

## How can I contact the Intensive Team?

You can contact us on this number 365 days of the year and 24 hours a day.

**01225 362814**

Occasionally, you may get the answer phone. This is listened to regularly, so please leave a message.

Outside of normal office hours (Mon-Fri 9am- 5pm), your phone call will be answered by our trained switchboard message takers.

They will ask you to leave your name and phone number.

Please say you would like to speak to the B&NES Intensive Team.

We will then call you back as quickly as possible.

### Urgent /emergency number

If your call is urgent, a member of staff can be contacted immediately on this number:

**01225 362814**

**In case of medical emergencies  
Dial 999**

## Contact us

Team Manager  
The Bath and N.E Somerset Intensive Team  
Hillview Lodge  
Royal United Hospital  
Combe Park  
Bath  
BA1 3NG

For information on Trust services visit

[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: Lead nurse  
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Avon and Wiltshire  
Mental Health Partnership  
NHS Trust

# The Bath and N.E. Somerset Intensive Team

Information for service users

## What is the Intensive Team?

If you experience a severe mental health crisis, the team can provide care and support at home.

Before the Intensive Team was available, this type of crisis would usually have resulted in a hospital admission.

## Who are we?

We are a team of mental health workers with a broad range of skills and experience.

## What do we do?

Our aim is to work closely and effectively with you and anyone caring for you.

We will:

- Work out possible reasons for your difficulties.
- Find the best ways to recover and stay well.
- Agree the frequency of contact with you and family/carers and change this in response to individual need and urgent concerns.
- Remain hopeful that change can happen for you and your family.

## What happens when someone is referred to us?

A senior member of clinical staff will contact you on the day to discuss your situation. We may arrange to visit you, or we may refer you to another service, or we may refer you back to your GP.

## What do we offer?

- Support to help you stay safe
- Help to recognise possible early signs of distress, and to find ways of dealing with these
- Practical support to help you to develop ways of coping, such as anxiety management and relaxation
- Advice about medication
- Support to help you feel less isolated and to get involved in activities and groups of your choice
- Practical help with daily living such as help with benefits, housing, budgeting, shopping, and childcare advice
- If you are admitted to hospital and it is indicated, we will support you in getting home as soon as possible
- Support and information for carers and families on aspects of mental health treatments and local support networks

## How long do we provide support?

Our service is short term, often between four and six weeks.

### Your Named worker is:

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### Your Co-worker is:

.....

## Advocacy

If you, or the person you care for needs someone to speak up for you and your rights, or to help you to speak for yourself, you can contact:

Bath Mind

[www.bathmind.org.uk/](http://www.bathmind.org.uk/)

01225 316199

Email: [admin@bathmind.org.uk](mailto:admin@bathmind.org.uk)