

## Crisis Resolution and Home Treatment Team Newcastle and Gateshead – Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust(CNTW)

Crisis Resolution and Home Treatment Team Newcastle and Gateshead (CNTW NHS Foundation Trust) provide assessment and home treatment for people over 16 experiencing a mental health crisis. This is an alternative to hospital treatment. The crisis team do not provide an 'emergency' service, such as a 999 response, but can be contacted 24 hours a day, 7 days a week.

You can refer yourself or make a referral on behalf of someone else by phone.

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Last updated: October 14, 2025

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**Telephone:** 111

**Telephone note:** select option 2

**Website:** <https://www.cntw.nhs.uk/services/crisis-resolution-home-treatment-service-newcastle-gateshead/>

**Helpline:** 18001 111

*Relay UK app number*

**Opening Hours:** 24 hours a day, 7 days a week

**Address:**

Hartside Management Suite  
St Nicholas Hospital  
Jubilee Road, Gosforth  
Newcastle Upon Tyne  
NE3 3XT

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