90% and 98%)

What percentage of compulsory admissions does the CRT assess? (c, d) (check 67% and 90%)

Do the CRT and your service have any systems to flag up when gatekeeping policy has not been followed and review what happened? (e)

Item 7

Does the CRT work with you to help discharge patients from hospital early, with CRT support? How does this work?

How often does anyone from the CRT visit your ward? (a)

What proportion of voluntary/Section 2 patients on your ward do you think the CRT meets in person to discuss suitability for early discharge? (b, c)

Once someone has been identified as appropriate for early discharge is the CRT able to facilitate them leaving the ward within 24 hours? €

Does the CRT offer same-day home visit to discharged SUs? (f)

Item 27

Does the CRT ever stop accepting new referrals or decline to work with service users who are therefore admitted because of staff shortages? (c)

Item 34

Does the CRT have a link worker visits you service at least monthly to discuss joint working issues? (c)

Are there any joint meetings between you and the CRT manager to review care pathways/referral protocols etc.? (d)

Overall, how would you rate the relationship between your service and the CRT? (e)

CORE CRT Fidelity Review

Service User interview schedule

Item 3		Who referred you to the Crisis Team?			
SU1	SU2	SU3	SU4	SU5	SU6
<input type="radio"/> Staff on a Ward you were on <input type="radio"/> Yourself <input type="radio"/> Family or friends <input type="radio"/> A&E <input type="radio"/> GP <input type="radio"/> Another service:	<input type="radio"/> Staff on a Ward you were on <input type="radio"/> Yourself <input type="radio"/> Family or friends <input type="radio"/> A&E <input type="radio"/> GP <input type="radio"/> Another service:	<input type="radio"/> Staff on a Ward you were on <input type="radio"/> Yourself <input type="radio"/> Family or friends <input type="radio"/> A&E <input type="radio"/> GP <input type="radio"/> Another service:	<input type="radio"/> Staff on a Ward you were on <input type="radio"/> Yourself <input type="radio"/> Family or friends <input type="radio"/> A&E <input type="radio"/> GP <input type="radio"/> Another service:	<input type="radio"/> Staff on a Ward you were on <input type="radio"/> Yourself <input type="radio"/> Family or friends <input type="radio"/> A&E <input type="radio"/> GP <input type="radio"/> Another service:	<input type="radio"/> Staff on a Ward you were on <input type="radio"/> Yourself <input type="radio"/> Family or friends <input type="radio"/> A&E <input type="radio"/> GP <input type="radio"/> Another service:

Item 5		i) Did you ever need urgent help during the night from the Crisis Team?			
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 5	ii) If Yes – were they able to help you on the phone?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No					

Item 5	iii) Did they ever offer to visit in person during the night?				
SU1	SU2	SU3	SU4	SU5	SU6
iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No

Item 7	i) Did you spend any time on the ward before seeing the Crisis Team?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 7	ii) If Yes – did the Crisis Team work with you to help you leave the ward early?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 7	iii) If Yes – did the Crisis Team visit you the same day that you were discharged from the ward?				
SU1	SU2	SU3	SU4	SU5	SU6
iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No

Item 2b	i) Were you given a direct phone number to contact the Crisis Team?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 9	i) Did you ever use the phone number?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No					

Item 9a,	ii) If Yes - did the Crisis Team answer the phone in person?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 9b, 9c	iii) If Yes – how quickly were you able to talk to clinical staff?				
SU1	SU2	SU3	SU4	SU5	SU6
iii) <input type="radio"/> Straightaway <input type="radio"/> within 20 minutes <input type="radio"/> within 1 hour <input type="radio"/> more than 1 hour	iii) <input type="radio"/> Straightaway <input type="radio"/> within 20 minutes <input type="radio"/> within 1 hour <input type="radio"/> more than 1 hour	iii) <input type="radio"/> Straightaway <input type="radio"/> within 20 minutes <input type="radio"/> within 1 hour <input type="radio"/> more than 1 hour	iii) <input type="radio"/> Straightaway <input type="radio"/> within 20 minutes <input type="radio"/> within 1 hour <input type="radio"/> more than 1 hour	iii) <input type="radio"/> Straightaway <input type="radio"/> within 20 minutes <input type="radio"/> within 1 hour <input type="radio"/> more than 1 hour	iii) <input type="radio"/> Straightaway <input type="radio"/> within 20 minutes <input type="radio"/> within 1 hour <input type="radio"/> more than 1 hour

Item 9d	i) Did you ever ask the Crisis Team to come back a second time on a day when they had already visited you?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 9d	ii) If Yes – were they able to do this?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No					

Item 12a	i) When the Crisis Team saw you initially did they give you any written information about their role and how they would help you?				
SU1	SU2	SU3	SU4	SU5	SU6
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

