

Freephone

**0303 123 1145**

for 24 hour access to mental  
health care, advice, support  
and treatment

If you are Deaf text

**07860 064 775**



## Initial Response Service

South of Tyne and Wear

providing a service to Sunderland,  
and South Tyneside

## **What is the Initial Response Service (IRS)?**

The Initial response Service provides 24 hour access to mental health care, advice, support and treatment. Call Freephone telephone number **0303 123 1145** to speak to a member of the team and discuss your current mental health needs. If you are Deaf text **07860 064 775**.

## **Who can use this service?**

Anyone who lives in South Tyneside and Sunderland who feels they need urgent mental health care or have an enquiry about their routine care can contact the Initial Response Service.

This includes service users, carers, family, friends and supporters. People who have not been previously diagnosed with a mental health problem can self-refer to the Initial Response Service. You can also be referred by your GP, social care professional or a voluntary organisation.

If you urgently need specialist advice, even if you have not been diagnosed with a mental health problem, you can still talk to a member of the team who can advise you on **0303 123 1145**. If you are Deaf text **07860 064 775**.

## **What kind of help can I expect?**

From our conversation with you, a member of the team may arrange for a nurse to see you at home, at a GP practice or another mutually agreed place to allow us to gather further information regarding your current mental health needs and offer you some support or we may be able to offer you information about other services who may be able to help you at this time.

The Initial Response Service is made up of clinical leaders, qualified mental health clinicians and experienced support staff.

The team is supported by Clinicians from specialist areas of care such as

- Children's and young people's mental health services
- Learning disabilities services
- Older people's services

The team recognise that some people need to be seen quickly and in these cases we will aim to provide a response within an hour. The nurse who attends will help you to work out what support you need and be able to give you advice and information. If the nurse thinks that you need extra support and help from mental health services, they will be able to organise this for you.

## **What about confidentiality?**

Everyone in the Initial Response Service works to very strict rules about confidentiality. Although there may be instances where it may be necessary to share information with other professionals. If you have any concerns about confidentiality, please talk to a member of staff. We will keep a record of your contact with our service and provide your GP with a summary of your contact with us.

## **Personal safety**

Trust staff carry devices that can monitor and record abusive behaviour. They can alert and receive support from emergency services and the recordings may be used in court proceedings.

## **Interpreters**

If an interpreter is needed, please let us know and we will arrange this for you.

## **Travel information**

Contact Traveline by telephone: 0871 200 22 33

Website: [www.traveline.info](http://www.traveline.info)

## **What if I have a comment, suggestion, compliment or complaint about the service?**

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website [www.cntw.nhs.uk/contact/complaints/](http://www.cntw.nhs.uk/contact/complaints/)
- telephone the Complaints Department on 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk)

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at [www.cntw.nhs.uk/yourvoice](http://www.cntw.nhs.uk/yourvoice)
- complete a Your Voice survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience [www.cntw.nhs.uk/yourfeedback](http://www.cntw.nhs.uk/yourfeedback)

### **Patient Advice and Liaison Service (PALS)**

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved one's care.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions.

If necessary, we can also refer patients and families to specific local or national-based support agencies.

### **South of Tyne**

Tel: 0800 328 4397

Text: 07825 061 035

Email: [pals@cntw.nhs.uk](mailto:pals@cntw.nhs.uk)

Post: Patient Advice and Liaison Service, Garden Lodge,  
Hopewood Park, Ryhope, Sunderland, SR2 0NB

9am – 4.30 pm, Monday to Friday

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.

## How do I contact the service?

You can contact the team by Freephone **0303 123 1145**

The team are available 24 hours a day, weekends and Bank Holidays for urgent referrals and Monday to Friday 9am-5pm for routine/planned care referrals.

For Deaf service users please text **07860 064 775** and a member of the team will respond as soon as possible.

## Contact details

- **Initial Response Service**

Barton Centre, Hopewood Park, Ryhope, Sunderland, Tyne and Wear, SR2 0NB

Tel: **Freephone 0303 123 1145**

If you are Deaf text: **07860 064 775** or by using SignVideo online at [www.signvideo.co.uk/nhs111](http://www.signvideo.co.uk/nhs111)

- **Sunderland and South Tyneside Crisis Resolution and Home Treatment Team**

Barton Centre, Hopewood Park, Ryhope, Sunderland, Tyne and Wear, SR2 0NB

Tel: **NHS 111 and select the mental health option**

If you are Deaf text: **07860 064 775** or by using SignVideo online at [www.signvideo.co.uk/nhs111](http://www.signvideo.co.uk/nhs111)

## Useful local contacts for Sunderland residents

- **Emergency Duty Team**

Telephone: 0191 520 5552, Mon to Fri, 8.30am to 5pm  
Telephone: 0191 520 5513, after 5pm weekdays and 24 hours at weekends.  
This service provides practical support regarding social care and mental health act assessments.

