Pennine Care
NHS Foundation Trust

September 2026

New crisis resolution home treatment service

Updated GP information

We recently shared a briefing about our £4m investment into new crisis resolution home treatment services.

This update is to let you know that Tameside and Glossop service will also start to accept referrals from Monday (28 September).

(*) Recruitment to the Tameside and Glossop team is still underway. Some parts of the new service may not always be available as quickly as planned, particularly outside normal working hours. During these periods, we'll continue to ensure the person receives safe and effective care that meets their needs.

Important information:

- **GPs can refer directly** to the service.
- Direct referrals are accepted from all other professionals, **reducing unnecessary appointments and freeing up your time.**
- The service is for **people experiencing a mental health crisis only**. For those with less urgent needs, **please continue to refer to other appropriate services** e.g. neighbourhood mental health team.
- If the patient is **already receiving care from another mental health team** and it's within working hours, please contact them in the first instance (if known).
- **A review of the new service will be undertaken**. Your feedback will be vital in helping us understanding what's working well and where further improvements are needed. We'll let you know how you can share feedback soon.

About the new service

On Monday 28 September, a new crisis resolution home treatment service will launch in:

- Bury
- Heywood, Middleton and Rochdale
- Oldham
- Stockport
- Tameside and Glossop

The new services build on our current home treatment teams, bringing assessment, treatment and support together into one joined up service **for people aged 18-65 *(day before 65th birthday)* experiencing a mental health crisis**. This could include:

- Self-harm, active suicidal thoughts, significant emotional distress, behavioural disturbance, or other indicators of an escalating mental health crisis which are not longstanding.
- Rapid deterioration in their mental health, and wellbeing associated with factors such as:
    - Breakdown or loss of support systems.
    - Abuse, exploitation, or safeguarding concerns.
    - Acute interpersonal or environmental stressors.

Available 24 hours a day, 7 days a week, the service can:

- Quickly assess people experiencing a mental health crisis.
- Offer rapid face-to-face assessments for people who meet the criteria:
    - Very urgent: 4-hour response
    - Urgent: 24-hour response
- Provide intensive support at home or in the community, to help people avoid a hospital admission.
- Support people until their crisis has improved, then help them move on to another appropriate service, where needed.
- Help people leave hospital sooner by providing ongoing intensive support and risk management at home.
- Work closely with you and other partners to provide joined-up care.

How to refer

Full details are provided in the **attached referral guide**, which you can save or print.

In summary:

- Before referring to us, please **assess the patient** (face-to-face or via phone by exception) using the referral guidance above.
- People in crisis should be **referred immediately** to avoid delays and ensure support is provided within the required 4-hour and 24-hour response.
- **All referrals must be made via phone**. The call will focus on the key information about the patient. It's designed to be a **quick and simple process** which takes less time than a referral form. Phone referrals were agreed because:
    - It's the quickest and safest way to ensure people in crisis receive timely support.
    - It allows the practitioner to discuss and understand the patient's needs and what support is most appropriate.
- **Where clinically appropriate**, the patient should **remain available** during triage to provide additional information, agree appointment arrangements, and explore alternative support options identified during the discussion
- **Up to date patient contact details** are vital – particularly when it isn't possible for the patient to remain available for triage, as we will need to contact them directly.

- We’re committed to doing everything possible to ensure a practitioner is available to answer calls immediately. If a practitioner is not immediately available, they will aim to call you back within 30 minutes, or at another time that fits around your clinical commitments.

Service contact numbers

From Monday 28 September:

- **Bury:** 0161 716 1066 / 07517 576 478
- **Rochdale borough**: 01706 676 161 / 07912 454 807
- **Oldham**: 0161 716 2220 / / 07517 581 408
- **Stockport:** 0161 716 5825 / 07912 454 308
- **Tameside and Glossop**: 0161 716 3539 / 07876354941