Item 12b	ii) Did they give you a written treatment plan?				
SU1	SU2	SU3	SU4	SU5	SU6
<input type="radio"/> Yes, within 4 days <input type="radio"/> Yes, but later <input type="radio"/> No	<input type="radio"/> Yes, within 4 days <input type="radio"/> Yes, but later <input type="radio"/> No	<input type="radio"/> Yes, within 4 days <input type="radio"/> Yes, but later <input type="radio"/> No	<input type="radio"/> Yes, within 4 days <input type="radio"/> Yes, but later <input type="radio"/> No	<input type="radio"/> Yes, within 4 days <input type="radio"/> Yes, but later <input type="radio"/> No	<input type="radio"/> Yes, within 4 days <input type="radio"/> Yes, but later <input type="radio"/> No

Item 12c	iv) Generally, did they let you know in advance (at least the day before) when they would be visiting you?				
SU1	SU2	SU3	SU4	SU5	SU6
<input type="radio"/> At least a day before <input type="radio"/> On the same day <input type="radio"/> Turned up by surprise	<input type="radio"/> At least a day before <input type="radio"/> On the same day <input type="radio"/> Turned up by surprise	<input type="radio"/> At least a day before <input type="radio"/> On the same day <input type="radio"/> Turned up by surprise	<input type="radio"/> At least a day before <input type="radio"/> On the same day <input type="radio"/> Turned up by surprise	<input type="radio"/> At least a day before <input type="radio"/> On the same day <input type="radio"/> Turned up by surprise	<input type="radio"/> At least a day before <input type="radio"/> On the same day <input type="radio"/> Turned up by surprise

Item 12d	v) Were you given a definite visit time, or window of time not more than one hour?				
SU1	SU2	SU3	SU4	SU5	SU6
<input type="radio"/> Definite time <input type="radio"/> 1 hour window <input type="radio"/> Window of more than 1 hour	<input type="radio"/> Definite time <input type="radio"/> 1 hour window <input type="radio"/> Window of more than 1 hour	<input type="radio"/> Definite time <input type="radio"/> 1 hour window <input type="radio"/> Window of more than 1 hour	<input type="radio"/> Definite time <input type="radio"/> 1 hour window <input type="radio"/> Window of more than 1 hour	<input type="radio"/> Definite time <input type="radio"/> 1 hour window <input type="radio"/> Window of more than 1 hour	<input type="radio"/> Definite time <input type="radio"/> 1 hour window <input type="radio"/> Window of more than 1 hour

Item 12e	vi) Did they turn up reasonably on time (within an hour)?				
SU1	SU2	SU3	SU4	SU5	SU6
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

Item 12f	vii) If they were going to be late, did they contact you to let you know?				
SU1	SU2	SU3	SU4	SU5	SU6
<input type="radio"/> Always <input type="radio"/> Usually <input type="radio"/> Never					

Item 13	i) Did the Crisis Team try to find out if you had any family or friends who could give you some support?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 13c	ii) Did any of these people come to a care planning or review meeting with you and the Crisis Team?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 13e	iii) Did you feel that those identified were appropriately involved?				
SU1	SU2	SU3	SU4	SU5	SU6
iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No

ONLY ASK QUESTIONS FOR ITEM 14 IF THE PERSON YOU ARE TALKING TO HAS A CARER INVOLVED IN THEIR CARE

Item 14a	i) Did the Crisis Team staff offer to meet with your carer separately from you?				
C1	C2	C3	C4	C5	C6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 14b	ii) Did they provide your carer with information about local resources for carers such as carers' groups or welfare advice?				
C1	C2	C3	C4	C5	C6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 14d	iii) Did they provide your carer with their own written support plan?				
C1	C2	C3	C4	C5	C6
iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No

Item 15b, 15c	i) Did the Crisis Team bring you medication when you needed it?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 15c	ii) How often did they bring you medication?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Occasionally <input type="radio"/> Daily <input type="radio"/> More than once daily	ii) <input type="radio"/> Occasionally <input type="radio"/> Daily <input type="radio"/> More than once daily	ii) <input type="radio"/> Occasionally <input type="radio"/> Daily <input type="radio"/> More than once daily	ii) <input type="radio"/> Occasionally <input type="radio"/> Daily <input type="radio"/> More than once daily	ii) <input type="radio"/> Occasionally <input type="radio"/> Daily <input type="radio"/> More than once daily	ii) <input type="radio"/> Occasionally <input type="radio"/> Daily <input type="radio"/> More than once daily

Item 16b	i) Did you have any problems with side effects from the medication you were prescribed?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 16b	ii) If Yes – did the Crisis Team do anything to help you with this?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 16c	iii) Did the Crisis Team give you a list of what medication you should be taking and when?				
SU1	SU2	SU3	SU4	SU5	SU6
iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 16d	iv) Did they help you to understand any medication you were prescribed – such as what it was for or any possible side-effects?				
SU1	SU2	SU3	SU4	SU5	SU6
iv) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iv) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iv) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iv) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iv) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iv) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 16d	v) Did they give you any of this information in writing?				
SU1	SU2	SU3	SU4	SU5	SU6
v) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	v) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	v) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	v) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	v) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	v) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 16f	vi) Did you have any problems with taking your medication regularly and on time?				
SU1	SU2	SU3	SU4	SU5	SU6
vi) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vi) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vi) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vi) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vi) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vi) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 16f	vii) If Yes - did the Crisis Team do anything to help you with this?				
SU1	SU2	SU3	SU4	SU5	SU6
vii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 18a	i) Did the Crisis Team ask you about any physical health problems you might have had?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Items 18b, 18c	ii) If there were any, did they provide you with any help or offer any extra tests?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Left it to my GP	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Left it to my GP	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Left it to my GP	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Left it to my GP	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Left it to my GP	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Left it to my GP

