



Kent and Medway

NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Dear [REDACTED]

Request for Information

I write further to your request FOI ID 40657 under the Freedom of Information Act 2000 regarding: -

Crisis Services Policies and Processes for March 2020

Your request is set out below:

What processes were in place in March 2020 for referrals made to CRISIS and for a copy of any relevant policies?

Please find attached the Crisis Resolution & Home Treatment Service Operational Policy and Liaison Psychiatry Services Policy that was in place in March 2020.

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department

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Trust Chair – Dr Jackie Craissati
Chief Executive – Helen Greatorex