

How to get the best out of mental health services



Information for service users

My named
worker is:

My named worker tel:

Out of hours or in a crisis:

My next review:

This leaflet aims to tell you about how our services work to plan and deliver your care. We hope it will help you to get the best out of our services.

How mental health services deliver your care

Our work with you begins with an assessment of your strengths and needs, and an opportunity for you to tell us how we can help you.

The second part of the process is agreeing with you a plan of care to meet your mental health needs and to promote your recovery. For example, this may include help with your mental and physical health, benefits, housing, work, volunteering and medication.

Your care plan and your assessed needs will be reviewed at regular intervals.

Do you know who your named worker is?

One person will act as your named worker. This is the person who is in charge of organising your care and services, and it will be the worker who you meet regularly to discuss your care and progress.

Your named worker will agree your care plan with you.

Your named worker will ensure you have details of how to make contact with our service.

Do you have a care plan?

The care plan is the written record of what you and your named worker have agreed.

The plan must also include details of who to contact in a crisis and a contingency plan if any parts of your plan cannot be carried out.

You will be offered a copy of your care plan.

Are you involved in planning your care?

You can be fully involved in the decisions about your care. You may have written your own recovery plan, and if so this should be included in your care plan.

You should be involved in agreeing and reviewing your care plan. You can have the support of a carer, friend or advocate to help you put your views across.

Have you had your review meeting?

You, or your carer, can request to meet with those involved in your care.

A formal meeting to discuss your care will take place every year, or more often if required. This is called a review. Your named worker will organise your review for you.

You can ask your named worker to invite your carer, friend or advocate and you can tell us where you would prefer to meet. Your named worker will explain other ways in which a review can take place.

Any changes to your care plan will be agreed and you will have a written copy of the amendments.

Are your friends and family involved in your care?

You can choose to involve your carer or an advocate in all the discussions about your care.

Your carer will be given their own support plan if they would like one, as well as information about your illness and how to contact services for additional help and support.

If you need this information in another language
or format please telephone 0116 295 0903 or
email: Patient.Information@leicspart.nhs.uk

Arabic

إذا كنت في حاجة إلى قراءة هذه المعلومات بلغة أخرى أو بتنسيق مختلف، يرجى الاتصال بهاتف رقم 0116 295 0903 أو إرسال بريد إلكتروني إلى: Patient.Information@leicspart.nhs.uk

Bengali

যদি এই তথ্য অন্য কোন ভাষায় বা ফরমেটে আপনার দরকার হয় তাহলে দয়া করে 0116 295 0903 নম্বরে ফোন করুন বা Patient.Information@leicspart.nhs.uk ঠিকানায় ই-মেইল করুন।

Traditional Chinese

如果您需要將本資訊翻譯為其他語言或用其他格式顯示，請致電 0116 295 0903 或發電子郵件至：Patient.Information@leicspart.nhs.uk

Gujarati

જો તમારે આ માહિતી અન્ય ભાષા અથવા ફોર્મેટમાં જોઈતી હોય તો 0116 295 0903 પર ટેલિફોન કરો અથવા Patient.Information@leicspart.nhs.uk પર ઇમેઇલ કરો.

Hindi

अगर आप यह जानकारी किसी अन्य भाषा या प्रारूप में चाहते हैं तो कृपया 0116 295 0903 पर हमें फोन करें या Patient.Information@leicspart.nhs.uk पर हमें ईमेल करें

Polish

Jeżeli są Państwo zainteresowani otrzymaniem niniejszych informacji w innym języku lub formie, prosimy skontaktować się z nami telefonicznie pod numerem 0116 295 0903 lub za pośrednictwem poczty elektronicznej na adres: Patient.Information@leicspart.nhs.uk

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 295 0903 ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ ਜਾਂ ਇੱਥੇ ਈਮੇਲ ਕਰੋ: Patient.Information@leicspart.nhs.uk

Somali

Haddii aad rabto in aad warbixintan ku hesho luqad ama nuskhad kale fadlan soo wac lambarka 0116 295 0903 ama email u dir: Patient.Information@leicspart.nhs.uk

Urdu

اگر آپ کو یہ معلومات کسی اور زبان یا صورت میں درکار ہوں تو براہ کرم اس ٹیلی فون نمبر 0116 295 0903 یا ای Patient.Information@leicspart.nhs.uk میل پر رابطہ کریں