

Service User / Patient Information

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Welcome Pack

Wiltshire

Access and Community Teams



Your Care Coordinator is*:

Your Care Coordinator can be contacted on*:

You can contact the AWP 24 hour response line on:

0800 953 1919

*you will not have a Care Coordinator in all services e.g. Primary Care Liaison Service and Intensive Teams

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<u>Welcome</u>

You are now receiving a service from Avon and Wiltshire Mental Health Partnership Trust (AWP). As a Trust, we would like to welcome you in working together with us, to support you with your mental health. We hope to be able to give you support, advice and guidance so you can make the changes you require to improve your mental health.

What is a service user / patient?

Throughout this pack we refer to a service user or patient. We may use both the term service user and patient to mean the same thing. When we use the term service user or patient we mean someone like yourself that is using our services.

What is a carer?

Throughout this pack we use the term 'carer'. When we use the word carer, we mean everyone who gives you support, whether they live with you or not.

A carer could be a spouse or partner, a relative (such as a parent, child or sibling) or a close friend or neighbour. What all carers have in common is wanting to help you to be safe and as well as possible.

Your carer will also be offered a Wiltshire Carer Welcome Pack to give them information about the service and what support is available for them.

Supporting our service users / patients

This pack will introduce you to our services and tell you what the different teams do. We will give you as much information as we can about how we can all work together to support you and what you can expect from us.

We want to make sure that <u>you</u> are getting the right service and support for <u>you</u> and that this is provided at the right time by the right people. Staff will monitor your mental health and offer treatment that is considered to be the most effective, yet least restrictive, so that your treatment is only stepped up to more specialist services if it is clinically required.

We are committed to delivering high quality services that are safe and focused on your recovery.

We hope you find this pack useful. If you have any suggestions or comments about the pack please contact Wiltshire Locality Admin on <u>awm-tr.wiltsmanagementadmin@nhs.net</u>

Information

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Contact details

24/7 Mental Healthcare Helpline Number: 0800 953 1919.

Our Helpline staff are available 24/7 to provide advice, guidance and support over the phone if you are worried about your mental health.

The telephone line provides round-the-clock support for adults and children, seven days a week, 365 days a year.

If you feel unsafe, at risk or unable to cope without professional advice, our dedicated staff, will respond to your enquiries and arrange for trained mental health advisors and clinicians to help enable you to manage your difficulties.

The Mental Health 24/7 Response Line works closely with our Service user Advice and Liaison Service (PALS) to provide support and signpost people to other services for anyone in the general population seeking mental health support.

Accessing the service

To access a community mental health team your GP will usually be the person that refers you if they feel you need more support.

Referrals usually come from GPs but also come from other professionals or you may refer yourself.

Making contact

There are a range of contact methods that we may use to support you while you are using our services

- Face to face appointments at home or at one of our sites,
- Your home phone or mobile (including text messaging)

- Carrying out meetings remotely using a secure video communication system. The video platform that we use is called DrDoctor. DrDoctor is intended to improve patients' experiences of care through providing an alternative means of communicating with Trust clinical teams that does not require patients/service users to visit Trust sites or staff to visit service users' homes.

Where you have an obvious need for face to face contact, this will happen.

What support, treatment or therapy might I have?

There is a wide range of support that you might be signposted to or receive from us to improve your emotional wellbeing and mental health.

Professionally trained psychologists and therapists work alongside specialist mental health teams to provide treatments such as Cognitive Behavioural Therapy (CBT), Dialectical Behavioural Therapy (DBT), Structured Clinical Management, Art Psychotherapy, eye-movement desensitisation and reprocessing therapy (EMDR) and many others.

You may also have some physical therapy such as Physiotherapy, Speech and Language Therapy, Occupational Therapy and Dietetics as a way of helping you manage your mobility, functioning, and speech.

You can also be offered electroconvulsive therapy if you have certain diagnoses, and other treatments have failed.

If you would like more information on the treatment or therapies you are being offered, then please ask your care coordinator.

What medication might I have?

There are many different types of mental health treatment that can help you manage your mental health. It depends on what symptoms you have whether or not you are offered medication as part of your care. You may be offered other treatments/ therapies instead of medication.

Your health team will regularly review your treatment with you.

There is a wide range of medication which can be prescribed to treat your mental health difficulty.

If you would like more information about any of the medication that you have been prescribed, then please ask your GP or care coordinator.

What is a Care Plan?

All service users/patients that are getting support from a Community Mental Health Team or Ward Team will have a Care Plan. You should work with staff and your carers to develop your Care Plan and a copy should be shared with you. Within AWP we are committed to The Triangle of Care which means that we value a 3-way relationship between you, your professionals and your carers and family in order to achieve the best possible outcomes for you.

Your Care Plan will say how your health needs will be met and will be in line with The National Institute for Health and Care Excellence (NICE) guidance.

Your Care Plan will include;

- What your needs are
- What your goals are
- What the plan of action is to help you achieve your goals
- Who is going to do what by when (time frame)
- When you will review your progress.

