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**Our Ref: FOI 7940**

**Date:** 20/08/19

Dear Sir/ Madam

**Re: Freedom of Information Request**

Further to your recent Freedom of Information request regarding MH Crisis Resolution, please see below our response to your request.

Request:

Please can you provide the names and catchment areas served of the mental health crisis resolution / home treatment teams (a mental health service that provides rapid response and/or intensive home treatment for people in crisis) that you commission? Please include services that are only available to specific demographics (children and young people, working age adults, older adults, and dementia).

Response:

NHS St Helens CCG commission a Home Treatment team for St Helens GP Registered Service users who are aged 18 plus. The service provides telephone support out of hours.

The CCG has just received confirmation of funding from NHSE for a 24-hour Crisis response service. Mobilisation work to set up this service will be commencing shortly so that the service is up and running by April 2020.

There is no crisis response service for people with dementia but will be part of the CCG commissioning Intentions in 2020/21.

NHS St Helens CCG Commission a crisis response service for CYP up to the age of 18. The service operates 9am-9pm, 7 days a week including bank holidays. Additionally there is an on-site practitioner working 8pm-12am at Whiston/ Warrington Hospital (additional contract) and a sleeping on call 9pm-9am daily to support psychiatric emergencies across the mid Mersey footprint. The clinicians work shifts 3 on 3 off to support a 7 day service.

Should you require any further information or clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

We also wish to take this opportunity to inform you that a formal complaints and internal review process is available, which will be managed by a FOI Appeals Officer.

This can be formally requested and must be done within a reasonable period of time (3 calendar months) from the date this response was issued.

Where you are not satisfied with the response to a request for information that falls within the Environmental Information Regulations, you should make a representation for a review to FOI Appeals Officer, [sthelensccg.foi@nhs.net](mailto:sthelensccg.foi@nhs.net) within 40 days of receipt of the response.

If you are not satisfied with our review under the Freedom of Information Act or the Environmental Information Regulations, you may apply directly to the Information Commissioners Office (ICO) for a review of your appeal decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure.

The ICO can be contacted at;

ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
[www.ico.gov.uk](http://www.ico.gov.uk)

Should you need any further clarification or assistance, please do not hesitate to contact me quoting the above reference.

Yours sincerely,

A handwritten signature in cursive script that reads "Angela Delea".

**Angela Delea**  
**Associate Director – Corporate Governance**  
**NHS St Helens Clinical Commissioning Group**