

Our Ref: NG/RM/26127
Date: 19th May 2026

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
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ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 29th April 2026. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

This is a request under the Freedom of Information Act 2000. I am seeking information about urgent and emergency services provided by your organisation for young people following self-harm.

Please could you provide the following information?

1. A list of all services/ pilots/ programmes provided by your organisation that offer support, assessment or intervention to young people (aged 25 years or under) within 24 hours of a self-harm episode (defined according to NICE 2022: intentional self-poisoning or injury, irrespective of the apparent purpose).
2. For each service identified, please provide (where available):
 - a. Service name
 - b. Brief description of the service (e.g., aim and objectives)
 - c. Eligibility criteria (including age)
 - d. Access routes (e.g., telephone, walk-in service, referral from A&E/GP)
 - e. Service setting (e.g., online, community-based, hospital-based)
 - f. Availability (days and hours of operation)
 - g. Geographic area covered

I am specifically interested in services that respond within 24 hours of a self-harm episode, instead of longer-term or routine care (eligible services may include crisis teams, liaison psychiatry services, safe havens, crisis cafes, helplines and other urgent mental health support services). For the avoidance of doubt, I am looking for any services for individuals aged 25 years or under, including both specialist children/young people's services and services primarily designed for adults that may also be accessed by this age group.

- **Mental Health Liaison Team**
24/7- All Age Service

Chair: Janet Dawson
Chief Executive: Dr Buki Adeyemo
www.combined.nhs.uk

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The Mental Health Liaison Team is an essential component of the acute care pathway providing assessment and rapid access as appropriate.

The liaison model is open to all who present with urgent mental health needs at emergency portals, and inpatient areas at the Royal Stoke University Hospitals of North Midlands (UHNM) or Community Hospitals. The liaison team functions as a multi-disciplinary team within the Royal Stoke hospital.

The model operates as a rapid response liaison team for people with mental health needs in an acute general or community hospital setting. The team extends beyond patient contact into the education of medical, nursing colleagues and allied professionals.

It provides a seven-day single point of access for all inpatients and people who attend the emergency portals at the Royal Stoke and are admitted to the inpatient areas. This also includes the community hospitals.

The team is commissioned to respond to the Emergency Department (ED) within one hour, emergency portals within four hours and referrals from wards within 24 hours.

- **Crisis Care Centre**
24/7- All Age Service

The development of the Crisis Care Centre has allowed Combined Healthcare to develop existing services within the urgent care pathway while enhancing the offer made to the residents of Stoke-on-Trent and North Staffordshire by becoming an all age access service operationalised 24 hours a day, 7 days a week.

The Crisis Care Centre is an essential component of the urgent care pathway and provides a single point of access to mental health services while also offering an immediate response for individuals experiencing a mental health crisis. This can either be by telephone or in person to ensure individuals are signposted to the most appropriate pathway to meet their needs.

Location: Crisis Care Centre, Harplands Hospital, Hilton Road, Stoke-on-Trent ST4 6TH

- **Children and Young People Intensive Support Hub (CYP ISH)**
7 days- 8am to 8pm

The Children and Young People Intensive Support Hub (CYP ISH) team is multi-disciplinary and consists of nurses, healthcare support workers, psychologists,

occupational health therapists, family systemic practitioners, Catch 22 workers, youth workers and social workers.

The team works alongside community mental health teams and work as a bolt-on service to support children and young people in the community to prevent hospital admissions. The team also supports young people within a tier 4 hospital to gain safe discharge back to the community with the appropriate support.

The team work to the community pathways providing person-centred care.

Location: Based within the Darwin Centre, Queens Road, Penkhull, Stoke-on-Trent, ST4 7LF.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance