



Mental Health Crisis, Supported Living and Emergency Response

S06 · Safeguarding Adults Review learning

EVIDENCE

A completed review highlighted the need for clear emergency decision-making when a person in supported living shows signs of acute mental health deterioration.

LEARNING FOR PRACTICE

- 01** Support staff need clear guidance on when concern requires emergency rather than routine contact.
- 02** Recent discharge, medication changes and disruption to routine may increase vulnerability and require proactive review.
- 03** Crisis and contingency plans should be accessible to everyone involved in day-to-day support.
- 04** Family, staff and professionals should know how to escalate when services disagree or responsibility is unclear.

REFLECTIVE QUESTIONS

- What signs require an emergency response?
- Has recent change increased risk?
- Can support staff access and use the crisis plan?
- How is disagreement or uncertainty escalated?

PRACTICE ACTIONS

Define emergency thresholds.

Review risk after transition or change.

Make crisis plans practical and accessible.

Publication note: This briefing presents generalised, transferable learning. Names, locations, exact dates and distinctive personal details have been removed. It does not replace statutory guidance, organisational procedures or case-specific professional judgement.