



**About our
on-demand
human support**

brain in hand

Welcome

Our on-demand human support is provided by Taking Care.



Our service is provided 24 hours a day, 7 days a week.



Support is there to help you keep your day on track - it is not a crisis service or a substitute for calling 999 in an emergency.



We will contact you in response to your request for support in your Brain in Hand app.



How will we support you?

We are a team of dedicated, trained professionals who have extensive experience in responding to a wide range of alerts.

We have undertaken specialist training to support you when you are feeling anxious or when you are facing a difficult situation and need support to find a solution.

You can decide if you would like us to contact you by phone or text message by setting your contact preference either in the manage account section of your Brain in Hand website or in your Brain in Hand app settings.

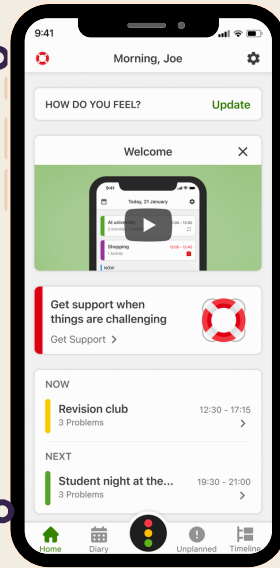
Responders will support you using the information you have entered in your Brain in Hand.

We work in shifts to provide a 24-hour service. Consequently, a different team member could respond to your request for support each time, but our team are consistent in how they will respond to you.



How do I request support?

The life ring button in the top right corner of your app



The Get Support when things are challenging Button on the home screen

Following a red traffic light press, you have the option to request support

Press 3 amber traffic lights in a row in a day, you have the option to request support

If you would like your red traffic light press to immediate request support after a press, tap the menu icon in the top left-hand side of your screen and choose the settings option. In the response service section, turn on the toggle for 'link red to support' and 'link 3 ambers to support'.

What happens after I request support?

Following your support request, you will receive a text message informing you that we will be in touch in response to your support request.

We will aim to respond to you within 30 minutes.



Phone support

- Our calls should last no more than about 20 minutes.
- If you do not answer our call, we will try again after 5 minutes.
- If you do not answer the second call after a further 5 minutes we will try again.
- Following the third call, if you do not answer we will not try again and will close the contact. If you have voicemail on your phone, we will leave you a message.



Text support

- If you have requested contact by text, conversations should last no longer than 1 hour.
- If you do not respond to a text within 5 minutes, we will try again.
- If we do not hear back from you after a further 5 minutes we will not try again.
- Once the contact with you is closed, if you require support again you can request this in your Brain in Hand app at any time.

What if I no longer want support?

If you decide you would not like us to contact you on this occasion, you are able to cancel the support request

- If you have requested support through the life ring you can press cancel
- If you have requested support through your red traffic light you can press green to cancel the support request

Contact preferences

We will do our best to meet your specific contact preferences. These can be entered on the 'Notes' section in 'My Details' on your Brain in Hand website.

If there is an occasion when we are unable to meet your preferences, we will inform you and will look at any other options we can offer at that time.

When you are first being set up on Brain in Hand, your Brain in Hand coach will encourage you to test the request support feature during your coaching session. You can let us know this is a test and we will introduce you to our service.

What we can access?

We have access to your Brain in Hand account but will only access this information to respond to a support request.

- We will view the Notes section. Please tell us here if there is any information that you would like us to know that will help us to respond to you in the best way.
- We will view your Diary to see what you are doing, your solutions to see what usually helps, and your Timeline to see what was recorded just before you requested support
- We will leave a comment on your Timeline after we have spoken to you, you will be able to see a summary of the support you have received from the response service. This timeline comment can be used for you to reflect on the difficulties you were facing at the time and what solutions you were going to try and/ or helped in the moment to update your Brain in Hand

Please see the terms and conditions on the Brain in Hand website for more information about data protection and access.

[Terms and conditions](#)

What will we do if we are concerned about you?

If we become concerned about your immediate wellbeing or safety, we will contact your emergency contact and the emergency or other services as appropriate in line with Brain in Hand's Safeguarding Policy.

If we are concerned about your wellbeing, we may ask to contact your named Brain in Hand Supporter or other contacts you have provided.

The Brain in Hand Response Service reserves the right to end access to the service if you use the service inappropriately. If you decide you no longer wish to have the Response Service, please contact Brain in Hand at support@braininhand.co.uk.

If you would like to see our Safeguarding policy, please email support@braininhand.co.uk.

[**support@braininhand.co.uk**](mailto:support@braininhand.co.uk)

Service availability

We cannot guarantee a response to every support request pressed. For example, if there is a problem with the service's internet connection, with your internet connection, or with the Brain in Hand Server.

Please see our terms and conditions for more information. If you experience technical difficulties with your Brain in Hand, please use this link to access our service desk:

<https://braininhand.atlassian.net/servicedesk/customer/portals>.

By using our on-demand human support service, you agree to:



Use the Service appropriately and not as a crisis service



Allow the recording of phone / text communications for quality assurance, service monitoring and staff training.



Keep your emergency contact information and notes up to date on your Brain in Hand website