



9<sup>th</sup> August 2022

**Prevention of Future Deaths Notice for Keith Nottle – Turning Point Response**

It is our understanding that Turning Point is only being asked to give consideration to paragraph 1 in section 5 of the regulation 28 report, jointly with Nottinghamshire Healthcare Trust; we have discussed this with colleagues from the Trust and they agree with this interpretation of the report.

We have reviewed and refreshed the key factors in the role of the helpline (telephone) workers with colleagues in Nottinghamshire Healthcare Trust, including when and how referrals are escalated to the Crisis Team, training, supervision, monitoring and audit.

We are also working with commissioners and the Trust to refresh the service specification.

We have met with our colleagues from Nottinghamshire Healthcare Trust on a number of occasions and agreed a Standard Operating Procedure (SOP) for the flow of referrals from the helpline workers to the Crisis Team. This SOP is in line with the service specification and national guidance regarding access to mental health services.

We have met with the team of helpline workers and their team leader and ensured that they are familiar with the detail of the SOP.

We have introduced additional monitoring and audits to ensure that all helpline workers are following the SOP and any variance is addressed in a timely way.

The audits will check a sample of cases each month against the SOP and our additional monitoring includes regular listening in to the calls by a manager or team leader.

We have also agreed a competency framework to provide assurance that our staff are confident in their ability to handle calls and the escalation process regarding risk, amongst other areas.

We, alongside our colleagues in the Trust, are also introducing a new digital telephony system which will give both organisations better insight into call activity.

We believe that these steps will effectively address the concerns that were raised regarding 'culture and practice' in the helpline service.



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