Item 19	<p>Did the Crisis Team help you with any practical problems you might have? (Note: 'No' should only be ticked if there were problems with any of these areas that the Crisis Team did not help with, otherwise 'Not applicable' should be used.)</p> <p>i) Basic living needs (getting food, heating, cleaning, repairs)</p>				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 19	ii) Benefits or debts				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 19	iii) Urgent legal or social problems (including employment, housing, etc.)				
SU1	SU2	SU3	SU4	SU5	SU6
iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 20b	Did you feel that the treatment and support reflected your needs and what you wanted?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 21c	i) How long did the Crisis Team normally stay when they visited (on average)?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Less than 30 minutes <input type="radio"/> ½ to 1 hour <input type="radio"/> More than 1 hour	i) <input type="radio"/> Less than 30 minutes <input type="radio"/> ½ to 1 hour <input type="radio"/> More than 1 hour	i) <input type="radio"/> Less than 30 minutes <input type="radio"/> ½ to 1 hour <input type="radio"/> More than 1 hour	i) <input type="radio"/> Less than 30 minutes <input type="radio"/> ½ to 1 hour <input type="radio"/> More than 1 hour	i) <input type="radio"/> Less than 30 minutes <input type="radio"/> ½ to 1 hour <input type="radio"/> More than 1 hour	i) <input type="radio"/> Less than 30 minutes <input type="radio"/> ½ to 1 hour <input type="radio"/> More than 1 hour

Item 21d	ii) Did you feel that the visits were long enough for you to be able to discuss things you were concerned about?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 22d	i) Did you feel that the staff who visited you were kind, respectful, understanding?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 22d	ii) Did you feel listened to?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No					

Item 23b	i) Do you feel your preferences regarding your treatment options were considered and reflected in your treatment plan?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 23c	ii) Were the Crisis Team flexible about where you met?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 23d	iii) Were they flexible about the timing of visits?				
SU1	SU2	SU3	SU4	SU5	SU6
iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No

Item 24b	i) Did the Crisis Team assist you with any kind of structured self-management programme (e.g. WRAP, anxiety management – resources that focus on how to stay well)				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 24c	ii) Did they help you with an advance directive (e.g. information about how you want to be treated, should you become ill)				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 25c	i) Did the Crisis Team arrange a discharge meeting with you?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Items 25c, 25d	ii) If you had a discharge meeting, did anyone else attend?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Family <input type="radio"/> Friend <input type="radio"/> Anyone from another service	ii) <input type="radio"/> Family <input type="radio"/> Friend <input type="radio"/> Anyone from another service	ii) <input type="radio"/> Family <input type="radio"/> Friend <input type="radio"/> Anyone from another service	ii) <input type="radio"/> Family <input type="radio"/> Friend <input type="radio"/> Anyone from another service	ii) <input type="radio"/> Family <input type="radio"/> Friend <input type="radio"/> Anyone from another service	ii) <input type="radio"/> Family <input type="radio"/> Friend <input type="radio"/> Anyone from another service

Item 25e	iii) Did they give you a written discharge plan?				
SU1	SU2	SU3	SU4	SU5	SU6
iii) <input type="radio"/> Yes <input type="radio"/> No					

Item 25f	iv) Did they give you details of how you could access crisis help in the future if you needed it?				
SU1	SU2	SU3	SU4	SU5	SU6
iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No

Item 26a	i) How much notice did the Crisis Team give you about when you would stop seeing them?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> More than 48 hours <input type="radio"/> Less than 48 hours <input type="radio"/> No notice	i) <input type="radio"/> More than 48 hours <input type="radio"/> Less than 48 hours <input type="radio"/> No notice	i) <input type="radio"/> More than 48 hours <input type="radio"/> Less than 48 hours <input type="radio"/> No notice	i) <input type="radio"/> More than 48 hours <input type="radio"/> Less than 48 hours <input type="radio"/> No notice	i) <input type="radio"/> More than 48 hours <input type="radio"/> Less than 48 hours <input type="radio"/> No notice	i) <input type="radio"/> More than 48 hours <input type="radio"/> Less than 48 hours <input type="radio"/> No notice

Item 26b	ii) Did they discuss with you about how and when care from them should end?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 26c	iii) Did they discuss with you the idea of gradually decreasing their support?				
SU1	SU2	SU3	SU4	SU5	SU6
iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No

