

**0303 123 1145**

24 hour access  
to mental health care, advice,  
support and treatment



# Initial Response Service

South of Tyne and Wear

providing a service to Sunderland,  
South Tyneside and Gateshead



## **What is the Initial Response Service (IRS)?**

The Initial response Service provides 24 hour access to mental health care, advice, support and treatment. By calling one telephone number **0303 123 1145**, a member of the team will speak to you and discuss your current mental health needs.

## **Who can use this service?**

Anyone who lives in South Tyneside, Sunderland and Gateshead who feels they need urgent mental health care or have an enquiry about their routine care can contact the Initial Response Service.

This includes service users, carers, family, friends and supporters. People who have not been previously diagnosed with a mental health problem can self refer to the Initial Response Service. You can also be referred by your GP, social care professional or a voluntary organisation.

If you urgently need specialist advice, even if you have not been diagnosed with a mental health problem, you can still talk to a member of the team who can advise you on **0303 123 1145**.

## **What kind of help can I expect?**

From our conversation with you, a member of the team may arrange for a nurse to see you at home, at a GP practice or another mutually agreed place to allow us to gather further information regarding your current mental health needs and offer you some support or we may be able to offer you information about other services who may be able to help you at this time.

The Initial Response Service is made up of clinical leaders, qualified mental health clinicians and experienced support staff. The team is supported by Clinicians from specialist areas of care such as

- Children's and young peoples mental health services
- Learning disabilities services
- Older peoples services

The team recognise that some people need to be seen quickly and in these cases we will aim to provide a response within an hour.

The nurse who attends will help you to work out what support you need and be able to give you advice and information. If the nurse thinks that you need extra support and help from mental health services they will be able to organise this for you.

## **What about confidentiality?**

Everyone in the Initial Response Service works to very strict rules about confidentiality.

Although there may be instances where it may be necessary to share information with other professionals. If you have any concerns about confidentiality please talk to a member of staff.

We will keep a record of your contact with our service and also provide your GP with a summary of your contact with us.

## **Personal safety**

Trust staff carry devices that can monitor and record abusive behaviour. They can alert and receive support from emergency services and the recordings may be used in court proceedings.

## **Interpreters**

If an interpreter is needed, please let us know and we will arrange this for you.

## Travel information

Contact Nexus Traveline Tel: 0871 200 22 33

Website: [www.traveline.info/](http://www.traveline.info/)

## What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website [www.ntw.nhs.uk](http://www.ntw.nhs.uk) (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.  
You can provide feedback in the following ways:
  - the quickest way for you to do this is to complete our short online survey at [www.ntw.nhs.uk/poy](http://www.ntw.nhs.uk/poy)
  - complete a Points of You survey, available on wards, reception areas or from staff.
  - some areas of the Trust have electronic feedback touch screens, staff can help you to use these.

We really value your feedback to help us improve what we do. We may send you a questionnaire asking you what you thought about our service.

## How do I contact the Service?

You can contact the team by telephone **0303 123 1145**. The Team are available 24 hours a day, weekends and Bank Holidays.

## Contact details

Sunderland	South Tyneside	Gateshead
Initial Response Service Barton Centre Hopewood Park Ryhope Sunderland SR2 0NB	South Tyneside Crisis Resolution and Home Treatment Service Palmers Community Hospital Wear Street Jarrow Tyne and Wear NE32 3UX	Gateshead Crisis Resolution and Home Treatment Service Tranwell Unit Windy Nook Road Gateshead NE10 9RW
<b>Telephone: 0303 123 1145</b>		

## Useful local contacts for Sunderland residents

- **Emergency Duty Team**

Tel: 0191 561 4342

Mon-Thurs 8.30am-4.30pm, Fri 8.30am-4.00pm and 24 hours at weekends

This service provided practical support regarding social care and mental health act assessments.

- **Health, Housing and Adult Services**

Tel: 0191 520 5550

8.30am-5.15pm Monday to Thursday, 8.30am-4.45pm Friday

First point of contact for Adult Social Services.

- **Patient Advice and Liaison Service (PALS)**

Freephone 0800 328 4397 or 0191 566 7074

Monday to Friday, 9am-5pm

The Patient Advice and Liaison Service is a free, confidential NHS service which acts independently to provide information and advice about the NHS and help sort out any problems you may have.

- **Sunderland Carers' Centre**

Thompson Park, Thompson Road, Sunderland, SR5 1SF

Tel: 0191 549 3768 – Monday to Friday, 9am-5pm

Email: [info@sunderlandcarers.co.uk](mailto:info@sunderlandcarers.co.uk)

Website: [www.sunderlandcarers.co.uk](http://www.sunderlandcarers.co.uk)

Information, advice and support for carers.

