

**Meeting:**           **Adult Social Care, Health and Wellbeing Sub-committee**

**Date:**             **10 January 2018**

**Title:**             **Report from Healthwatch North Tyneside:  
Supporting People in Crisis**

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**Service:**          Democratic Services

**Wards  
affected:**         All

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**1. Purpose of Report**

1.1 This is a covering report to introduce the attached report from Healthwatch North Tyneside which provides a summary of their research into people's experiences of mental health crisis support in North Tyneside.

**2. Recommendations**

2.1 The Sub-committee is recommended to consider the presentation and summary report from Healthwatch and raise any questions in relation to the report.

**3. Introduction**

3.1 Healthwatch published a detailed report in November 2018 on their research into people's experiences of mental health crisis support in North Tyneside.

3.2 Healthwatch requested an opportunity to present a summary of the report to this meeting of the Adult Social Care Health and Wellbeing Sub-committee.

3.3 Healthwatch have been gathering feedback from people who use mental health services since 2015, and have used this feedback to work with service providers and commissioners to improve services. From this feedback they identified Crisis Support as an important area for further investigation.

3.4 A copy of the summary report is attached.

3.5 A copy of the full report is available on the Healthwatch website at:  
<https://healthwatchnorthtyneside.co.uk/your-issues/mental-health/>

## **5. Appendices**

Report from Healthwatch: Supporting People in Crisis