



How to promote the Crisis Tools

Overview

This guide is intended to help you promote the Healthy Teen Mind (HTM) Crisis Tools learning guides developed with Health Education England (HEE), HTM, young advisors and a professional advisory group in 2021.

Background

The NHS Long Term Plan sets an ambition for more comprehensive crisis pathways in every area that can meet the continuum of needs and preferences for accessing crisis care, whether it be in communities, people's homes, emergency departments, inpatient services, or transport by ambulance.

A scoping report commissioned by HEE identified children and young people's (CYP) mental health as an area where staff need training to help develop their confidence, knowledge, and skills. This was to support the part of the crisis care deliverables for CYP, in the ambitions of the NHS Long Term Plan.

HEE commissioned HTM to develop 'bitesize' online resources, addressing the key themes identified as skills/confidence gaps by both young people who are experts by experience and staff.

The Crisis Tools learning sits on a new publicly open website - www.crisistools.org.uk and are presented in video and text format with accompanying downloadable guides. The four Crisis Tools learning content covers:

1. [What we need you to know?](#) - outlines key challenges and strategies that individuals need to know before they begin their interaction with a young person in crisis.
2. [How to start the conversation.](#) – features practical tips to help set up for success and build trust when supporting a young person in-person, over the phone or online.
3. [So you want to talk about risk?](#) – explores the risk conversation from a young person's perspective, including how to get the conversation back on track when things go wrong and practical approaches.
4. [How to wrap things up.](#) – covers key tips and strategies to help end a conversation in a collaborative way that feels safe for everyone.

Who is the resource for?

The learning resource can be used by:

- mental health staff who may encounter young people in a crisis, this will include a multi-disciplinary staff group incl. non-clinical roles
- individuals working in other health and care settings such as primary care, urgent and emergency care

- individuals working in emergency response settings
- individuals working in any education settings
- students and learners who will work and are working with young people
- families and carers

How can you use this resource?

- Use suggested assets below and share the Crisis Tools in relevant communication and engagement channels including:
 - forums, meetings, events
 - emails, newsletters, bulletins and websites
 - social media - you can follow Healthy Teen Minds and HEE and then share posts about the Crisis Tools. Social media profiles include:
 - Twitter - [@HTMideas](#) and [@NHS_HealthEdEng](#)
 - LinkedIn – [HEE](#) and [Healthy Teen Minds](#)
 - Facebook – [HEE](#) and [Healthy Teen Minds](#)

Assets available:

Suggested copy

Top line: Young people sharing how to have compassionate and supportive mental health crisis conversations with them **or** Unsure about how you can best help a young person going through a mental health crisis?

HEE are delighted to announce with colleagues at Healthy Teen Minds the launch of [mental health crisis learning resources](#).

These resources have been designed by young people, working with professionals too, allowing you to hear directly from them about what helps in a moment of crisis. The tools complement existing training and education. They aim to build an individual's confidence to have effective conversations and provide personalised support to a young person in a mental crisis.

The short Crisis Tools learning guides HEE have supported are:

- [What you need to know](#)
- [How to start the conversation](#)
- [So you want to talk about risk?](#)
- [How to wrap things up](#)

We need to ensure this learning resource gets to the front line, especially to those who work in health and care, educational and emergency response settings. Please share these online tools with your networks.

Leading up to World Mental Health Day on 7 October 2021, you can join the [Healthy Teen Minds online Crisis Tools celebration event](#).

If you have any questions or queries, please contact mentalhealth@hee.nhs.uk or [Healthy Teen Minds](#).

Key messages

- This bitesize Crisis Tools learning resource will help address the urgent need for individuals working in a range of settings to have the awareness and confidence to support young people in a mental health crisis.
- This is a co-produced learning resource developed with young people with lived experience, and triangulated with a national Virtual Advisory Network of clinical staff
- This toolkit demonstrates how you can utilise your technical expertise in a relational and conversational style to ensure you can use your skills as a clinician most effectively. In this learning, Healthy Teen Minds brings the voice of the young person to you. They let you know what they want and need to hear in a mental health crisis.
- The open access Crisis Tools are designed to complement existing training and education and it aims to develop general awareness and build confidence for individuals to have effective conversations and provide personalised support to young people in mental crisis
- This open access toolkit has been designed based on the experiences of young people in mental health crisis
- This open access toolkit is openly available to anyone who may encounter a young person in mental health crisis and enable them to have compassionate and supporting conversations
- This open access toolkit will help individuals working health and care settings such as urgent and emergency, primary care or other mental health settings effectively communication and provide a young person in crisis with personalised support
- This open access toolkit will help individuals working education settings such as schools, colleges and universities provide a young person in crisis with personalised support
- This open access toolkit will help health and care learners working develop awareness and confidence if they were to provide a young person in crisis with personalised support
- Individuals who engage with the tool kit can do so on a one-off basis, or create a simple profile allowing them to save their progress and download a certificate of completion for their CPD records.
- Please share the Crisis Tools widely with colleagues and professional networks so we can ensure young people in mental health crisis get the right support.
- The open access toolkit creates the foundations of a national resource hub for staff who encounter young people in mental health crisis by coproducing with young people a number of learning guides and an introductory guide to staff supporting young people in crisis.

Contact

If you have any questions or would like to find out more, please email mentalhealth@hee.nhs.uk.