

## Service User Feedback

"I just want to say many thanks,  
wonderful work, I feel so much better"

"The service which you have supplied me  
with has helped me a lot and I feel totally  
comfortable talking to my mental health  
worker about anything. I probably  
wouldn't be here now without your  
support...Thank you"

"I would like to thank the worker for all  
their help and support that was given to  
me. I cannot thank them enough I could  
not have managed without their help"

"I feel I was able to explain my problems  
for the first time in 19 years of a 34  
year old"

"They went over 30 extra minutes 1st  
session and didn't mind"

"The burden is lifted"

oOo



*The Leicester Homeless Mental Health Service: "Mental  
Health & Wellbeing" East Midlands Regional Awards  
winner and National Awards Finalist in 2008.*

## Homeless Mental Health Service

Phil Johnson – Senior MH Practitioner  
OSL House  
East Link  
Meridian Business Park  
Leicester  
LE19 1XU

Tel: (0116) 2958442  
Email: [homeless.mhs@nhs.net](mailto:homeless.mhs@nhs.net)  
Fax: (0116) 2958443

Opening Hours: 8.30- 4.30 Mon- Fri  
(excluding Bank Holidays)

### In an emergency

You can access support from your GP or  
Accident & Emergency Department at the  
Leicester Royal Infirmary

### Other useful contacts

**SAMARITANS** – listening / support for  
people who are suicidal or going through a  
crisis **116 123** (24 hrs)  
[www.startaconversation.co.uk](http://www.startaconversation.co.uk)

**Leicestershire & Rutland Crisis House /  
24/7 helpline – 0808 800 3302**  
[Leicestershire.helpline@turning-  
point.co.uk](mailto:Leicestershire.helpline@turning-point.co.uk)

**LAMP** – useful resource for mental health  
support & information. **0116 255 62 86** (9-5)

**SHELTERLINE** – housing advice helpline  
**0808 800 44 44**

Leicestershire Partnership   
NHS Trust



**Homeless  
&**

**Worried about your  
mental health?**

**Want someone to talk to?  
Need help?**

There is a mental health service for  
people in Leicester who are homeless or  
don't have permanent accommodation  
/ tenancy (e.g. hostel/refuge, temp  
staying with friends / family)

Come and talk to the  
**Homeless  
Mental Health Service**

## Who are we?

We are small team consisting of mental health nurses, an occupational therapist, support worker, a psychologist & psychiatrist

## What do we offer?

- A mental health assessment
- Access to mainstream mental health services.
- Supportive counselling
- Brief psychological therapies
- Direction to other support services

## Who can refer?

- Self referral by anyone who is homeless
- Any person in contact with someone who is homeless

## Where to find us?

Contact us by phone, or call in for a chat with a Mental Health Practitioner (MHP) at our **'drop-in' service** within the Healthcare suite / Y support project at the Dawn Centre - Conduit St, Leicester, LE2 0JN

Mon – Fri, 9am – 12am  
(last appointment 11am)

This is an 'open door' service to anyone who is homeless or temporarily accommodated, to self-refer. If however you are already seeing someone from an LPT mental health team or a drug or alcohol worker, please

discuss your needs with them first, as they will be in a better position to help you.

At the Dawn centre people can ask YMCA support project staff or the Healthcare receptionist to contact us.

In this "drop-in" service, Priority will be given to people presenting for the first time, otherwise it is on a 'first come first served' basis.

If we are unable to see you the same day, arrangements can be made to meet on another day.

We also visit various Leicester hostels & refuges for appointments. We can see you at these venues if you prefer (ask hostel/refuge staff for details).

Appointments at other venues in Leicester can be arranged as required.

## What happens next?

### Step 1

The first meeting is for an assessment to find out about your problems and needs.

- With one of the MH practitioners
- Will usually last about an hour
- Will be aimed at your needs
- Allow you time to talk about your problems
- Identify clear achievable goals
- Refer to other services (if required)
- Make arrangements for follow up
- Advise on where to access emergency support

### Step 2

If you need on-going help, we then discuss with you and decide the best course of action to help you with either 'Informal' or 'Formal' support.

### Informal support

You can see any member of the MH practitioner team covering the Dawn centre 'drop-in' sessions; this is usually for short term mental health problems such as: anxiety, low mood or stresses relating to your circumstances

### Formal support

Members of the team share your care; it will usually be because you have a long term mental illness such as Psychosis, Clinical Depression or Personality disorder. In this case we may arrange an appointment with our psychiatrist or psychologist for further assessment / treatment.

### Step 3

You may require further help; we can refer you on to other care / support services;

- Psychologist
- Psychiatrist
- Occupational Therapist
- Talking therapies (counselling)
- Mainstream mental health services
- Crisis Resolution Team
- Social Care
- GP service
- Drug & Alcohol services
- Housing Outreach / advice services