Item 26d	iv) Were you able to contact the Crisis Team once you had been discharged if you needed to?				
SU1	SU2	SU3	SU4	SU5	SU6
iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No

Item 26e	v) Did they give you any information about other local services or resources you could use?				
SU1	SU2	SU3	SU4	SU5	SU6
v) <input type="radio"/> Yes <input type="radio"/> No	v) <input type="radio"/> Yes <input type="radio"/> No	v) <input type="radio"/> Yes <input type="radio"/> No	v) <input type="radio"/> Yes <input type="radio"/> No	v) <input type="radio"/> Yes <input type="radio"/> No	v) <input type="radio"/> Yes <input type="radio"/> No

Item 27b	i) Did the Crisis Team ever have to cancel or change a visit because they were short-staffed?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 34a	i) Did you have anyone from other mental health services involved with you while the Crisis Team were supporting you?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 34a	ii) If Yes – did you have anyone from another service attend a meeting with you and the Crisis Team together?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 35e	i) Do you feel that the Crisis team provided a service that was sensitive to any needs regarding race, gender, ethnicity, age, sexuality or disability?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 36b	i) Did the Crisis Team allocate you a named worker?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 36d	ii) Did everyone you met seem to know about you and your needs (or did you have to keep repeating yourself with different people)?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 38b	Did the Crisis Team ever visit you more than twice a day?				
SU1	SU2	SU3	SU4	SU5	SU6
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

Item 39		i) Did the Crisis Team mostly see you at home?				
SU1	SU2	SU3	SU4	SU5	SU6	
i) <input type="radio"/> Yes <input type="radio"/> No						

Item 39		ii) If not, was that your choice?				
SU1	SU2	SU3	SU4	SU5	SU6	
ii) <input type="radio"/> Yes <input type="radio"/> No						

Extra notes:

CORE CRT Fidelity Review

Carer interview schedule

For scoring ***Item 2b*** please see page 3

Item 2, 3		Who referred the person you care for to the Crisis Team?			
C1	C2	C3	C4	C5	C6
<input type="radio"/> Staff on a Ward <input type="radio"/> Yourself <input type="radio"/> Another family member or friend <input type="radio"/> The person you care for <input type="radio"/> A&E <input type="radio"/> GP <input type="radio"/> Another service:	<input type="radio"/> Staff on a Ward <input type="radio"/> Yourself <input type="radio"/> Another family member or friend <input type="radio"/> The person you care for <input type="radio"/> A&E <input type="radio"/> GP <input type="radio"/> Another service:	<input type="radio"/> Staff on a Ward <input type="radio"/> Yourself <input type="radio"/> Another family member or friend <input type="radio"/> The person you care for <input type="radio"/> A&E <input type="radio"/> GP <input type="radio"/> Another service:	<input type="radio"/> Staff on a Ward <input type="radio"/> Yourself <input type="radio"/> Another family member or friend <input type="radio"/> The person you care for <input type="radio"/> A&E <input type="radio"/> GP <input type="radio"/> Another service:	<input type="radio"/> Staff on a Ward <input type="radio"/> Yourself <input type="radio"/> Another family member or friend <input type="radio"/> The person you care for <input type="radio"/> A&E <input type="radio"/> GP <input type="radio"/> Another service:	<input type="radio"/> Staff on a Ward <input type="radio"/> Yourself <input type="radio"/> Another family member or friend <input type="radio"/> The person you care for <input type="radio"/> A&E <input type="radio"/> GP <input type="radio"/> Another service:

Item 5	i) Did the person you care for ever need urgent help during the night from the Crisis Team?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 5	ii) If Yes – were they able to help on the phone?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 5	iii) Did they ever offer to visit in person during the night?				
SU1	SU2	SU3	SU4	SU5	SU6
iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No

Item 7e		i) Did the person you care for spend any time on the ward before seeing the Crisis Team?			
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 7e		ii) If Yes – did the Crisis Team work with them to help them leave the ward early?			
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 7f		iii) If Yes – did the Crisis Team visit them the same day that they were discharged from the ward?			
SU1	SU2	SU3	SU4	SU5	SU6
iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No

Item 2b	i) Were you given a direct phone number to contact the Crisis Team?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 9	i) Did you ever use the phone number?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No					

Item 9a,	ii) If Yes - did the Crisis Team answer the phone in person?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 9b, 9c	iii) If Yes – how quickly were you able to talk to clinical staff?				
SU1	SU2	SU3	SU4	SU5	SU6
iii) <input type="radio"/> Straightaway <input type="radio"/> within 20 minutes <input type="radio"/> within 1 hour <input type="radio"/> more than 1 hour	iii) <input type="radio"/> Straightaway <input type="radio"/> within 20 minutes <input type="radio"/> within 1 hour <input type="radio"/> more than 1 hour	iii) <input type="radio"/> Straightaway <input type="radio"/> within 20 minutes <input type="radio"/> within 1 hour <input type="radio"/> more than 1 hour	iii) <input type="radio"/> Straightaway <input type="radio"/> within 20 minutes <input type="radio"/> within 1 hour <input type="radio"/> more than 1 hour	iii) <input type="radio"/> Straightaway <input type="radio"/> within 20 minutes <input type="radio"/> within 1 hour <input type="radio"/> more than 1 hour	iii) <input type="radio"/> Straightaway <input type="radio"/> within 20 minutes <input type="radio"/> within 1 hour <input type="radio"/> more than 1 hour

