

FOI Request Response information

FOI request reference:	2015/024
Date request received:	30/01/2015
Date request responded to:	25/02/2015
Category:	Service delivery
Tags:	CRHTT, mental health

Request Detail:

Re info around CRHTT

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 Detail:

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 - Service users can contact the CRHTT, however in office hours(9am-5pm) the CRHTT would most likely redirect the service user to their GP/Assessment Team for an initial assessment and out of hours (5pm-9am) the CRHTT would support the service user as required, this may include signposting to other services. The CRHTT would not contact service users not known to the team unless a referral was made.

ii) people known to the service but not currently receiving home treatment – In office hours, CRHTT would redirect to the service users care coordinating team. Out of hours the CRHTT would make calls to the service users, however it is not normal practice for CRHTT to make calls to service users without them being under the CRHTT care and treatment.

iii) people already accepted for home treatment – 24/7 service.

2. Is the service user able to speak directly with a clinical member of the team? Yes depending on demand and needs/risks of the service user.