

Information Governance

The Green
1 Roger Dowley Court
Russia Lane
London
E2 9NJ

Telephone: 020 7655 4053

Email elft.foi@nhs.net

Website: <https://www.elft.nhs.uk>

16th December 2019

Our reference: FOI DA3260

Thank you for your request for information received on 18th October 2019. I am sorry for the delay in responding to you. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Ayomide Adediran
Information Governance Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Request:

Please would you send me the following documents:

Question 1. The Trust's Suicide Prevention policy and any associated policies and procedures

Answer: Please find attached the Crisis Line Trust wide Policy.

Question 2. The Crisis Team's operational policies for
a)suicide prevention,
b)safeguarding
c)and risk of harm,
d)and any associated protocols and procedures

Answer: Please find attached the Crisis Line Operational Policy, together with a competency framework which shows the requirements for people working on the crisis line. In City and Hackney the crisis line is staffed by home treatment team members, and this covers expectations when dealing with risk.