



## **FREEDOM OF INFORMATION REQUEST**

**Request No:** AD-IG-01(2)-12-2017  
**Key Word:** Mental Health Training Provided to Staff  
**Subject:** Mental Health Training Provided to Staff  
**Request:**      **Date Received:**           28/01/2017  
                  **Monitoring Date:**       30/01/2017  
                  **Date of Response:**      13/02/2017

Thank you for your request for information received 28 January 2017 and which was dealt with under the terms of the Freedom of Information Act 2000. We would also inform you that Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and which is detailed below and attached for your attention.

### **Question 1**

What is the content of the initial mental health training you provide your staff with? For example; classroom led course, teaching from a mental health professional, experience shadowing mental health staff

### **Answer 1**

The initial mental health training we provide is to NIAS frontline operational staff and is classroom led. There are currently two units on the Associate Ambulance Practitioner (AAP) course which pertain to mental health. Previously we delivered the GAIN guidelines in relation to mental health training.

### **Question 2**

Do staff at all levels receive the same initial mental health training?

### **Answer 2**

Mental health training has been delivered to Paramedics, Paramedics in Training, Emergency Medical Technicians and Ambulance Care Attendants. All of these staff whilst in different roles receive the same level of mental health training.

### **Question 3**

What is the length of the initial mental health training you provide your staff with? ie. number of hours or days

### **Answer 3**

GAIN mental health training was previously 1½ hours. Currently we deliver APP Mental Health units on:

- Mental Capacity – 1 x Day
- Mental Health – 1 x Day

### **Question 4**

What ongoing mental health training do you provide the staff who are employed with you with?

### **Answer 4**



Ongoing mental health training consists of mental health updates, as required, delivered during annual post proficiency training and/or can be delivered via ad hoc Core Professional Development nights arranged at local divisional levels.

**Question 5**

Are you able to provide me with any statistics on the range of jobs that crews attend? For example; mental health related, social, trauma

**Answer 5**

As you will appreciate the definition of mental health is very extensive and we have a number of chief complaints in the Command and Control system that may identify a mental health incident ie overdose etc. We have attached a dataset that has been used for a previous request and details attendances and statistics on same. We can further confirm we receive mental health calls such as:

- Feeling suicidal;
- Self-harming;
- Patient cutting themselves with blade;
- Threatening to jump into river;
- Going to jump of a bridge;
- Intentional overdoses;
- Hearing voices;
- Patient walking about outside in pyjamas saying she has had a breakdown.

I hope that the above and attached fully assists you.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

In the event that you require a review to be undertaken, you can do so by writing to the Finance and ICT Director, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

**Website:** [ni@ico.org.uk](mailto:ni@ico.org.uk)  
**Post:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF  
**Telephone:** 028 9027 8757 or 0303 123 1114 (Belfast based Office)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <http://www.niamb.co.uk>. Personal details in

respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

*Alison Vitty*

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**Alison Vitty (Miss)**  
**CORPORATE MANAGER**