

### Crisis Component of Newark and Sherwood FACT Team

Service users currently open to mental health services in the Newark and Sherwood sector, or recently closed to the duty system (up to one year of recent crisis contact), can self-refer to the duty system.

Exceptions to this are:

- Service users who have not had contact for over one year (in this case the team would ensure the service users safety through a triage risk assessment in the first instance and signpost them appropriately. Staff are also expected to identify any action needed for those service users not known/over the one-year time limit as they have specific call logs for those instances).
- Service users who might be seen routinely within the FACT model (i.e. not an urgent/crisis case) who may have been discharged or disengaged from services. In this instance the team would ask them to re-attend their GP to discuss a re-referral, again triaging for risk and urgency when they make contact before making this decision.

The team leader, Kirstie Joynson, welcomes direct calls from GPs to discuss concerns when they arise. She can be contacted at the Newark FACT team on 01636 670600.