

Freedom of Information Request: Our Reference CTHB_475_18

You asked:

For the date Tuesday November 6th 2018 between the hours of 8.30pm & 11pm, please can you tell me the following:

1. How many phone calls were received by the Crisis Team in RGH between 8.30pm and 11pm?

The general contact number for the Crisis Team is 01443 443443 ext 4388. Alternative extension numbers can be used but we are unable to provide a call log for these. The data below relates to the above contact number as this provides service users with an answerphone messaging service.

Between the hour of 8.30pm and 11.00pm on 6 November there were 6 calls received by the Crisis Team. 4 of these calls reverted to the answerphone message service.

2. How many outgoing and return calls were made?

Between the hours of 8.30pm and 11.00pm on 6 November there were 6 outgoing calls made by the Crisis Team.

3. How many service users were assessed by phone and how many in person at the mental health unit?

Between the hours of 8.30pm and 11.00pm one service user was assessed by phone and there was one face to face assessment.

4. How many staff were working at answering the phone?

Between the hours of 8.30pm to 9.15pm there were two members of staff working within the Team answering the phone. One member of staff from the Home Treatment Team and one member of staff from the Crisis Team.

From 9.15pm onwards there was one member of staff working for the Crisis Team.

5. How many staff were assessing service users in person?

The Crisis Practitioner was the only member of staff assessing service users in person during this period.

6. Do the same staff answer the phone and assess service users and if so does that mean the phones go unanswered?

Between the hours of 8.30pm to 9.15pm both members of staff were on duty and were responsible for taking phone calls to the Crisis Team. From 9.15pm onwards there was only one member of staff on duty, who would then be responsible for answering the phone and undertaking face to face assessments. During this time if a face to face assessment was taking place the phone would revert to the answering service where a message can be left.

7. In general does the service have a specific time frame within which service users that leave a message get a phone call back, e.g. within one hour from the time the message is left?

There are no specific time frames to return calls as it depends on the level of acuity of activity at that time. The general practice is that if the phone has been left unmanned due to an assessment being carried out, messages are checked once all essential work on the assessment has been completed.