Item 9d	i) Did you ever ask the Crisis Team to come back a second time on a day when they had already visited?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 9d	ii) If Yes – were they able to do this?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No					

Item 12a	i) When the Crisis Team saw the person you care for initially did they provide written information about their role and how they would help?				
SU1	SU2	SU3	SU4	SU5	SU6
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

Item 12b	ii) Did they give the person you care for a written treatment plan?				
SU1	SU2	SU3	SU4	SU5	SU6
<input type="radio"/> Yes, within 4 days <input type="radio"/> Yes, but later <input type="radio"/> No	<input type="radio"/> Yes, within 4 days <input type="radio"/> Yes, but later <input type="radio"/> No	<input type="radio"/> Yes, within 4 days <input type="radio"/> Yes, but later <input type="radio"/> No	<input type="radio"/> Yes, within 4 days <input type="radio"/> Yes, but later <input type="radio"/> No	<input type="radio"/> Yes, within 4 days <input type="radio"/> Yes, but later <input type="radio"/> No	<input type="radio"/> Yes, within 4 days <input type="radio"/> Yes, but later <input type="radio"/> No

Item 12c	iv) Generally, did they let you or the person you care for know in advance when they would be visiting?				
SU1	SU2	SU3	SU4	SU5	SU6
<input type="radio"/> At least a day before <input type="radio"/> On the same day <input type="radio"/> Turned up by surprise	<input type="radio"/> At least a day before <input type="radio"/> On the same day <input type="radio"/> Turned up by surprise	<input type="radio"/> At least a day before <input type="radio"/> On the same day <input type="radio"/> Turned up by surprise	<input type="radio"/> At least a day before <input type="radio"/> On the same day <input type="radio"/> Turned up by surprise	<input type="radio"/> At least a day before <input type="radio"/> On the same day <input type="radio"/> Turned up by surprise	<input type="radio"/> At least a day before <input type="radio"/> On the same day <input type="radio"/> Turned up by surprise

Item 12d v) Were you or the person you care for given a definite visit time, or window of time not more than one hour?						
SU1	SU2	SU3	SU4	SU5	SU6	
<input type="radio"/> Definite time <input type="radio"/> 1 hour window <input type="radio"/> Window of more than 1 hour	<input type="radio"/> Definite time <input type="radio"/> 1 hour window <input type="radio"/> Window of more than 1 hour	<input type="radio"/> Definite time <input type="radio"/> 1 hour window <input type="radio"/> Window of more than 1 hour	<input type="radio"/> Definite time <input type="radio"/> 1 hour window <input type="radio"/> Window of more than 1 hour	<input type="radio"/> Definite time <input type="radio"/> 1 hour window <input type="radio"/> Window of more than 1 hour	<input type="radio"/> Definite time <input type="radio"/> 1 hour window <input type="radio"/> Window of more than 1 hour	

Item 12e vi) Did they turn up reasonably on time (within an hour)?						
SU1	SU2	SU3	SU4	SU5	SU6	
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	

Item 12f vii) If they were going to be late, did they contact you or the person you care for to let you know?						
SU1	SU2	SU3	SU4	SU5	SU6	
<input type="radio"/> Always <input type="radio"/> Usually <input type="radio"/> Never	<input type="radio"/> Always <input type="radio"/> Usually <input type="radio"/> Never	<input type="radio"/> Always <input type="radio"/> Usually <input type="radio"/> Never	<input type="radio"/> Always <input type="radio"/> Usually <input type="radio"/> Never	<input type="radio"/> Always <input type="radio"/> Usually <input type="radio"/> Never	<input type="radio"/> Always <input type="radio"/> Usually <input type="radio"/> Never	

Item 13	i) Was the person you care for willing for you to be involved with their care?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 13c	ii) If Yes – were you (or anyone else supporting the person you care for) invited to a care planning or review meeting with the Crisis Team?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 13e	iii) Overall, did the Crisis Team involve you in supporting the person you care for?				
SU1	SU2	SU3	SU4	SU5	SU6
iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No

Item 14a	i) Did the Crisis Team staff offer to meet with you on your own, separately from the person you care for?				
C1	C2	C3	C4	C5	C6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 14b	ii) Did they provide you with information about local resources for carers such as carers' groups or welfare advice)?				
C1	C2	C3	C4	C5	C6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 14d	iii) Did they provide you with your own written support plan?				
C1	C2	C3	C4	C5	C6
iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No

