

# Crisis Tools online resource hub

**Unique, co-produced learning guides to increase knowledge and confidence for anyone supporting young people in a mental health crisis.**

Health Education England is seeking to address the needs of the crisis workforce across all ages as part of their commitment to the NHS Long Term Plan. They have identified children and young people's mental health as areas where staff need training to help develop their confidence, knowledge and skills.

To meet this agenda, Healthy Teen Minds worked with Health Education England to create Crisis Tools - an online resource for anyone who may find themselves supporting a young person in crisis, including professionals, parents and carers. The Crisis Tools website features a resource sharing hub and bite-sized learning guides aimed at improving your knowledge and understanding of young people's experiences when getting help in crisis. Co-designed and delivered by young people with lived experience, these unique learning guides cover key themes such as approach, communication and practical strategies including the complexities when delivering care remotely.

Crisis tools is complementary to, but not a replacement for clinical training. It is a unique program designed to amplify the voices of young people who use the services. Crisis workers will enhance their understanding, as young people describe what helps them, in their own words, enabling them to provide more effective and personalised care.

## Learning Guides

Crisis Tools initially launches with the following 4 stand alone, bite-sized learning guides that are delivered by young people and based on their experiences of crisis support :

1. *What we need you to know* outlines key challenges and strategies for support workers need to know before they begin their interaction.
2. *How to start the conversation* features practical tips to help set up for success and build trust when supporting someone in-person, over the phone or online.
3. *So you want to talk about risk?* explores the risk conversation from a young person's perspective, including how to get the conversation back on track when things go wrong and practical approaches
4. *How to wrap things up* covers key tips and strategies to help end a conversation in a collaborative way that feels safe for everyone.

Crisis Tools will continue to be updated with new, co-produced content following launch.

## Access and engagement

Anyone can access the resource hub and learning guides for free via the [www.crisistools.org.uk](http://www.crisistools.org.uk) website. Staff will be able to engage with the content on a one-off basis, or create a simple profile allowing them to save their progress and download a certificate of completion for their CPD records. Crisis Tools is optimised for use across devices and browsers. All videos are closed captioned and include video transcripts.

## Evaluation

The [Child Outcomes Research Consortium \(CORC\)](http://www.childoutcomesresearchconsortium.org) will independently analyse the pre- and post-questionnaire data to determine the national impact the training tool is having on the knowledge and confidence of staff.

## Crisis Tools

[www.crisistools.org.uk](http://www.crisistools.org.uk)

[Crisistools@healthyteenminds.com](mailto:Crisistools@healthyteenminds.com)