

# Intensive Community Treatment Service (ICTS)



Specialist Children and  
Young People's Service  
Patient/Carer Information Leaflet



## **Introduction**

This leaflet provides you with information about assessment and home based treatment from the Intensive Community Treatment Service (ICTS). If you are not sure about anything in this leaflet please ask a member of staff.

## **What is the Intensive Community Treatment Service (ICTS)?**

The Intensive Community Treatment Service (ICTS) provides intensive crisis support and home based treatment for children and young people up to the age of 18 years who are experiencing severe mental health difficulties, which include those with learning disability. ICTS provide a service seven days a week, between 8am to 9pm, 365 days a year.

## **The ICTS teams are designed to meet the needs of the following groups:**

- Children and young people with significant and complex mental health needs that require an intensive treatment programme.
- Children and young people who have a mental health disorder or learning disability and are at risk of admission to inpatient services.
- Children and young people who may have been in inpatient services but who can now be supported to be discharged into the community.
- Children and young people who are in acute mental health distress with a risk of harm to self or others which requires intense monitoring and support.

The teams will also carry out assessments of children and young people whose self-harming behaviour requires admission to an acute hospital

## **Urgent and emergency assessments**

ICTS will provide a crisis response to children and young people who are in mental health crisis who require a response within 4-24 hours.

## **What is home based treatment?**

Home based treatment is a short term, high input intervention with the main aim being to avoid a psychiatric hospital admission. This can be in the form of individual, family and group intervention, we can provide telephone support as well as face to face contact. We would usually offer a minimum of two appointments per week and it will be determined by individual need.

## **Early Discharge Planning (EDP)**

If you are in hospital ICTS can become involved in a plan alongside your regular care team to support you both during and after being discharged from hospital.

## **Flexible service**

Appointments can be made in a clinic setting or at home. If this is not convenient we can try hard to find somewhere best to suit you such as school or the GP surgery.

## **Interpreters**

Staff can arrange an interpreter if you need one.

### **South of Tyne contact details:**

Intensive Community Treatment Service  
South of Tyne Children and Young People's Service  
Monkwearmouth Hospital  
Newcastle Road  
Sunderland, SR5 1NB  
Tel: 0191 566 5500

Out of hours contact:

South of Tyne Initial Response Service: 0303 123 1145 or  
Freephone 0800 652 2868

### **Newcastle/Gateshead contact details:**

Intensive Community Treatment Service  
Newcastle and Gateshead Children and Young People's  
Service  
Bensham Hospital  
Gateshead  
NE8 4YL  
Tel: 0191 246 6913

Out of hours contact:

Newcastle/Gateshead Crisis Resolution and Home Treatment  
Team: 0191 814 8899 or Freephone 0800 652 2864

## What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website [www.cntw.nhs.uk](http://www.cntw.nhs.uk) (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk) Please note that information sent to the Trust via email is sent at your own risk
- We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at [www.cntw.nhs.uk/poy](http://www.cntw.nhs.uk/poy)
- complete a Points of You survey, available on wards, reception areas or from staff.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre  
Tel: 0191 246 7288

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