Item 15b, 15c	i) Did the Crisis Team bring medication for the person you care for when needed?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 15c	ii) How often did they bring medication?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Occasionally <input type="radio"/> Daily <input type="radio"/> More than once daily	ii) <input type="radio"/> Occasionally <input type="radio"/> Daily <input type="radio"/> More than once daily	ii) <input type="radio"/> Occasionally <input type="radio"/> Daily <input type="radio"/> More than once daily	ii) <input type="radio"/> Occasionally <input type="radio"/> Daily <input type="radio"/> More than once daily	ii) <input type="radio"/> Occasionally <input type="radio"/> Daily <input type="radio"/> More than once daily	ii) <input type="radio"/> Occasionally <input type="radio"/> Daily <input type="radio"/> More than once daily

Item 16b	i) Did the person you care for have any problems with side effects from the medication prescribed?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 16b	ii) If Yes – did the Crisis Team do anything to help with this?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 16c	iii) Did the Crisis Team give you or the person you care for a list of what medication they should be taking and when?				
SU1	SU2	SU3	SU4	SU5	SU6
iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 16d	iv) Did they help you and the person you care for to understand any medication prescribed – such as what it was for or any possible side-effects?				
SU1	SU2	SU3	SU4	SU5	SU6
iv) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iv) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iv) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iv) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iv) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iv) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 16d	v) Did they give you any of this information in writing?				
SU1	SU2	SU3	SU4	SU5	SU6
v) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	v) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	v) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	v) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	v) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	v) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 16f	vi) Did the person you care for have any problems with taking their medication regularly and on time?				
SU1	SU2	SU3	SU4	SU5	SU6
vi) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vi) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vi) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vi) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vi) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vi) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 16f	vii) If Yes - did the Crisis Team do anything to help with this?				
SU1	SU2	SU3	SU4	SU5	SU6
vii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	vii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 18a	i) Did the Crisis Team ask about any physical health problems the person you care for might have had?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Items 18b, 18c	ii) If there were any, did they provide you with any help or offer any extra tests?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Left it to my GP	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Left it to my GP	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Left it to my GP	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Left it to my GP	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Left it to my GP	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Left it to my GP

Item 19	Did the Crisis Team help with any practical problems? (Note: 'No' should only be ticked if there were problems with any of these areas that the Crisis Team did not help with, otherwise 'Not applicable' should be used.)				
	i) Basic living needs (getting food, heating, cleaning, repairs)				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 19	ii) Benefits or debts				
	SU1	SU2	SU3	SU4	SU5
ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	ii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 19	iii) Urgent legal or social problems (including employment, housing, etc.)				
SU1	SU2	SU3	SU4	SU5	SU6
iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	iii) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 20b	Did you feel that the treatment and support reflected the needs of the person you care for and what they wanted?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 21c	i) How long did the Crisis Team normally stay when they visited (on average)?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Less than 30 minutes <input type="radio"/> ½ to 1 hour <input type="radio"/> More than 1 hour	i) <input type="radio"/> Less than 30 minutes <input type="radio"/> ½ to 1 hour <input type="radio"/> More than 1 hour	i) <input type="radio"/> Less than 30 minutes <input type="radio"/> ½ to 1 hour <input type="radio"/> More than 1 hour	i) <input type="radio"/> Less than 30 minutes <input type="radio"/> ½ to 1 hour <input type="radio"/> More than 1 hour	i) <input type="radio"/> Less than 30 minutes <input type="radio"/> ½ to 1 hour <input type="radio"/> More than 1 hour	i) <input type="radio"/> Less than 30 minutes <input type="radio"/> ½ to 1 hour <input type="radio"/> More than 1 hour

Item 21d	ii) Did you feel that the visits were long enough for you to be able to discuss things you or the person you care for were concerned about?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 22d	i) Did you feel that the staff who visited you were kind, respectful, understanding?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 22d	ii) Did you feel listened to?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No					

Item 23c	ii) Were the Crisis Team flexible about where you met?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 23d	iii) Were they flexible about the timing of visits?				
SU1	SU2	SU3	SU4	SU5	SU6
iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No

Item 24b	i) Did the Crisis Team assist the person you care for with any kind of structured self-management programme (e.g. WRAP, anxiety management – resources that focus on how to stay well)				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 24c	ii) Did they help with an advance directive (e.g. information about how you want to be treated, should you become ill)				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 25c	i) Did the Crisis Team arrange a discharge meeting with you and the person you care for?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Items 25c, 25d	ii) If you had a discharge meeting, did anyone else attend?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Family <input type="radio"/> Friend <input type="radio"/> Anyone from another service	ii) <input type="radio"/> Family <input type="radio"/> Friend <input type="radio"/> Anyone from another service	ii) <input type="radio"/> Family <input type="radio"/> Friend <input type="radio"/> Anyone from another service	ii) <input type="radio"/> Family <input type="radio"/> Friend <input type="radio"/> Anyone from another service	ii) <input type="radio"/> Family <input type="radio"/> Friend <input type="radio"/> Anyone from another service	ii) <input type="radio"/> Family <input type="radio"/> Friend <input type="radio"/> Anyone from another service

