Contact us
St Andrew’s Place
271 St George’s Road
Hull
HU3 3SW
Tel: 01482 301701

Opening times
6pm to 2am, seven days a week

The Crisis Pad

Working together to provide a sanctuary for adults in emotional distress

Patient Advice and Liaison Service (PALS) and Complaints
Humber Teaching NHS Foundation Trust
Trust Headquarters
Willerby Hill
Beverley Road
Willerby
HU10 6ED

Tel. 01482 303930
Email. HNF-TR.pals@nhs.net
Email. HNF-TR.complaints@nhs.net

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What is the Crisis Pad?
The Crisis Pad is a safe place for people aged 18 and above from Hull and East Riding who are experiencing emotional crisis or distress and who require a safe, calm environment to aid their recovery.

Working in partnership
Humber NHS Foundation Trust and Humbercare are working in partnership to support people experiencing a mental health crisis.

Our aims are to:

- improve support for people experiencing a mental health crisis out of hours;
- support crisis resolution through brief treatment interventions and techniques that will deliver self-care;
- reduce the number of hospital admissions due to the lack of alternative support out of hours;
- Reduce the use of emergency services, including A&E, by providing an alternative safe place for people in distress.

About us
The Crisis Pad is staffed by qualified practitioners, assistants and volunteers from 6pm to 2am, seven days a week.

Referral to the Crisis Pad
To access the Crisis Pad a referral must come from the Mental Health Response Service (Tel: 01482 301701).

Carers and family members
We welcome and provide advice and support to carers and family members who are providing support to the person in crisis.

What to expect
When you arrive at the Crisis Pad you will be greeted by a friendly member of the team.

Facilities
- Communal lounge with a TV, DVD, music and board games.
- Showering facilities.
- Three individual therapy rooms.
- Hot and cold drinks.
- Light snacks.

Self-enablement
Our team will provide you with:

- signposting to other agencies;
- emotional support;
- support to help yourself in a crisis;
- self-help booklets;
- an appointment for a daytime follow up;
- a holistic approach to your situation;
- a friendly and welcoming environment;
- One-to-one time and group therapy.