- **Sunderland Mind**

14 Norfolk Street, Sunderland, SR1 1EA

Tel: 0191 565 7218

Email: [sunderlandmind@yahoo.co.uk](mailto:sunderlandmind@yahoo.co.uk)

Website: [www.sunderlandmind.co.uk](http://www.sunderlandmind.co.uk)

Provide information for individuals, carers and families experiencing emotional or mental health problems.

- **Washington Mind**

Grasmere Terrace, Columbia, Washington

Tel: 0191 417 8043

Email: [info@washingtonmind.org.uk](mailto:info@washingtonmind.org.uk)

Website: [www.washingtonmind.org.uk](http://www.washingtonmind.org.uk)

Provide information for individuals, carers and families experiencing emotional or mental health problems.

## Useful local contacts for South Tyneside residents

- **Emergency Duty Team**

Tel: 0191 456 2093

After 4pm only weekdays and 24 hours at weekends

This service provides practical support regarding social care and mental health act assessments.

- **Adult Social Services**

Tel: 0191 424 6000

8.30am-5pm Monday to Thursday 8.30 am-4.30pm Friday

First point of contact for Adult Social Services.

- **Patient Advice and Liaison Service (PALS)**

Freephone 0800 328 4397 or 0191 566 7074

Monday to Friday, 9am-5pm

The Patient Advice and Liaison Service is a free, confidential NHS service which acts independently to provide information and advice about the NHS and help sort out any problems you may have.

- **Carers Association in South Tyneside**

1 Beach Road, South Shields, NE33 2QA

Tel: 0191 454 3346 – Monday to Friday, 9am-4.30pm

Email: [castmanagement@yahoo.co.uk](mailto:castmanagement@yahoo.co.uk)

Information, advice and support for carers.

## Useful local contacts for Gateshead residents

- **Emergency Duty Team**

Tel: 0191 477 0844

5pm-8am weekdays and 24 hours at weekends.

This service provides practical support regarding social care and mental health act assessments.

- **Mental Health Social Work Team**

Tel: 0191 433 3000

8am-5.30pm Monday to Thursday and 8am-4.30pm Friday

First point of contact for Adult Social Services.

- **Patient Advice and Liaison Service (PALS)**

Freephone 0800 328 4397 or 0191 566 7074 9am-5pm Mon-Fri

The Patient Advice and Liaison Service is a free, confidential NHS service which acts independently to provide information and advice about the NHS and help sort out any problems you may have.

- **Gateshead Carers Association**

John Haswell House, 8-9 Gladstone Terrace, Gateshead, NE8 4DY

Tel: 0191 490 0121 – Monday to Friday, 9am-4.30pm

Email: [enquiries@gatesheadcarers.com](mailto:enquiries@gatesheadcarers.com)

Website: [www.gatesheadcarers.com](http://www.gatesheadcarers.com)

Information, advice and support for carers.

- **CarersTrust Tyne and Wear Crossroads Carers Service**

The Old School, Smailes Lane, Highfield, Rowlands Gill, NE29 2DB

Tel: 01207 549 780 Minicom: 01207 549 098

Email: [enquiries@gatesheadcrossroads.org.uk](mailto:enquiries@gatesheadcrossroads.org.uk)

Website: [www.gatesheadcrossroads.co.uk](http://www.gatesheadcrossroads.co.uk)

We have Mental Health Carer Support Workers who work closely with services to provide support to carers.

- **Tyneside Mind**

Wellbeing Centre, Dunsmuir Grove, Gateshead

Tel: 0191 477 4545 Email: [admin@tynesidemind.org.uk](mailto:admin@tynesidemind.org.uk)

Website: [www.tynesidemind.org.uk](http://www.tynesidemind.org.uk)

Provide information for individuals, carers and families experiencing emotional or mental health problems.

## National contacts

- **MIND Infoline**  
Helpline 0300 123 3393, 9am-6pm, Mon-Fri  
Can provide details of help and support in your own area.
- **No Panic**  
Helpline 0844 967 4848, 10am-10pm everyday  
Helpline which helps people who suffer from panic attacks, phobia's, obsessive compulsive disorders and other related anxiety disorders.
- **The Samaritans**  
Helpline 116 123, 24 hours, 365 days a year  
Provide confidential emotional support for people who are experiencing feelings of distress.
- **Saneline**  
Helpline 0300 304 7000, 6pm-11pm, everyday  
Helpline which provides support and information to anyone coping with mental illness.
- **Rethink's National Advice Service**  
Tel: 0300 5000 927, 10am-2pm, Monday to Friday  
Provides advice and information to people with severe mental illness, their families and carers.

## Useful Websites

- **Support Line** [www.supportline.org.uk](http://www.supportline.org.uk)  
Confidential emotional advice and support to assist people during a crisis.
- **NHS Choices - Your health, your choices** [www.nhs.uk](http://www.nhs.uk)  
Information about conditions, treatments, local services and healthy lives.

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Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, BSL, easy read or other languages). Please contact the Patient Information Centre  
Tel: 0191 246 7288

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