

## 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) 295 8442**

**Email: [homeless.mhs@nhs.net](mailto:homeless.mhs@nhs.net)**

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

### In a mental health emergency

You can access support from your GP or  
Accident & Emergency Department at the  
Leicester Royal Infirmary or by calling the  
**LPT Central Access Point on;**  
**0808 800 3302**

### 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 City & Charnwood  
County districts** who are homeless  
(e.g. rough sleeping, hostel/refuge/B&B,  
temp staying with friends / family) or  
within three months of commencing a  
new tenancy from being homeless.

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

## **Who are we?**

We are small team consisting of mental health nurses, occupational therapist, Social workers, support workers, psychologists & psychiatrists

## **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?**

- Anyone rough sleeping or sofa surfing
- In temporary accommodation (& Refuge)
- Within 3 months of new tenancy commencement from Homelessness
- Anyone in contact with someone who is homeless

## **Where to find us?**

Contact us by phone directly, or present to our **'drop-in' services** within

### **Y Support Project (YASC)**

165 Granby Street, **Leicester**, LE1 6FE,  
(Mon - Fri 09:30 – 11:30)  
0116 204 6223

### **The Bridge**

43 Melton Street, **Leicester**, LE1 3NB  
(Tue & Thurs 10:00 - 12:00)  
0116 222 1161

**No 5 Hill Street, Leicester**, LE1 3PT  
(Wed & Fri 09:30 - 11:30)  
0116 478 2017

**Falcon Centre** 27-31 Pinfold Gate,  
**Loughborough**, LE11 1BE  
(Mon, Wed & Fri 9:30 - 11:30)  
01509 642 372

## **Please note no children under 16 allowed in day centres without prior arrangement**

This is an 'open door' for people to self-refer. If however you are already under an LPT mental health team, please discuss your needs with them first, as they will be in a better position to help you. Ask support staff working with you to contact us also.

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, Meeting at other venues in Leicester City & Charnwood districts can be arranged as required.

## **What happens next?**

### **Step 1**

We will assess your problems and needs;

- 1<sup>st</sup> meeting lasts about an hour
- Will be aimed at your needs
- Allow you time to talk about 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 '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 / Home Treatment Team
- Social Care
- GP service
- Drug & Alcohol services
- Housing Outreach / advice services