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Darlington Memorial Hospital
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Request for Information Reference: 01.19.05

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Email only

31 January 2019

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 3rd January 2019 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding staff mental help / counselling service. Specifically you requested information as follows:

I would like to find out if the number of hospital staff accessing the Trust's staff mental health/counselling service is increasing, and why.

1a. Does the hospital Trust have a staff support and counselling service? If yes, what is it called?

Answer: Yes the Trust has an Employee Assistance Programme. This is a Staff Support and Counselling Service it is called CNLR Horizons T/A as CiC.

b. Please clarify whether the service is specifically for staff wanting support with work related issues, or whether staff can access the service for any personal issues unrelated to work?

Answer: CiC offer a 24/7/365 days per year service for work or personal issues.

c. Please confirm what is provided, e.g. six free counselling sessions

Answer:

- 1) Free, Impartial and Confidential 24/7/356 – Advice line, staffed by clinically trained consultants and counsellors
- 2) Separate Managerial Advice line, for Line managers / supervisors to access confidential support and telephonic coaching

- 3) Bespoke Health and Wellbeing Portal, well-online with health and wellbeing information, help sheets, podcasts, training information and much more
- 4) Self-referral for clinical assessments, and if appropriate
 - a) up to 6 sessions of structured counselling either,
 - b) face to face, telephonic, computerised, skype
- 5) Manager Referrals into EAP
- 6) Secure Web chat with Counsellors
- 7) Legal/Tax Support
- 8) Debt/Financial Support
- 9) Family care Support
- 10) Everyday matters
- 11) Free leaflets/promotion and attendance at wellbeing/welfare events

**2. How many staff members used the service in 2016, 2017 and 2018?
Please give a total for each year, so, for example, 100 in 2016, 100 in 2017 and 100 in 2018?**

If the Trust manages more than one hospital, please confirm if the figures provided are for all hospitals?

Answer: This is all hospitals/sites.

2016: 463
2017: 572
2018: 803

3. Please confirm if you record the overall reasons why staff are accessing the service; e.g. you may have headings like, 'personal stressors (including anxiety/depression)' and 'work related stressors (including anxiety and depression)', etc.?

Answer: Yes.

4. If time allows, please give a breakdown of the reasons staff are accessing the service, e.g. 2018, 40%/40 people for personal stressors and 60%/60 people for work related stressors.

Answer:

2016: 58% work related issues and 42% personal related issues.

2017: 49% work related and 51% personal related issues.

2018: 43% work related and 57% personal related issues.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington, DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Telephone: 0303 123 1113
Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer