

Working together to be the best we can be

Improving Communication- Improving Outcome

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Background

Historical service change in North Ceredigion had resulted in the CRHTT being based away from other mental health services. This led to a lack of communication between teams, and a lack of understanding of the roles and pressures experienced by both the CRHTT and the community mental health services (CMHS).

This lack of communication was having a detrimental impact on the service users' journey to recovery.

To address these issues the CMHS and CRHTT were moved into the same building

A daily 'hub' meeting, attended by the MDT, was set up



Conclusions and Recommendations

The continued support of operational managers to recognise that closer working between teams has a positive benefit for all concerned.

The placement of teams in a shared space, not just a building, has a positive effect on the learning, development and motivation of staff.

Where teams are placed has a direct impact on the service users journey.