

7 December 2018

Freedom of Information Request – Ref: FOI 240-1819

Thank you for your recent Freedom of Information request about mental health helplines. Please find the Trust's response below.

- Do you have a crisis/intensive mental health telephone helpline(s)? (this is a line run by the Trust, for patients to call if they are in a mental health crisis, to access help and support) – please include details for all lines your Trust operates if there is more than one. **Yes**

If yes,

- What hours is the crisis helpline in operation? (e.g. is it 24/7)
In Gloucestershire a 7 day 24/7 365days per year service that is an integrated part of the Mental Health Acute Response Service
In Herefordshire the helpline is available 5pm to 9am
- Are patients able to call the helpline(s) directly? **Yes**
- How much does the mental health crisis helpline cost to run per year? **In Gloucestershire the cost is £75,905.77. For Hereford the information is not available.**
- What are the staffing costs for the helpline per year?
Helpline staffing is included as part of the crisis service and therefore not costed separately.
- What size is the population that your helpline covers?
The Trust serves a population of 780,000.
- How many calls does your helpline receive each year?
The Trust does not hold this information.
- Which members of staff operate the phone line (please include staffing levels and staff qualifications to cover all times for which the helpline operates, including details of whether this differs at different times of day/on weekends/on public holidays – e.g. from 9 to 5 on weekdays, two registered nurses and an unregistered member of staff run the helpline. At evenings, weekends and on bank holidays, one registered nurse and one unregistered member of staff run the helpline).
In Gloucestershire the phone line is staffed in the locality Crisis Teams by a combination of Qualified and Unregistered staff in the hours 07:00hrs to 22:00Hrs that are also carrying out core crisis work and at night time by 2 registered staff and one unregistered that are also covering Crisis Team work.
In Herefordshire the current helpline is on one of our inpatient wards, the phone is answered and advice provided by inpatient staff.

If staff who are not registered as nurses or doctors ever work on the helpline, have they received any risk assessment training for this role? If so, please include details of any such training that they have received.

Unregistered staff receive work based training and induction to respond to crisis calls. They are encouraged and advised to transfer or discuss high risk calls or those that cannot be resolved with a senior clinician.

Do patient's GP's receive an update if their patient calls your crisis/intensive helpline? If so, what level of information do they receive? (e.g. are they informed a call has been made, are they given details about the content of the call)

Not routinely this is dependent on the context and whether it's clinically indicated or proportionate.

Yours sincerely,

Lisa Evans

LISA EVANS
Information Governance Officer
2gether NHS Foundation Trust

Copyright & Reuse of Public Sector Information

The information and material that is routinely published is subject to 2gether NHS Foundation Trust's copyright unless otherwise indicated. Unless expressly indicated on the material to the contrary, it may be reproduced free of charge in any format or medium, provided it is reproduced accurately and not used in a misleading manner. Where any of the copyright items are being re-published or copied to others, you must identify the source of the material and acknowledge the copyright status. Permission to reproduce material does not extend to any material accessed through the Trust website that is the copyright of third parties. You must obtain authorisation to reproduce such material from the copyright holders concerned. For further guidance on a range of copyright issues, see the Office of Public Sector Information (OPSI) web site: www.opsi.gov.uk/advice/crown-copyright/copyright-guidance/index.htm

or write to: OPSI, 102 Petty France, London SW1H 9AJ.