

Mental Health Crisis Assessment Services across NCL

On Wednesday 29 July 2026, North London NHS Foundation Trust (NLFT) will open a new 24/7 Mental Health Crisis Assessment Service (MHCAS) at Chase Farm Hospital, providing expanded access to urgent mental health assessment and support for people across Barnet, Enfield and Haringey.

This new service builds on the success of NLFT's established MHCAS at Highgate, which has been operating for five years and was the first service of its kind nationally. The Highgate model has been recognised for best practice, including receiving a Parliamentary Award in 2022, and has helped shape crisis care locally, across London and nationally. The Chase Farm service will replicate this proven approach to ensure more people can access timely and appropriate care.

About the service:

MHCAS provides an alternative to emergency departments for people experiencing a mental health crisis who require urgent assessment and intervention. The service offers a calm, safe and therapeutic environment, designed to support recovery and reduce the need for hospital admission where possible.

The service aims to:

- Enable faster access to urgent mental health assessment and support
- Provide a trauma-informed, recovery-focused environment
- Offer an appropriate alternative to emergency departments
- Support collaborative decision-making with people in crisis
- Help reduce pressure on emergency departments and the London Ambulance Service

Who can refer and how to access the service:

Our 24/7 crisis lines (NHS 111, select the mental health option) and local crisis teams remain the primary route for access to urgent mental health support and should be used as the first point of contact.

If a person is already under the care of a service, they should be directed back to their team or care coordinator in the first instance. Crisis teams will assess and, where appropriate, refer or signpost to MHCAS.

MHCAS is designed to support this pathway, not replace it.

If someone presents directly, MHCAS can accept walk-ins and will assess and support them appropriately.

If you are referring someone to MHCAS, please make a courtesy call, in advance so the team can prepare for their arrival.

Details:

Chase Farm MHCAS: Chase Building, Chase Farm Hospital, 127 Ridgeway, Enfield EN2 8JL.

Phone: 0208 7025 600

Highgate MHCAS: K block, Highgate West Mental Health Centre, Dartmouth Park Hill, London N19 5NX.

Phone: 0203 3177 345

For immediate danger, a physical health emergency (including overdose), or a threat to life, individuals should attend an emergency department or call 999.

If you are unsure whether MHCAS is the most appropriate service, please call NHS 111 and select the mental health option for referral advice.

The service is being delivered in partnership with North Middlesex University Hospital, the Royal Free Group, and other local health and care partners, as part of a wider system approach to improving crisis care.

Please share this message with your teams and if you have any questions please reach out to nlft.communications@nhs.net.

North London NHS Foundation Trust

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