

**Compliance Team – Health Records**

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## FOI REQUEST NUMBER 37 2015

### Request:

1. Please state at what hours of the day/night your crisis resolution and home treatment team can provide the following:

a) Telephone contact to service users

For:

- i) people not known to the service
- ii) people known to the service but not currently receiving home treatment
- iii) people already accepted for home treatment

2. Is the service user able to speak directly with a clinical member of the team?

### Response:

Norfolk and Suffolk NHS Foundation Trust was formed on the 1 January 2012, following the merger between Norfolk and Waveney Mental Health NHS Foundation Trust and Suffolk Mental Health NHS Partnership Trust. Therefore, the information provided has been split into counties and there are some small differences between the services provided.

In Norfolk since 26 January 2015, a new 24/7 service has been available to service users under the current care of the Trust (or who have been under the care of Trust in the last 12 months) as well as their carers. The service is provided by MIND by appropriately skilled workers. Early indicators are positive via service user feedback that this service meets the needs of this group well.

There are clear pathways agreed to the Crisis Resolution Home Treatment Team in the event of a concern around risk or should a more complicated intervention be required. There is also a clear communication system to allow follow up where required by other clinical teams.

Service users in Norfolk for service users who are under the Home Treatment Teams the Trust provides, via the Crisis Resolution Home Treatment Team 24 hours access to telephone support. The MIND line provides an advantage of reducing the number of calls to Crisis Resolution Home Treatment Teams, allowing for more effective targeted intervention for those at most need.

In Norfolk a service user can contact the Crisis Resolution Home Treatment Team from hours 9am-5pm. This line may be fielded by the admin team initially, but calls are then responded to by a clinician. All MIND staff are all trained by MIND to provide the level of experience and knowledge to provide support and to identify and accelerate risk issues when needed.

In Suffolk the Access and Assessment Team works 24/7 every day of the year. The out of hours team cover the role of Home Treatment Teams in the East and West of the county. The team covers Suffolk (not Waveney who would fall under the Norfolk services). The Thetford area is covered by an out of hours service based at West Suffolk and Ipswich Hospitals. Phone numbers are widely available for referrers and all users of the service (we have distributed leaflets to support this). Service user will be put through to a clinical member of team, or can leave a message to be called back by a clinical member of team

The Access and Assessment Team in Suffolk is not available to people not known to the service so the advice given would be for them to contact emergency services, 111 or out of hours GP services.

In Suffolk, the Home Treatment Team offers 24 hour telephone support available for all those under the care of that team. However, out of hours this is responded to by Access and Assessment Team as detailed above.

Those not known to services have to go through Access and Assessment Teams or psychiatric liaison. Those under the care of Integrated Delivery Teams must go through their relevant team within working hours to access the Home Treatment Team. The Home Treatment Team does not accept direct referrals from service users or carers. In hours calls may be answered by a member of admin staff and then passed to a clinician. Out of hours calls are always answered by a clinician.

The Trust provides a complaints procedure to deal with complaints about the Trust's handling of requests for information. If you feel you need to make a complaint, in the first instance, you should contact a Non-Executive Director via the Chair of the Trust. If you feel you have exhausted our internal complaints procedure, you also have the right and may feel you wish to write to the Information Commissioner who can be contacted on telephone number 01625 545740 or at [www.ico.gov.uk](http://www.ico.gov.uk).