

## Advocacy

If you feel that you are struggling to get your point of view across, you may wish to think about having someone to act as an advocate.

You can find out more about this by contacting:

### Care Forum

T| 0117 956 9331

Your care co-ordinator is:

Other people involved in your care are:

## Contact us

South Gloucestershire Recovery Service  
**North Team**  
The Elms, 26 Gloucester Road, Thornbury,  
Bristol, BS35 1DG  
Tel: 01454 271000

**South Team**  
Kingswood Civic Centre  
High street, Kingswood  
Bristol, BS15 9TR  
Tel: 0117 378 4611/4621

For medical emergencies dial 999.

[www.awp.nhs.uk](http://www.awp.nhs.uk)

## PALS

To make a comment, raise a concern or make a complaint, please contact the Trust's Patient Advice and Liaison Service (PALS).  
Tel: 01225 362900  
Free phone: 0800 073 1778  
Email: [awp.pals@nhs.net](mailto:awp.pals@nhs.net)

## Other formats and languages

If you need this information in other formats (such as large print, Braille) or in another language, please call the PALS number

Lead: Team manager  
Leaflet code: Aug AWP2012-250  
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Next review: Oct 2020



Avon and Wiltshire  
Mental Health Partnership  
NHS Trust

# Recovery Service South Gloucestershire

Information for service users  
and those who support them

**You matter, we care**

## What is the recovery service?

We provide care, treatment and support for people who have been referred for further help after assessment from the primary care liaison service (PCLS), South Gloucester Intensive Service or Mental Health Liaison Service.

We will help you work out possible reasons for your difficulties and give support and treatment to promote your recovery.

This will include looking at ways to stay well. When you are discharged, you will have a plan to support this.

## When do we work?

The recovery service operates from Monday to Friday 9am-5pm; however we can offer appointments outside of normal office hours, if required.

## How do we work?

Our team will work closely with you and, where possible, with relatives and friends who are supporting you.

You will have a care co-ordinator who will work out a care plan with you, so that everyone is clear about your treatment and how this will help towards your recovery.

The Recovery Star may be used to help you understand your situation.

Together, we will regularly review your care plan and will give you an idea about how long we will work with you

Some people need higher levels of support at times or struggle with seeking help. We can provide more intensive help when needed.

## What do we offer?

Your care co-ordinator or other members of the team can offer a range of treatments, including:

- medication
- talking therapies
- help with your family relationships
- help thinking about work or training
- help thinking about your general physical health.
- support to recognise possible early signs of distress and find ways of dealing with these to keep you well.
- support for your family or friends who may be helping you.

If you would benefit from seeing other people in the mental health service, your care coordinator will help organise this and make sure that things run as smoothly as possible

## Information for family and friends

For most families, the care co-ordinator will be the main point of contact. Where possible, they will involve you in the care plan, make sure that you have contact details and know how to keep in touch.

## Support for carers

Family members and friends involved in supporting a person with mental health needs are described as carers. If you are a carer, you have the right to a carer's assessment. This will help you identify:

- support and information you need
- information you need to support the services user and aid their recovery.

We can also give you

- contact details of networks in your area which offer support to carers of people with mental health needs.
- leaflets about mental health care, such as the purposes and side effects of medication or about psychological therapies such as cognitive behavioural therapy or family therapy.