



If someone's life or property is at risk, always call 999.

The service we provide

We provide an emergency response to any adult in Bournemouth, Christchurch and Poole who is in crisis or needs urgent help outside normal office hours.

How to know if you should call

You should call us if:

- you are urgently concerned about the welfare of an adult who is frail, sick, disabled, has mental ill health, or has a learning disability
- an adult needs to be supported when being interviewed by the police
- an assessment is required under the Mental Health Act in respect of a compulsory admission to psychiatric hospital or assessment as a result of a Section 136 'arrest'
- you need to make a referral to safeguard an adult who is at risk of harm from others
- someone is lacking in capacity to consent to support or help, and needs to be assessed

How we will respond

We will always listen to you carefully and sensitively, but can only take immediate action if we think you or the person you are calling about is at serious risk.

After taking your call we will:

- review all the information we have about the situation
- discuss your concerns with the appropriate professionals
- consider the wider circumstances and implications if no further action is taken
- intervene if an adult is at risk
- manage a crisis until the next normal working day

If we cannot help we will tell you why and give you advice about who else may be able to.

When the service is available

- Monday to Thursday from 5pm to 9am
- from 4pm on Friday to 9am on Monday
- on Bank Holidays

Contact details

Please telephone us on 0300 123 9895. When the phone lines are busy there will be an answer phone service. Please leave a clear message giving your name, the nature of the emergency and your telephone number.

Outside of our operational hours, you should use the normal daytime contact numbers for the service you need. If you don't have a number, or aren't sure which number to phone, please call 01202 633902.

To request or download a copy of this factsheet:

Tel. 01202 633902 / email sshelpdesk@bcpcouncil.gov.uk
or download at www.poole.gov.uk/adultsocialcarefactsheets



We can give you help to read or understand this information:



01202 633902

Text
Relay



18001 01202 633902