

Nottingham Rethink Focusline

Focusline is a telephone helpline service that is available to anyone who has any issue related to mental health. This includes the person themselves, carers, relative, friends and professionals.

**This service is available on a Freephone number from landlines, and certain mobile networks. (Orange, Virgin & 3)
The telephone number is 0800 027 21 27**

Background to the service

Focusline was set up in October 2000 in response to suggestions made by service users and carers at a stakeholder event held in 1998. The service was initially funded as an out of hours service using a regular Nottingham telephone number. In 2001 other helplines were set up and still operate from the Nottingham building. This enabled Rethink to operate the service 24 hours and provide a freephone number at no additional cost to the PCTs. The funding for the service is £200K per annum. All the helpline workers are paid members of staff and all of whom have received specialist helpline skills. Focusline is a member of the Telephone Helplines Association (THA) and has been accredited as reaching all 115 of the THA standards. A new helpline training course has been developed as part of the THA and the Mental Health Helplines Partnership (MHHP) of which rethink is also a member. This training has been accredited by the Open College Network and focusline staff are currently working through this training. All members of staff have mental health experience in either a personal or paid capacity.

What the service can offer

Support

Rethink is actively committed to recruiting people who have personal experience of receiving mental health services. All callers will be treated with respect and dignity.

- Guidance through current mental health distress
- Emotional support
- A listening ear
- Someone to talk to
- A safe place to express your thoughts and feelings.

Information & Signposting

Focusline researches services so that it can provide up-to-date and accurate information about services within your local communities, and nationally. Examples of this would be Advocacy contacts, Carer Groups, Self Help Groups, and User Voice contacts. Focusline uses;

- Information for Public and Patients web site
- NHS Direct
- Local CVS Directories
- Telephone Helpline Directory
- Local Acquired Knowledge

Liaison with Other Services

Focusline is also able to contact emergency and speciality support if required.

- All Community Mental Health Teams
- Crisis and Home Treatment teams (although we cannot directly refer into this service)
- All other Health and Social Services Teams
- Social services Emergency Duty Team
- Police and Ambulance services

Focusline is commissioned and funded by Nottingham PCT's, but is independently managed by Rethink.

Confidentiality Policy

Focusline operates a policy of 'significant risk to yourself or others' and in these situations we will contact the relevant emergency services.