- **Sunderland City Council Services**

Health and Wellbeing: 0191 520 5552  
Housing: 0191 520 5551  
Urgent crisis or homeless: 0800 234 6084  
Monday to Friday, 8.30am to 5pm  
First point of contact for council services.

- **Sunderland Carers' Centre**

Thompson Park, Thompson Road, Sunderland, SR5 1SF  
Telephone: 0191 549 3768 – Mon to Fri, 9am to 5pm  
Email: [contactus@sunderlandcarers.co.uk](mailto:contactus@sunderlandcarers.co.uk)  
Website: [www.sunderlandcarers.co.uk](http://www.sunderlandcarers.co.uk)  
Information, advice and support for carers.

- **Sunderland Mind**

Wellbeing Hub, Church Street East, Sunderland, SR1 2BB  
Telephone: 0191 565 7218  
Email: [admin@sunderlandmind.co.uk](mailto:admin@sunderlandmind.co.uk)  
Website: [www.sunderlandmind.co.uk](http://www.sunderlandmind.co.uk)  
Provide information for individuals, carers and families experiencing emotional or mental health problems.

- **Washington Mind**

Grasmere Terrace, Columbia, Washington, NE38 7LP  
Telephone: 0191 417 8043  
Email: [info@washingtonmind.org.uk](mailto:info@washingtonmind.org.uk)  
Website: [www.washingtonmind.org.uk](http://www.washingtonmind.org.uk)  
Provide information for individuals, carers and families experiencing emotional or mental health problems.

## Useful local contacts for Sunderland residents (continued)

- **Mental Health Matters**

Telephone: 0191 516 3500

Website: [www.mhm.org.uk](http://www.mhm.org.uk)

9am to 5pm, Monday to Friday

Provides emotional support, advice and guidance to people who are struggling with their mental health.

## Useful local contacts for South Tyneside residents

- **Emergency Duty Team**

Telephone: 0191 456 2093

After 4pm weekdays and 24 hours at weekends

This service provides practical support regarding social care and mental health act assessments.

- **Adult Social Services**

Telephone: 0191 424 6000

Mon-Thu 8.30am-5pm, Fri 8.30 am-4.30pm

First point of contact for Adult Social Services/ Talk First.

- **Connected Caring South Tyneside**

29 Beach Road, South Shields, NE33 2QU

Telephone: 0800 304 7724

Website: [www.connectedcaring.org.uk](http://www.connectedcaring.org.uk)

Provides a range of services for carers including information and advice, benefits information, support groups, social activities, and access to training.

- **Mental Health Matters**

Telephone: 0191 516 3500

Website: [www.mhm.org.uk](http://www.mhm.org.uk)

9am to 5pm, Monday to Friday

Provides emotional support, advice and guidance to people who are struggling with their mental health.

## National contacts

- **MIND Infoline**

Helpline: 0300 123 3393, 9am-6pm, Mon-Fri  
Can provide details of help and support in your own area.

- **No Panic**

Helpline: 0300 772 9844, 10am-10pm everyday  
Helpline which helps people who suffer from panic attacks, phobia's, obsessive compulsive disorders and other related anxiety disorders.

- **The Samaritans**

Helpline: 116 123, 24 hours, 365 days a year  
Provide confidential emotional support for people who are experiencing feelings of distress.

- **Saneline**

Helpline: 0300 304 7000, 4pm to 10pm, everyday  
Helpline which provides support and information to anyone coping with mental illness.

- **Rethink's National Advice Service**

Telephone: 0808 801 0525, 9.30am to 4pm, Monday to Friday. Provides advice and information to people with severe mental illness, their families and carers.

## Useful Websites

- **Support Line** [www.supportline.org.uk](http://www.supportline.org.uk)

Confidential emotional advice and support to assist people during a crisis.

- **The NHS website** [www.nhs.uk](http://www.nhs.uk)

Information about conditions, treatments, local services and healthy lives.



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Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (Braille, audio, larger print, BSL, easy read or other languages). Please contact the Patient Information Centre on telephone 0191 246 7288.

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