

Our crisis support services

Our range of clinical and non-clinical services gives people the urgent support they need

NHS
Shared Business Services
FRAMEWORK AGREEMENT SUPPLIER

everyturn.org



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Our integrated crisis services



Our integrated crisis services work with a person's whole life - not just their mental health challenges.

We understand the complex needs of people struggling with their mental health. We know that someone's unmet social and practical needs are often largely responsible for deterioration in their mental health.

We work in close partnership with NHS crisis teams to get people the urgent help they need. This relieves pressure on clinical teams, addresses the practical issues causing the crisis, and gives people the tools they need to manage in the future.

We're also proud to have been awarded a place on the NHS Shared Business Services' Mental Health, Learning Disability and Autism: Assessment and Diagnosis, NHS Talking Therapies and Crisis Services framework agreement, for the supply of crisis services.



NHS
Shared Business Services
FRAMEWORK AGREEMENT SUPPLIER

Service benefits



Reduces pressure on NHS crisis teams, A&E, and police.



Improves outcomes for people in crisis.



Addresses social and practical causes of mental health crisis.



Gives people the skills to manage their mental health.



Connects people to support in their communities.



Powered by our team's lived experience of mental ill-health.

How it works

Our services:

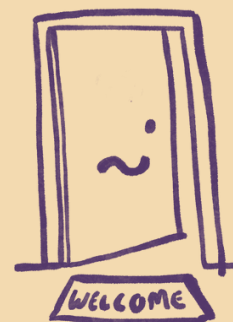
working with
complexity



Crisis houses

Community-based, supportive residential alternatives to hospital admission. Our crisis houses are nurse-led and follow a clinical model.

We deliver these in partnership with NHS crisis teams.



Safe havens

Drop-in, out-of-hours support for people in mental health crisis, hosted in local venues on the high street.

Our team helps people to manage their emotions, co-create a safety plan, and find support to tackle practical issues affecting their mental health.



Together in a Crisis

Up to 12 weeks of 1:1 emotional and practical support to address financial, social, housing, and health-related causes of a person's crisis.

We take referrals directly from NHS crisis teams, primary care, and health and social care professionals.



Distress Brief Intervention

Up to 14 days of daily support for people in distress.

We train community-based first responders including GPs, mental health practitioners, paramedics, police officers and social workers.

They provide an initial response to people in distress and refer them to our intensive practical and emotional follow-up.



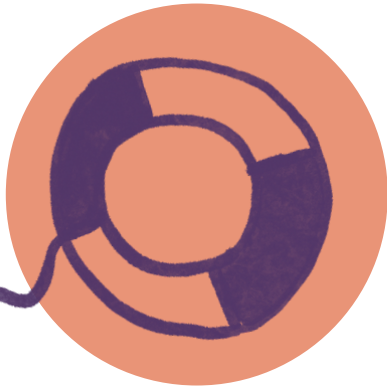
Telephone support

First response telephone support for people in mental health crisis or distress, who call NHS 111 and press option 2 for mental health.

Our team provides telephone screening to identify a person's needs, before signposting or referring callers to appropriate local services, including the Crisis Team.

Our impact in numbers

Statistics from April 2024 - March 2025



55,596

crisis support
sessions provided

89%

of people we supported
increased their
wellbeing scores



3,813

people supported by
our crisis services

26,001

NHS 111 calls
taken from
people in crisis



70%

of our NHS 111 calls
didn't need to be
transferred to the
NHS crisis team



1,401

people visited our
Northumberland and
Newcastle Safe
Havens



87%

of visitors to our
Northumberland Safe
Haven felt their
experience of crisis
was reduced

