

24 hours helpline

Request and Response

1. The name of your Trust?

OUR RESPONSE: Leicestershire Partnership NHS Trust

2. a) Does the trust run a 24/7 telephone helpline for service users who are in crisis?

b) If no, does the Trust have a telephone helpline for service users who are in crisis that runs at other hours in the day. For example 9-5? Please give details on the times and days when the telephone line is available.

OUR RESPONSE: In September 2014, as part of a CQUIN the Trust established an out of hour's phone line, the phone line was fully manned and there was no need for an answerphone. Below is the available data relating to this phone line. The phone line as part of a service redesign transferred to Richmond Fellowship in August 2015 who were already providing an out of hours Crisis help line as part of the crisis pathway redesign which commenced in February 2015.

Month and Year	Calls offered	Average time to answer	Calls abandoned
September 2014	436	44 secs	18.3%
October 2014	390	31.2 secs	14.1%
November 2014	242	37.4 secs	19.0%
December 2014	358	35.4 secs	13.7%
January, February and March 2015	1,457	64 secs	25.4%

The crisis helpline is available from 5pm until 8am Monday to Friday and from 5pm on Friday until 8am Monday morning.

The helpline provides telephone support, guidance and signposting to other services. If needed, the team can also arrange access to face to face support from Richmond Fellowship. The call handlers are trained and experienced in working with people with mental health needs. They will be able to refer service users to the relevant community team for additional help when needed or, in the event of an emergency, support them to access the appropriate help. Information about this phone line is held by the Richmond Fellowship.

Questions 3 - 8 apply if the Trust does run a telephone helpline for service users who are in crisis (Answered yes to Q2 a or b and has a phonenumber service that runs at certain hours or 24/7)

3. Does the trust register how many calls the telephone crisis line receives? If so, how many calls did the helpline receive in the following years:

- a) 2014
- b) 2015
- c) So far in 2016

4. How many of those calls in Q3 received by the Trust to crisis helpline went unanswered? (By unanswered we mean the line either rung out and no one answered or an automated message was played or an automated message told the service user to leave a message)

- a) 2014
- b) 2015
- c) So far in 2016

5. Does the crisis helpline have an answer phone service that allows the service user to leave a message?

6. In total, how many messages were left by service users on the trust crisis helpline in the following years?

- a) 2014

b) 2015

c) So far in 2016

7. How many of the answer phone messages left by service users in Q6 were followed up with a return call?

a) 2014

b) 2015

c) So far in 2016

8. What is the longest time (in hours or days) the Trust took to return a message from a service user on the crisis helpline in the following years?

a) 2014

b) 2015

c) So far in 2016