

## Contact Us

St Andrew's Place  
271 St George's Road  
Hull  
HU3 3SW

**Tel:** 01482 301701

## Opening times

8pm to 2am, seven days a week

## Patient Advice and Liaison Service (PALS) and Complaints

Humber Teaching NHS Foundation Trust  
Trust Headquarters  
Willerby Hill  
Beverley Road  
Willerby  
HU10 6ED

Tel. 01482 303930  
Email. [HNF-TR.pals@nhs.net](mailto:HNF-TR.pals@nhs.net)  
Email. [HNF-TR.complaints@nhs.net](mailto:HNF-TR.complaints@nhs.net)



[www.humber.nhs.uk](http://www.humber.nhs.uk)



# The Crisis Pad

Working together to provide a  
sanctuary for adults in emotional  
distress

Publication Date: February 2018  
Review Date: February 2020



## What is the Crisis Pad?

The Crisis Pad is a safe place for people aged 18 and above from Hull and East Riding who are experiencing emotional crisis or distress and who require a safe, calm environment to aid their recovery.

## Working in partnership

Humber NHS Foundation Trust and Humbercare are working in partnership to support people experiencing a mental health crisis.

Our aims are to:

- improve support for people experiencing a mental health crisis out of hours;
- support crisis resolution through brief treatment interventions and techniques that will deliver self-care;
- reduce the number of hospital admissions due to the lack of alternative support out of hours;
- reduce the use of emergency services, including A&E, by providing an alternative safe place for people in distress.

## About us

The Crisis Pad is staffed by qualified practitioners, assistants and volunteers from 8pm to 2am, seven days a week.

## Referral to the Crisis Pad

To access the Crisis Pad a referral must come from the Mental Health Response Service (Tel: 01482 301701).



## Carers and family members

We welcome and provide advice and support to carers and family members who are providing support to the person in crisis.

## What to expect

When you arrive at the Crisis Pad you will be greeted by a friendly member of the team.

## Facilities

- Communal lounge with a TV, DVD, music and board games.
- Showering facilities.
- Three individual therapy rooms.
- Hot and cold drinks.
- Light snacks.

## Self-enablement

Our team will provide you with:

- signposting to other agencies;
- emotional support;
- support to help yourself in a crisis;
- self-help booklets;
- an appointment for a daytime follow up;
- a holistic approach to your situation;
- a friendly and welcoming environment;
- one-to-one time and group therapy.

