

14 January 2021

Information Rights & Compliance Team  
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Our Ref: FOI/03859

Thank you for your request concerning our CATT Operational Policy.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

**1. Please provide a copy of the new CATT Operational Policy**

I attach our Crisis Assessment and Treatment Team CATT Policy V6.5. Please see page 29 for the below:

**24. Care call:**

Following a CATT assessment if the outcome is no further planned contact with any HPFT services (for e.g. GP or counselling), a follow up telephone call must be made to the service user and carer (if appropriate) within 48 hours of assessment. This is to check how the person is coping following assessment; to give an opportunity to discuss any issues or anxieties and to offer the option of further assessment or review if required.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

*Sue Smith*

**Sue Smith**  
**Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

