



Norfolk and Suffolk Health and Care Awards 2026

Treatment to Prevention Award

Accessing Resources from Crisis to Home (ARCH) Team

Julian Support

The ARCH team is recognised for delivering an accessible, community-based mental health crisis service that prevents hospital admissions and supports safe discharge. Operating across Norfolk, Waveney and West Suffolk, the team supports individuals experiencing acute mental health crises who are at risk of admission or ready to leave hospital. Since growing from a team of three to 23 staff, ARCH has expanded its reach, enabling more people to receive timely, life-saving support in their own homes and communities.

ARCH's approach is highly person-centred, focusing on building trusted relationships and understanding what matters most to each individual. Staff work collaboratively with people to identify goals and develop tailored support plans, offering both emotional and practical help. By meeting individuals where they are and adapting support to their needs, the team empowers people to remain at home, maintain independence, and stay connected to family and community. Their compassionate approach has been described by service users as a "lifeline" during moments of crisis.

The impact of the service has been significant. In 2025/26, 505 people avoided hospital admission, with 95.5% of individuals supported remaining at home. This has delivered substantial financial savings to the system while improving outcomes such as mental wellbeing, daily routines, and access to community services. ARCH has also strengthened partnerships with NHS teams, increasing discharge referrals and easing pressure on services. Overall, the team demonstrates how compassionate, preventative, community-based care can transform lives and reduce reliance on hospital settings.