Item 25e	iii) Did they give the person you care for a written discharge plan?				
SU1	SU2	SU3	SU4	SU5	SU6
iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No

Item 25f	iv) Did they give you details of how you could access crisis help in the future if you needed it?				
SU1	SU2	SU3	SU4	SU5	SU6
iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No

Item 26a	i) How much notice did the Crisis Team give you or the person you care for about when care from them would end?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> More than 48 hours <input type="radio"/> Less than 48 hours <input type="radio"/> No notice	i) <input type="radio"/> More than 48 hours <input type="radio"/> Less than 48 hours <input type="radio"/> No notice	i) <input type="radio"/> More than 48 hours <input type="radio"/> Less than 48 hours <input type="radio"/> No notice	i) <input type="radio"/> More than 48 hours <input type="radio"/> Less than 48 hours <input type="radio"/> No notice	i) <input type="radio"/> More than 48 hours <input type="radio"/> Less than 48 hours <input type="radio"/> No notice	i) <input type="radio"/> More than 48 hours <input type="radio"/> Less than 48 hours <input type="radio"/> No notice

Item 26b	ii) Did they discuss with you or the person you care for about how and when care from them should end?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 26c	iii) Did they discuss with you or the person you care for the idea of gradually decreasing their support?				
SU1	SU2	SU3	SU4	SU5	SU6
iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No	iii) <input type="radio"/> Yes <input type="radio"/> No

Item 26d	iv) Were you or the person you care for able to contact the Crisis Team once you had been discharged if you needed to?				
SU1	SU2	SU3	SU4	SU5	SU6
iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No	iv) <input type="radio"/> Yes <input type="radio"/> No

Item 26e	v) Did they give you any information about other local services or resources you could use?				
SU1	SU2	SU3	SU4	SU5	SU6
v) <input type="radio"/> Yes <input type="radio"/> No	v) <input type="radio"/> Yes <input type="radio"/> No	v) <input type="radio"/> Yes <input type="radio"/> No	v) <input type="radio"/> Yes <input type="radio"/> No	v) <input type="radio"/> Yes <input type="radio"/> No	v) <input type="radio"/> Yes <input type="radio"/> No

Item 27b	i) Did the Crisis Team ever have to cancel or change a visit because they were short-staffed?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 34a	i) Was there anyone from other mental health services involved while the Crisis Team were supporting the person you care for?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 34a	ii) If Yes – did anyone from another service attend a meeting with you or the person you care for and the Crisis Team together?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 35e	i) Do you feel that the Crisis team provided a service that was sensitive to any needs regarding race, gender, ethnicity, age, sexuality or disability?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 36b	i) Did the Crisis Team allocate you a named worker to the person you care for?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable	i) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

Item 36d	ii) Did everyone you meet seem to know about the person you care for and their needs (or did either of you have to keep repeating yourself with different people)?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Item 38b	Did the Crisis Team ever visit more than twice a day?				
SU1	SU2	SU3	SU4	SU5	SU6
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

Item 39	i) Did the Crisis Team mostly see the person you care for at home?				
SU1	SU2	SU3	SU4	SU5	SU6
i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No	i) <input type="radio"/> Yes <input type="radio"/> No

Item 39	ii) If not, was that the choice of the person you care for?				
SU1	SU2	SU3	SU4	SU5	SU6
ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No	ii) <input type="radio"/> Yes <input type="radio"/> No

Extra notes:

CORE CRT Fidelity Reviews – Checklist of information needed from case notes

Item #	Information needed	SU1	SU2	SU3	SU4	SU5	SU6	SU7	SU8	SU9	SU10	Sum
9e	If an additional home visit was requested and was considered appropriate, was it provided? (Y/N/n/a)											
10b 10c	Duration of CRT care (days) <i>(excluding planned tapering period)</i>											
11a	Were presenting circumstances assessed?											
11a	Was mental state assessed?											
11a	Were symptoms assessed?											
11a	Was current medication + adherence assessed?											
11a	Was family/social network assessed?											
11a	Was social functioning assessed?											
11a	Was substance misuse assessed?											
11a	Was risk assessed?											
11a	Were strengths goals and preferences assessed?											
11a	Was personal/psychiatric history assessed?											
11a	Were involved carers' views assessed?											

