

## Press Release

**Embargoed: 12<sup>th</sup> July, 2021**

### **New Mental Health Advice and Support Line for Hull and the East Riding**

The Mental Health and Crisis Line for Humber Teaching NHS Foundation Trust will change on Monday 19<sup>th</sup> July, 2021. This will be called the Mental Health Advice and Support Line and will be accessible via phone call on **0800 138 0990**.

The new line will be available 24 hours a day, 7 days a week and is free to access for anyone over the age of 18, who lives in Hull and the East Riding of Yorkshire.

The old number will no longer be used for these services as of 19 July, however, an answerphone message will be available for an extended period of time to ensure service users are redirected to the new line.

This change comes as part of several new initiatives to improve access to local mental health services.

These new processes have been made possible due to the Trust's ongoing partnership with Hull and East Yorkshire Mind, whose support will help to increase the number of phone calls being taken per day.

This partnership will help people in the local communities to get the right help, at the right time.

**Michele Moran, Chief Executive at Humber Teaching NHS Foundation Trust, said:**

"I am delighted to continue our partnership with Hull and East Yorkshire Mind, to support the introduction of this new front door to our mental health services. Working together in this way will allow those who need mental health support improved access to help, with shorter wait times on the phone and a clearer pathway to meet their specific needs."

When phoning the new number, people who require support will be introduced to the new line and will engage in a guided conversation with one of our professionals. This conversation will help the professional to understand the person's situation, how they might be feeling and the most suitable options available to them.

There are three core routes on this support line. Those in crisis will be immediately transferred to one of the Trust's dedicated services. Those who require additional support, but who are not in crisis, will be scheduled an appointment in the future for further assessment, and those who may be able to self-manage their mental health will be signposted to helpful information to support them moving forwards.

While these changes are hoped to be a step in the right direction in terms of decreasing telephone wait times and ensuring that local communities can seek the right help, right away, it is important to remember that there are many other mental health services available to support people in the area.

**Emma Dallimore, Chief Executive at Hull and East Yorkshire Mind, said:**

“It’s great to be continuing our well established partnership with Humber Teaching NHS Foundation Trust to improve access to local mental health services. We continue to work together to ensure that people can get support with their mental health services in a timely and supportive manner.

Calls will continue to be answered by local mental health professionals who will guide individuals to the best service for them, whether that be a clinical service or one of the many other community services available across Hull and East Yorkshire.

1 in 4 people will experience a mental health problem in any given year, and we know that many people may not know where to go for help. By working together, we can ensure that local people can get the help they need, when they need it most.”

To find out more about what mental health services are available in Hull and the East Riding, and which one might be right for you, please visit: <https://www.humber.nhs.uk/checkin.htm>

If you are experiencing feelings of crisis, such as suicidal thoughts, self-harm or frequent panic attacks or flashbacks, please seek help as soon as possible.

If you need urgent medical assistance or are in danger of harming yourself or others now, please call 999 or go to your local A&E department.

**ENDS**

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## **Notes to Editors:**

### **Humber Teaching NHS Foundation Trust**

Humber Teaching NHS Foundation Trust provides a range of community, inpatient and GP services to people living in Hull, East Riding and North Yorkshire.

The Trust serves a large geographical area with a population of 800,000 and it employs approximately 2800 staff at sites and locations across the catchment area including nine GP practices.

In addition, it provides a wide range of health and social care services including acute and forensic inpatient mental health services, community mental health services, primary care, Child and Adolescent Mental Health Services (CAMHS), community services, substance misuse and learning disability services.

The Trust also provides an Integrated Specialist Public Health Nursing Service (ISPHNS) which delivers the health visitor and school nursing services to families and schools across the region.

The Trust have their own charity 'Health Stars' which works to 'add sparkle' to the community and mental health services provided.

Health Stars actively encourage the development of exceptional healthcare which goes above and beyond NHS core services by investing into patient environments, resources and research.

For more information visit [www.humber.nhs.uk](http://www.humber.nhs.uk) and [www.healthstars.org.uk](http://www.healthstars.org.uk)

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## **Hull and East Yorkshire Mind**

Founded in 1976, Hull and East Yorkshire Mind has been supporting people with mental health problems across Hull and East Yorkshire for over four decades.

An independent charity governed by a group of local trustees, Hull and East Yorkshire Mind is affiliated to the Mind network made up of over 130 organisations across England and Wales delivering services, campaigning and giving a voice to people with mental health problems, their families, carers and community.

As a charity and a housing association Hull and East Yorkshire Mind has an ambitious vision for the future in which we will not give up until everybody experiencing a mental health problem gets both support and respect.

Our **VISION** is that we won't give up until everyone experiencing a mental health problem gets both support and respect.

Our **MISSION** is to work with partners to intervene as early as possible, providing advice and support to empower and give hope to anyone experiencing a mental health problem. We campaign locally to improve services and reduce stigma and discrimination. Our website is at [www.heywind.org.uk/](http://www.heywind.org.uk/)

Tel: 01482 240200

24/7 Information Line – 01482 240133