



April 2024

Crisis support services: an update

This is an update for primary care colleagues on the support services now available in Derby and Derbyshire when people are in crisis. The range of services has grown significantly in recent months and some of the new services are summarised here.

There is also an update on our 24/7 mental health helpline, including the latest news about the national proposal for all mental health-related 111 calls to be directed to the helpline (now scheduled to launch on 29 April). [Click here to go directly to the helpline update.](#)

Summary of services

Below are key details about some of the crisis support services now operating in Derby and Derbyshire.

Open access and self-referral crisis support services

- **24/7 mental health helpline:** The [Derbyshire Mental Health Helpline and Support Service](#) (0800 028 0077) provides a 24/7 all-age open access helpline and assessment support service for people presenting in crisis. Deaf people or those who are hearing impaired can contact the service via SignVideo – more information at www.derbyshirehelpline.com

As well as the main helpline number, there is a professionals' number – 01246 932350 – which can be used by primary care colleagues to seek advice from the helpline's mental health nurses. *Read more about the helpline [below](#).*

- **Crisis drop-in services:** three friendly, non-clinical drop-in services for adults experiencing mental health crisis or emotional distress. Open Fridays and Saturdays 6pm to 11pm, and Sundays 2.30pm to 5.30pm:
 - [Buxton Mental Health Crisis Support Drop-In service](#) (Zink HQ, Clough Street, Buxton SK17 6LJ)
 - [Ripley Mental Health Crisis Support Drop-In service](#) (The Croft, Slack Lane, Ripley DE5 3HF)
 - [Swadlincote Mental Health Crisis Support Drop-In service](#) (12-14 West Street, Swadlincote DE11 9DG)
- **Safe havens:** a community wellbeing resource in Chesterfield and Derby where people can access face-to-face support when they feel overwhelmed or unable to

cope. The safe haven teams work to prevent an escalation of problems and equip people with the skills and resources to safely manage their problems and avoid future issues. Open every evening from 4.30pm to 12.30am:

- [Derby Safe Haven](#) (309 Burton Road, Derby DE23 6AG): 0330 0083722
- [Chesterfield Safe Haven](#) (188 North Wingfield Road, Grassmoor, Chesterfield S42 5EJ): call 01246 949410 or [make a booking online](#).

In an emergency or life-threatening situation, people should go to their nearest Accident & Emergency (A&E) or call 999.

Other crisis support services: crisis houses

Crisis houses are in place in Derby and Chesterfield for adults who would benefit from short-term residential accommodation to support with their mental health needs to promote better stability and wellbeing. These facilities aim to reduce the need for inpatient hospital care.

The Crisis House in Derby is run by Richmond Fellowship and the Crisis House in Chesterfield is run by P3. The services are overseen by the NHS crisis teams provided by Derbyshire Healthcare NHS Foundation Trust and will provide 24/7 support.

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Useful links and contacts

The following details may be worth adding to your practice website and an Accurx message – for example, while a patient is awaiting appointments or further help.

Crisis helplines

The following helplines are open 24/7 unless stated otherwise.

- [Derbyshire Mental Health Helpline and Support Service](#): 0800 028 0077
- [Samaritans](#): 116 123
- [Hopeline247](#) (for young people and their carers): 0800 068 4141. Text: 88247
- [SANEline](#) (open 4pm to 10pm): 0300 304 7000
- [Silver Line](#) (for older people): 0800 4 70 80 90
- [CALM – Campaign against Living Miserably](#) (open 5pm to midnight, for men): 0800 58 58 58.

In medical emergency and life-threatening situations, where a person has taken an overdose or needs urgent medical attention, please dial 999 or attend your nearest hospital A&E department.

Safety planning

- [Staying Safe](#)
- [StayAlive app](#)

Sources of information and support

- [Derby and Derbyshire emotional health and wellbeing website](#)
- [Hub of Hope](#) – national directory of support
- [Help in a crisis – Derbyshire Healthcare NHS Foundation Trust](#).

Mental health helpline and '111 select mental health'

The [Derbyshire Mental Health Helpline and Support Service](#) (0800 028 0077) provides a 24/7 all-age open access helpline and assessment support service for people presenting in crisis. The helpline launched in 2020, during the pandemic, and has evolved in the years since. It receives several thousand calls per month.

One aspiration set out in the NHS Long Term Plan is that anyone experiencing a mental health crisis can access mental health support by calling 111 and choosing the option for 'mental health'. They will then be transferred to their local 24/7 mental health helpline. The project is known as 'NHS 111 select mental health' (formerly '111 press 2') and the Derbyshire helpline team has been working closely with DHU Healthcare to prepare so that, when the new technology is ready, people calling 111 will be automatically redirected to the helpline for mental health support.

To monitor the impact of the 'NHS 111 select mental health' initiative, a national soft launch was set to begin in December 2023, to collect data on how many 111 callers would choose the 'mental health' option. This soft launch was delayed and began in March 2024.

The full launch of '111 select mental health' nationally was then due to begin on 2 April 2024 but was delayed due to issues with the technology. It is now scheduled to go live in the East Midlands at 11am on **29 April 2024**.

Following the launch, there will be a transition phase between May and the autumn when helpline teams, 111 service providers and NHS England will address any issues that may arise following the introduction of the new technology.

Within Derbyshire, there is an expectation that the number of calls to the helpline will increase significantly as people start to access the service directly through NHS 111; no extra national funding is likely to be available.

As a result, the helpline providers (Derbyshire Healthcare NHS Foundation Trust and P3) and their system partners **will not actively promote the change immediately after launch** but will instead make sure that the technology is working effectively and the full impact is understood. It is likely that promotion of the new initiative will begin in the autumn.

The current helpline number (0800 028 0077) will remain in place and operational throughout this time, in case local residents continue to call this number.

Other helpline developments

The helpline team have already made improvements to the service in recent months, ahead of the introduction of '111 select mental health'. The team has:

- Introduced a **new phone system** that allows for messages to be played while callers are on hold, and provides live performance data about the number of calls waiting
- Reviewed its **triage system**, to ensure timely and accessible help for those seeking support. A quality improvement (QI) programme is underway to look at how calls are answered and whether the current system could be improved. Evidence from other helplines is being used to help shape the review.

The helpline team has also played an important role in the national launch of the SignVideo **BSL video relay service** for Deaf people wanting to contact their local helpline; learn more on the [Derbyshire Healthcare website](#).

The team are also working closely with East Midlands Ambulance Service to offer alternative support away from A&E, and to launch a **mental health response vehicle** – staffed by a paramedic and mental health professional – by June 2024. The purpose of the mental health response vehicle will be to see and treat people who have called the ambulance service with mental health-related concerns and who would often be taking directly to ED.

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