Item #	Information needed	SU1	SU2	SU3	SU4	SU5	SU6	SU7	SU8	SU9	SU10	Sum
11a	Were religious/spiritual needs assessed?											
11a	Initial assessment: number of domains assessed											
11b	Any evidence of assertive engagement strategies? (Y/N)											
12b	How soon after start of CRT care is treatment plan made? (days)											
13a	Family/carers identified? (Y/N)											
13b	Documented attempts to contact at least one carer? (Y/N/n/a)											
13c	Carer invited to care planning meeting? (Y/N/n/a)											
13d	Individualised role for at least one carer? (Y/N/n/a)											

Item #	Information needed	SU1	SU2	SU3	SU4	SU5	SU6	SU7	SU8	SU9	SU10	Sum
14a	Carers offered the opportunity to meet CRT staff separately from the service user to discuss their own support needs? (Y/N/n/a)											
14b	Information provided to carers about local services for them (e.g. welfare advice, carers groups)? (Y/N/n/a)											
14c	Carer's support plan completed and a copy given to carer? (Y/N/n/a)											
15	Medication prescribed? (Y/N/n/a)											
15c	Medication collected and delivered? (Y/N/n/a)											
16b	Side-effects assessed? (S/U/N/n/a (structured, unstructured, no)											
16c	Written details of current medication regime provided to SU/carer? (Y/N/n/a)											

Item #	Information needed	SU1	SU2	SU3	SU4	SU5	SU6	SU7	SU8	SU9	SU10	Sum
16d	Written and oral information given about rationale, desired effect and possible side effects of medication? (Y/N/n/a)											
16e	Adherence assessed? (Y/N/n/a)											
16f	Adherence addressed where problems identified? (Y/N/n/a)											
17c	Brief Psychological intervention provided? (Y/N)											
18a	Physical health assessed? (Y/N)											
18b	Plan to access treatment/tests if problem identified? (Y/N/n/a)											
18c	SU at high risk of CVD? (Y=history of CVD, on anti-psychotics or tricyclic anti-depressants) (Y/N/n/a or unknown)											
18c	CVD risks screening carried out or confirmed within last year? (Y/N/n/a)											

Item #	Information needed	SU1	SU2	SU3	SU4	SU5	SU6	SU7	SU8	SU9	SU10	Sum
19a	Basic living needs intervention? (Y/N/n/a) (No = no, but need identified; n/a =no need identified)											
19b	Benefits/debts intervention? (Y/N/n/a) (No = no, but need identified; n/a =no need identified)											
19c	Social/legal intervention? (Y/N/n/a) (No = no, but need identified; n/a =no need identified)											
20a	Individualised needs and goals recorded? (Y/N)											
20b	Any indication that treatment and support does NOT reflect service users' needs and goals? (Y/N)											
20c	Support includes some form of intervention in addition to medication review/delivery, risk assessment and referral on. (Y/N)											
21b	Visits of 30 mins+ each day seen? (Y/N/nr - not recorded)											

Item #	Information needed	SU1	SU2	SU3	SU4	SU5	SU6	SU7	SU8	SU9	SU10	Sum
23b	Any evidence that service users' treatment preferences NOT recorded and reflected in plans? (Y/N)											
24a, b	Relapse prevention plan in notes? (F/P/N) <i>(fully, partially, no)</i>											
24c	Offered help with any other structured self-management program? (Y/N)											
24d	Advance directive discussed or documented in notes? (Y/N)											
25a	Ending care discussed with other involved mental health services before a service user is discharged from CRT? (Y/N/n/a)											
25b	Referrals to other services? (Y/N/n/a) <i>(n/a = other mental health services already providing care)</i>											

Item #	Information needed	SU1	SU2	SU3	SU4	SU5	SU6	SU7	SU8	SU9	SU10	Sum
25c	Discharge meeting? (Y/N)											
25c	Involved family invited to discharge meeting? (Y/N/n/a)											
25d	Other involved mental health service staff attend discharge meeting?(Y/N/n/a)											
25e	Written discharge plan sent to service user? (Y/N)											
26a	48hours notice re ending of CRT care? (Y/N)											
26b	Discussion documented with service user + family re views/preferences? (Y/N)											
26c	Evidence of tapered ending to care? (Y/N)											

Item #	Information needed	SU1	SU2	SU3	SU4	SU5	SU6	SU7	SU8	SU9	SU10	Sum
31a	Full risk assessment in notes? (Y/N)											
31b	Individualised risk management plan in notes? (Y/N)											
31c	Risk assessment and plan reviewed or updated during CRT care? (Y/N)											
33d	Any evidence notes were written up more than 1 day post hoc? (Y/N)											
34a	Joint meeting during CRT care with other involved mental health services (Y/N/n/a)											
34b	Discharge summary to GP within three days (Y/N/?) <i>?=unclear from notes</i>											
35a	Interpreter needed? (Y/N/n/a)											

Item #	Information needed	SU1	SU2	SU3	SU4	SU5	SU6	SU7	SU8	SU9	SU10	Sum
35e	Any evidence the service provided was not sensitive to diversity needs? (Y/N)											
36b	Named worker identified (Y/N)											
38a	Seen twice a day for three consecutive days (Y/N)											
38b	Seen more than twice a day where needed (Y/N/n/a)											
38c	Seen more than 7 times during first week (Y/N)											
38d	Seen at least 5 times per week on average during active care (Y/N) <i>Exclude planned tapering period at end of care</i>											
39	Seen at least 80% at home (Y/N/n/a) <i>n/a = service user expressed a preference to be seen elsewhere)</i>											