

## East Lothian Direct Access Mental Health Support Line

East Lothian Health and Social Care Partnership have launched a new single point of contact telephone line to access Mental Health Services in East Lothian.

By calling **0330 790 6292**, individuals (over 18 years) can now self-refer themselves into East Lothian's range of mental health services.

The mental health support telephone line is available **Monday to Friday 9am – 4pm.**

The aim of this initiative is to offer a **direct, single point of contact**, that provides access to advice, reassurance and signposting to the most appropriate mental health team.

**Right Care, Right Place**



## Calling the support line

On contacting the support line, callers will be asked for their contact details and/or who they are calling on behalf of. Callers will then be offered the choice of a **same day / next day call back** from a highly trained clinical decision-making professional.

After an initial discussion, assessment and evaluation, the Mental Health clinician will advise the person of the available options to meet their needs. This may include:

- An initial referral to online self-help courses and/or community support networks.
- For those requiring some structured support, an appointment with the CWIC Mental Health Team or the Distress Briefing Intervention Service.
- It may be recommended that the person gains more specialised support from occupational and/or physiotherapy teams, the psychological therapies service or substance use team.
- A referral may be placed directly with the Older Adults Mental Health Team or to Social Work Services.
- Where an assessment is made that the individual may require more advanced support, introductions will be organised for the person to meet with the Community Mental Health or Intensive Home Treatment Team.

If during the initial request for assistance, it is determined that the individual is experiencing a mental health emergency, where there is a risk of harm to the individual or others around them, emergency services will be contacted.

## Promoting the Mental Health Support Line

In order to reach as many people as possible, we are asking for your assistance to help spread the word and promote the availability of this new direct access support telephone line as widely as possible across East Lothian.

Attached you will find an A4 poster which we would be delighted if you could display in your premises. Additionally, below is some copy that can be used across social media platforms, alongside the image attached.

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Social Media Copy:

*NEW DIRECT ACCESS TO MENTAL HEALTH SERVICES in East Lothian*

*If you, or someone you care about, over the age of 18 is looking for support regarding your/their mental health, you can now GO DIRECT and self-refer into East Lothian Mental Health Services and talk to trained professionals for information and advice.*

*CALL: 0300 790 6292 Monday - Friday 9am - 4pm.*

*After providing initial contact details you will be offered a \*SAME DAY / NEXT DAY\* call back from an experienced Mental Health Clinician who, following an initial assessment, will provide advice or a referral to the most relevant service.*

***If you feel you need urgent help with your mental health, please contact your GP, or if out of hours, NHS 24 on 111.***

Find out more: [www.eastlothian.gov.uk/elhscp/mental-health](http://www.eastlothian.gov.uk/elhscp/mental-health)  
[#mentalhealthsupport](#) [#eastlothian](#) [#ELHSCP](#)

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Should you have any questions, please do not hesitate to contact us.

Kind regards

*Jennifer*

Jennifer Jarvis

Senior Communications Advisor | East Lothian Health & Social Care Partnership

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