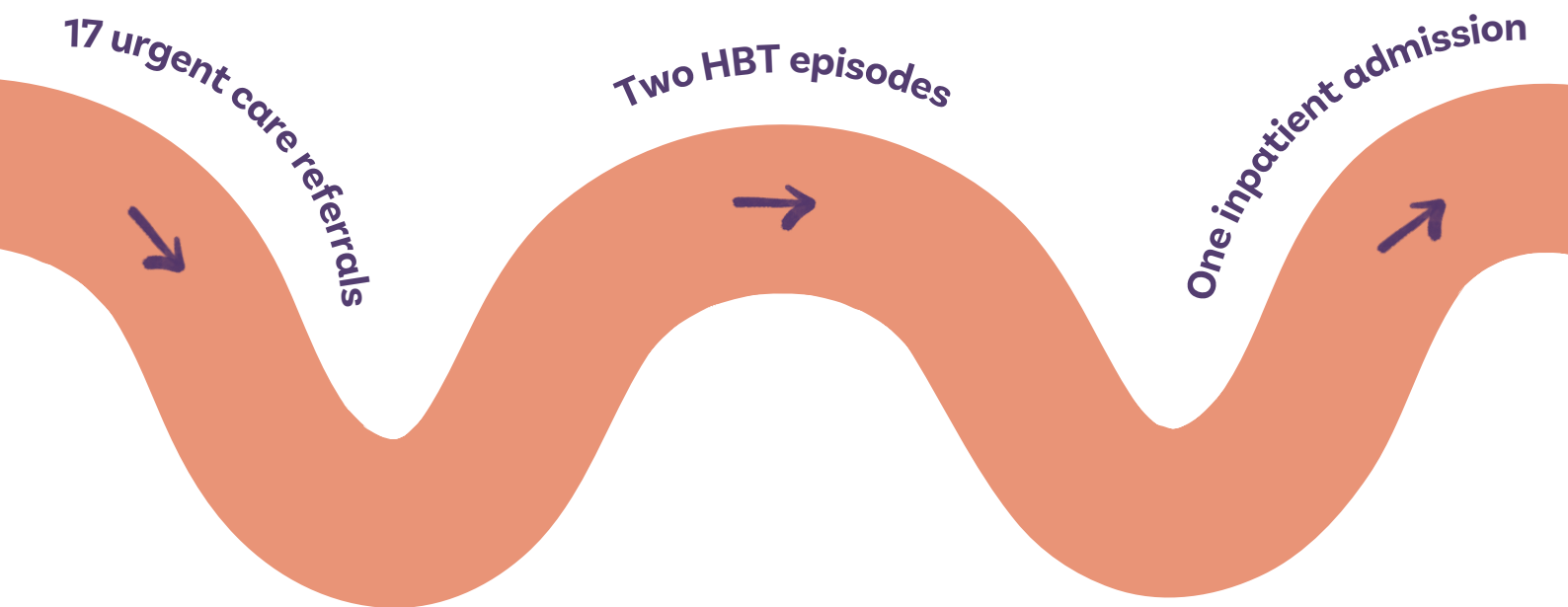


Jackie's journey



Jackie* is in her 40s and has been known to mental health services since 2015.

In the five months before Jackie was referred to our Together in a Crisis service, she'd been through 17 urgent care referrals, two home-based treatment (HBT) episodes, and one inpatient admission.



**Jackie was eventually referred to
our Together in a Crisis service.**

Jackie was referred us so we could help her tackle the issues causing her crisis, including social stress, housing problems, and financial difficulties.



**After being referred to us,
Jackie had one assessment
and triage referral, with no
further referrals to secondary
care that year.**



Economic impact of Jackie's care



Service	Cost
Psychiatric Liason 5 referrals	£1,520
Assessment and triage 12 referrals	£3,528
Home treatments 2 referrals	£1,869
Street triage 1 referral	£294
Inpatient admission 18-day admission	£6,138
Total cost of NHS support	= £13,359
Everyturn's Together in a Crisis service	£340

All NHS unit costs calculated using PSSRU 'Unit Costs of Healthcare' and NHS 'National Schedule of Costs' data. Everyturn costs calculated on a per service user basis, based on contract value and service use data.

Feedback from our NHS partners

Everyturn has been instrumental in developing multiple alternative to crisis pathways, including Safe Havens and crisis beds, for a number of years.

They are innovative, responsive, and committed to making a positive impact on the lives of residents, as well as working robustly across the system and with partners for mental health transformation.

Mental health commissioner



**North East and
North Cumbria**



From a clinical perspective, having alternatives to offer people in crisis is an absolute gift.

It gives a tangible and readily available practical and holistic approach to help people with a range of psychosocial stressors that can lead them to crisis. It offers the opportunity for a community and systems approach to help with distress, rather than a clinical approach which may not be what is required.

It gives the chance for clinicians to offer an immediate service for people during crisis, which can be incredibly validating to the person in distress and allow them to feel supported and safer.

Nurse consultant



**Cumbria, Northumberland,
Tyne and Wear**
NHS Foundation Trust

Partner with us



Working together

Our goal is for you to get all the benefits of working with a large, experienced NHS and social care-aligned organisation, but with the flexibility and creativeness of a charity.



Scan me!

Get in touch:



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