Your priorities and those of your carers and mental health professionals may not always match. However decisions will always be made considering your best interests.



Primary Care Liaison (PCL)

Our primary care liaison service is the first service that assesses your mental health when you are not already receiving a mental health service. Most referrals to the service come from GPs. PCL is our main entry point for all new referrals. PCL will thoroughly review and assess all calls and referrals and will then decide what they feel is the best service to support you.

The PCL team also offers advice, information and support to you, your carers and primary care staff, so that you can stay in your own/family home and avoid hospital admissions.

- Fountain Way, Salisbury South Primary Care Liaison Tel: 01722 820372
- Green Lane, Devizes North Primary Care Liaison Tel: 01380 737840

8:00 am - 6:00 pm Monday to Friday (excluding bank holidays).Outside of these hours all urgent/emergency referrals will be triaged by Crisis/Intensive teams.

If you develop more complex needs, present with higher levels of risk to yourself or others, or where multi-agency involvement is needed to keep you safe and manage your care, you may be referred to and supported by the community teams.

You can find more information here: https://www.awp.nhs.uk/our-services/communityservices/primary-care-liaison-service-bristol-bmh-spa

Intensive Service

The Intensive Service operates 24/7 and provides emergency assessments for you if you are in a mental health crisis. Most assessments are done within 24 hours of referral. The team provides:

- I) Intensive support and treatment for people in their home to try and prevent a hospital admission.
- II) Support for you and your carers to manage a crisis when a hospital admission is not needed but the distress that you are in and the risks are still high.
- III) Support and facilitation for early discharges from mental health inpatient settings.
 - North Wiltshire Intensive Service (NWIS) Green Lane Hospital, Devizes. Telephone: 01380 731292
 - South Wiltshire Intensive Service (SWIS) Fountain Way, Salisbury. Telephone: 01722 820173

You can find more information here:

https://www.awp.nhs.uk/our-services/communityservices/adult-intensive-bristol-bristol-crisis



Most of the people AWP supports, live in their own homes and are supported by community services, within their own family and social networks. You are usually seen at home or in outpatient facilities either at the bases below or other places such as GP surgeries.

Community Mental Health Teams

Community Mental Health Teams (CMHT) are staffed with professionals such as community psychiatric nurses, psychiatrists, psychologists, social workers, occupational therapists and support workers. All of these staff work together with you and your carer. You will have meetings to discuss your progress called 'multi-disciplinary team meetings'.

Our Community Mental Health Teams are the main service to provide ongoing care, treatment and support for you. You will be given a professional to coordinate your care (care coordinator) who will work with you and your carer(s) to develop your care plan.

The team will provide care and support that is designed specifically for you. Your care coordinator will work with you on your recovery journey in-line with your Care Plan, so that you can have a supportive, therapeutic and successful discharge.

- Fountain Way, Salisbury Sarum CMHT 01722 820250
- Green Lane Hospital, Devizes North East Wiltshire (NEW) CMHT 01380 731358
- Bewley House, Chippenham North East Wiltshire (NEW) CMHT 01249 767800
- Shearwater Lodge, Warminster West Wiltshire CMHT 01985 220033

9:00 am - 5:00 pm Monday to Friday (excluding bank holidays) You can find out more information here: https://www.awp.nhs.uk/our-services/communityservices/community-mental-health-teams

Other teams that may support you:

Dementia Service

These teams provide an assessment, diagnostic and treatment service to you if you have dementia. This service supports and empowers you and your carers to remain living in your own/family home. The Dementia Service take on referrals received by Primary Care Liaison.

The Dementia Service also provide care home liaison, where they work alongside care home staff to support them in managing and caring for you if you live in a care home. Referrals for care home liaison come directly from the care homes, hospitals or GPs. If you are diagnosed with, or are suspected of having a dementia, you will be seen by Wiltshire Dementia Service.

- North Wiltshire Dementia Service: Monday Friday 9am-5pm: 01380 731298
- South Wiltshire Dementia Service: Monday Friday 9am-5pm: 01722 820380

Operating times for Care Home Liaison are Monday – Friday 8am - 8pm and Saturday and Sunday 9am – 5pm.

Early Intervention in Psychosis Team (EI)

The EI team is a multidisciplinary service that support people aged 14 - 65 experiencing their first episode of psychosis. Psychosis is a medical term for when you might see or hear things that others cannot see and hear, believe things that are not true or become suspicious of people. Psychosis is distressing and can lead you to become more isolated and lose motivation.

Following your initial assessment, the EI team will work closely with you and your family with the aim to support you as early as possible and aid your long term recovery. We want you to be able to return as quickly as possible to your usual valued routines, roles and social relationships.

The Team are there to help you understand what is happening, reduce your distress and provide treatment and therapy.

• Wiltshire Early Intervention in Psychosis Team Telephone: 01380 731282 9:00 am - 5:00 pm Monday to Friday (excluding bank holidays)

You can find more information here: https://www.awp.nhs.uk/our-services/communityservices/early-intervention-psychosis

Acute Hospital Liaison (sometimes referred to as Mental Health Liaison (MHL))

If you have to go to the accident and emergency department (A&E) or have been admitted to a ward in the general hospital, and there are mental health concerns, a professional may refer you to the Acute Hospital Liaison team.

