



Central and  
North West London  
NHS Foundation Trust

St Charles Hospital

# Mental Health Crisis Assessment Service

Information for patients



*Wellbeing for life*

# Mental Health Crisis Assessment Service (MHCAS)

We offer an alternative to the Accident and Emergency department (A&E) if you're experiencing an urgent mental health problem. You are welcome to come to us when you are in a crisis. We are open 24/7.

You will need to be referred to the service by the the Single Point of Access (SPA). Our mental health crisis line which you can call on **0800 023 4650** or by phoning **111** press **2**. They will decide if this is the best option for you.

## What to expect

You will be seen by a specialist nurse soon after arriving. We want you to feel as comfortable and relaxed as possible. There are meals served at mealtimes and hot drinks and snacks outside of these times.

If you have been sent by A&E to MHCAS, this is so that we can talk to you about your mental health in a specialist setting. General hospitals don't always have the time and expertise to meet every individual's unique needs.

MHCAS is a calm environment where you can talk to professionals about your mental health.

The experience of coming to the centre may feel upsetting, but people should feel welcome and cared for at all times.

## Who is this service for?

The service is for people over 18 years of age who live or are being treated in the London boroughs including Brent, Harrow, Hillingdon, Kensington and Chelsea, Westminster; and people who have been diverted from A&E departments within these boroughs.

It is for adults going through a mental health crisis, without any physical health needs requiring urgent treatment. If you require urgent physical health treatment, you should attend A&E first and then you may be referred to MHCAS.

The team is made up of a consultant psychiatrist, junior doctors, mental health specialist nurses and drug and alcohol workers.

Where appropriate, you may be referred for follow up psychological interventions, or to voluntary sector services near to your home, as well as other services to meet your individual needs.

## What happens next?

Before leaving MHCAS you will be told what aftercare you will be receiving. Depending on your needs, you may be offered a space in the crisis house or asked to consider an informal hospital admission. Instead you may receive home visits from the "Home Treatment Team" or cared for by the "Community Mental Health Team" near to where you live. You may be put on a waiting list for psychotherapy, referred to a drug and alcohol services, or a voluntary sector organisation that we recommend for your particular needs. Your GP will be informed about this and you will receive a copy of the letter written to them.

A few weeks after your visit to MHCAS, you may be contacted for anonymous and confidential feedback. We use this to make improvements to the service where necessary.

## Contact details

### Address:

Mental Health Crisis  
Assessment Service,  
St Charles Centre for  
Health and Wellbeing,  
Exmoor Street,  
London W10 6DZ

### SPA (Single Point of Access)

**0800 023 4650**

You are welcome to bring a loved one or friend with you to MHCAS.



This document is also available in other languages, large print, Braille, and audio format upon request. Please email [communications.cnwl@nhs.net](mailto:communications.cnwl@nhs.net)

هذه الوثيقة متاحة أيضاً بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة برايل للمكفوفين وبصيغة سمعية عند الطلب

## Arabic

این مدرک همچنین بنا به درخواست به زبانهای دیگر، در چاپ درشت و در فرمت صوتی موجود است.

## Farsi

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ব্রেল এবং অডিও টেপ আকারেও অনুরোধ পাওয়া যায়

## Bengali

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

## Somali

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

## Portuguese

நீங்கள் கேட்டுக்கொண்டால், இந்த ஆவணம் வேறு மொழிகளிலும், பெரிய எழுத்து அச்சிலும் அல்லது ஒலிநாடா வடிவிலும் அளிக்கப்படும்.

## Tamil

Este documento también está disponible y puede solicitarse en otros idiomas, letra grande, braille y formato de audio.

## Spanish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabecie Braille'a lub w formie audio.

## Polish

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

## Gujarati

Be belge istenirse, başka dillerde, iri harflerle, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.

## Turkish