

Information Governance Department
East Wing
St. Pancras Hospital
4. St. Pancras Way
London NW1 0PE
Freedom.Information@Candi.nhs.uk

23 February 2015

Reference: 2015-214

Dear Sir or Madam

Re: Information Request – Freedom of Information Act 2000

Following your request for information we received on the 13 January 2015, we are providing you with access to the recorded information held by Camden and Islington NHS Foundation Trust in answer to your enquiry.

You requested the following information:

- “1. Please state at what hours of the day/night your crisis resolution and home treatment team can provide the following:**

The Crisis Resolution Teams in Camden and Islington operate 24 hours per day/365 days per year.

a) Telephone contact to service users

For:

i) People not known to the service

Service users who are unknown will need to in the first instance be referred by either their G.P. or another statutory or non-statutory health professional.

ii) People known to the service but not currently receiving home treatment

All service users known to the Crisis Resolution Team ie who have used the service at least once before, can telephone with a view to self-refer at any time.

iii) People already accepted for home treatment

All services users who are on the current caseloads can telephone any time of day or night to seek support.

2. Is the service user able to speak directly with a clinical member of the team?"

Incoming calls are received either directly by a clinician, or if all clinicians are busy, the incoming calls are directed to a paging service with the aim of returning calls to messages left within 30 minutes.

I do hope you are satisfied with the way in which your response was handled, if not you may request an internal review at the above email address within 28 days of this letter. When contacting the Trust please use the above reference that is unique to your request.

If you remain unsatisfied with the outcome of the internal review, you may seek further recourse by lodging an appeal with the Information Commissioner' Office at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF and on the Information Centre's website. www.ico.gov.uk/

Yours faithfully


Interim Information Governance Officer