This team provides specialist mental health advice and/or a mental health assessment and are available 365 days a year.

In Wiltshire you would generally be admitted to one of the following hospitals, depending on where you live:

- Royal United Hospital (Bath) Acute and A&E Hospital Liaison Services. Telephone: 01225 428331
- Salisbury District Hospital Acute Hospital Liaison Services. Telephone: 01722 336262
- Great Western Hospital (Swindon) A&E Hospital Liaison Services 01793 327907

You can find more information here: https://www.awp.nhs.uk/our-services/urgent-care/acutehospital-liaison-service

Control Room Triage

If you come into contact with the police, we have mental health practitioners who work alongside Wiltshire Police, within the police control room to make sure you receive the best care for your needs.

You can find more information here:

https://www.awp.nhs.uk/our-services/urgent-care/controlroom-triage

Wiltshire Improving Access to Psychological Therapy (IAPT) service (Primary Care)

Wiltshire IAPT provide short term psychological therapy if you are mainly suffering from anxiety, depression and stress. The Wiltshire IAPT services range from self-help therapies, to psycho-educational courses and one-to-one support (talking therapies).

The IAPT practitioners will carry out an assessment with you that identifies what support they can offer you, it will focus on your current difficulties and identify goals that you are seeking support with. If IAPT do not feel that they are the most appropriate service for you then they may step up your support by referring you for more specialist secondary care mental health support.

• Green Lane Hospital, Devizes Telephone: 01380 731335

The phone line is open Monday to Friday between 09:00 - 17:00 (Outside of these hours or during busy periods you will be able to leave a message)

You can find more information here: https://iapt.awp.nhs.uk/wiltshire-iapt

Confidentiality and information sharing

There may be times when AWP need to share information with other Trusts or organisations about you (including your GP). The reason for doing this will be for your direct care (Healthcare), and so that you get the right care, treatment and support that you need. You will be asked if you consent to your information being shared.

You will also be asked if you consent to information being shared with your carer(s). By consenting to information being shared with carer(s) it means that we can all better work together to meet your needs and support each other on your recovery journey.

A member of AWP staff will go through the information sharing and consent form with you.

You can change your mind about who you would like to share your information with at any time.

Staff will also ask you for your closest family member/relative. We need to have this information in case of an emergency, staff will only contact this person if they really need to.

Occasionally, information may be shared about you as a result of a public interest, a legal obligation or a safeguarding concern. We would only share information in these very specific circumstances and we do not need your consent to share your information in these instances. Safeguarding our service users is a fundamental part of service user safety and wellbeing.

Other useful contacts

AWP Patient Advice and Liaison Service (PALS)

The PALS service is a free, confidential and impartial service available to everyone who uses the Trust's mental health services, their carers or anyone who needs advice, information, support or guidance with a particular issue.

PALS can help if...

- You are worried and not sure what to do or where to go
- You need clarity about a situation
- You want someone to listen to your experience of services
- You need information and help.

Website: <u>https://www.awp.nhs.uk/contact-us/patient-advice-and-liaison-service-pals</u>

AWP Involvement Team

At Avon and Wiltshire Mental Health Partnership we value the involvement of service users / patients and their carers. With your help, we can improve our understanding of different groups' needs, and tailor our services accordingly.

As well as involving you in your direct care planning and recovery journey, there are many more ways that you could get involved with the Trust and help us develop and improve our service. For more information about involvement please visit: https://www.awp.nhs.uk/patients-and-carers/getting-involved

If you are interested in involvement please email: awp.involvementadmin@nhs.net

More information

Avon and Wiltshire Mental Health Partnership have a wide range of resources that can give you further information.

To find useful links and self help leaflets go to:

https://www.awp.nhs.uk/patients-and-carers/useful-linksandresources?ccm_paging_p_b13083=2&ccm_order_by_b1308 3=treeNodeDisplayOrder&ccm_order_by_direction_b13083= asc

You can find out information about a wide range of conditions and treatments as well as more general information about how to make a compliment or complaint.

If you are unable to access these online or you would like further information about a specific subject, please ask a member of staff.

Other services

A list of useful mental health services in Wiltshire can be found here:

https://www.healthwatchwiltshire.co.uk/sites/healthwatchwilt shire.co.uk/files/wiltshire_mental_health_resources_list_febr uary2022_0.pdf

Contact

Please talk to your care coordinator for further information.

For information on Trust services, visit:

www.awp.nhs.uk

PALS

To make a comment, raise a concern or make a complaint, please contact the Trust's Service user Advice and Liaison Service (PALS)

Tel: 01225 362 900

Freephone: 0800 073 1778

Email: awp.pals@nhs.net

Other languages and formats

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



Lead: Clinical Lead Wiltshire Leaflet code: Approved: Feb 2022 Next review due: Next review due: