

Brief: new mental health helpline

We have launched a new telephone helpline for service users and carers to support those who are experiencing increased distress or anxiety during the ongoing Covid-19 pandemic.

Who is the helpline for?

It will support service users and carers of all ages who are experiencing increased mental health needs. Where possible, we will also support other residents in our boroughs who are experiencing increased distress or anxiety at this time.

The helpline number is 0333 200 4339 and is available 24 hours a day, seven days a week.

What support will be available?

The helpline will make it quicker and easier for service users and carers to get the right support and advice they need for their mental health. It is not a crisis line or crisis response team. We will:

- Listen and help them work through immediate problems
- Advise them to access therapeutic and clinical support from their current care team following their care plan
- Give information about other services and resources including self-help materials and web based support that may be helpful
- Signpost to other services or resources
- Support will only be given on the phone and not by text, email or face-to-face

Who will callers speak to?

The helpline will be run by experienced mental health professionals who can provide mental health support and advice.

The helpline is currently staffed by two members of staff (one registered practitioner and one experienced support worker). They will have access to a directory of services. They will record basic information for each call and send to the relevant care team – they will not enter information into a patient record.

What is the process in a mental health emergency?

If there is an immediate risk to life, then the helpline will call 999. A full account and details of the caller will be shared with emergency services in order to triage the situation. We will inform the caller and, if available, their carer, of the action and continue to provide support and reassurance. We will also inform the relevant local mental health liaison team and relevant A&E department.

What does the helpline not provide ?

The helpline will not coordinate mental health act assessments, full mental state examinations, assessment of capacity or full risk assessments.

We also will not have access to non-Pennine Care information about patients and will not directly refer or triage into services but will signpost callers to the most appropriate service based on clinical and professional judgement.