

FOI 0254_2024 Response

Request

I am looking to see if I can't get a copy of organisational policy which states that the turnaround time for a duty clinician to call someone is 48 hours, please.

Response

Please see the extract below, which has been obtained from the Trust's Community Mental Health Team (CMHT) Duty Standards.

Escalation process –where duty clinicians are struggling to manage the volume of calls/activity the duty clinician to raise this with the Clinical Lead/Team Manager for additional support/resource. Senior Clinicians to have oversight of Duty Activity. If demand exceeds capacity, then a robust plan is to be put in place at this time. If robust plan is not possible then to be escalated to the Team / Hub Manager.

Where family/carers/support workers/housing providers/friends etc (people known to the S/U) contact Duty to express concerns regarding a service user. Duty Clinician to document concerns and to contact to the service user. (Where family members are asking for the s/u not to be informed Duty clinician to challenge and explore this and explain that they will need to contact the S/U)

Where s/u report that they are ok, they have no concerns yet family are worried this needs to be discussed with a senior clinician if urgent or the MDT for decision re next steps (and documented)

Where a risk, or deteriorating mental health has been identified – duty clinicians to actively follow up s/u by making phone calls , if clinician unable to speak to s/u after 3 attempts in 48hrs this needs to be discussed with a senior clinician if urgent/taken to the morning safety huddle for decision re next steps (and documented)