

Welcome to the Community Mental Health Team

Information leaflet



Name of CMHT:

Address:

Tel:

Introduction

This leaflet introduces you to the Community Mental Health Team (CMHT) and provides information that may be helpful during your time with our service.

Most mental health problems don't need a psychiatrist. Your doctor (GP) can give you support, prescribe antidepressants or refer you to a counsellor or psychotherapist. However, if your problems are more complicated, your GP may want to refer you to a community mental health team.

What is a Community Mental Health Team?

We are a team of mental health professionals who work together to provide a service. Our aim is to enable people to live as independently and safely as possible in the community according to their individual needs. We can work closely with any other services or agencies that are involved to support you in the community.

What we can offer

You will be offered an appointment for assessment with a member of the team. The appointment will usually be offered at the team base, but under certain circumstances we may be able to visit you at home. We can also offer telephone or video appointments/consultations.

At the appointment you will have the opportunity to discuss any concerns you have relating to your mental health and wellbeing. You are welcome to bring a carer, friend or advocate with you, although we may need to see you on your own for part of the assessment.

Anything you say will be confidential within the team unless there is a legal duty to inform outside agencies, this will be explained before the assessment.

If you would like an interpreter, this can be arranged by the team prior to your appointment. Please ring the team and inform them that you need an interpreter.

After the assessment, we may find that your needs can be better met by other services, in which case we will discuss this with you. We will send you a copy of the assessment and outcome, unless you tell us you do not want this. Your referrer and GP will also receive a copy.

What will happen next?

If, after your assessment, the team identify that you need help from the CMHT, the member of the team in charge of organising your care will arrange to meet you. At this meeting, we will work with you to identify needs and develop a care plan. We will ask you to sign your care plan to show that you agree with the content and we will offer you a copy. We will also discuss how many sessions you may need. Together we will regularly review your care plan and consider further treatment required or whether you are ready for discharge from the service.

Follow-up appointments will usually be held at the CMHT base or other locations. Where clinically appropriate, you may be seen at home.

It is our hope that we can support you until you are well enough not to need our input. If at any time you become too unwell for us to manage safely, (for example if you need to go into hospital), you will be referred to the Crisis and Home Treatment Team. This team will consider either home treatment or admitting you to hospital. Your mental health worker will continue to be involved with your care and will liaise with the Crisis and Home Treatment Team or the ward.

Who will be involved in your care

You may see a range of team members who will work closely together to provide the best care for you. It is our aim that you see the same people but there may be occasions when this may not be possible. You will be informed and involved in any decision regarding a change of worker. A range of students work within the team - they are supervised by fully-qualified staff members.

Working together

It is important that you are involved in decisions about your care and treatment including signs to look out for that might indicate that your mental health is becoming worse so that your care plan can include advice on how to cope and seek help. Please let us know if there is any part of your care that you are unhappy with and let us know if you feel you are becoming unwell. We will talk to you about the involvement you would like from your family, friends and carer.

Following assessment we may offer time limited sessions that are tailored to your individual needs.

Your health and wellbeing

Your physical health and wellbeing is important to us. If you have worries about smoking, alcohol, substance use, diet, weight gain and/or any other physical health or wellbeing concerns, your clinician will be able to offer advice, support and signpost you to appropriate services.

Discharge

Your involvement with the team will be time limited depending on your needs. Discharge is a planned process that will involve you, your carer or any family/friends you have identified and the professionals involved in your care. At your regular reviews we will always consider your needs for ongoing intervention from the team. In time if you are discharged from our service, we will send you and your GP a full report.

Confidentiality

Everything that is discussed during your appointment will remain confidential, however we need to make you aware that if you disclose any information that has previously put you, or puts you or others at risk of harm, this may need to be shared in order to maintain safety. We also have a legal duty as professionals to inform concerned authorities if there are any issues relating to public protection including child safeguarding.

Useful information

Our working hours are Monday to Friday, 9 am to 5 pm (excluding bank holidays). Should you need support or guidance outside of normal working hours, please contact outpatients or the community base and the answerphone message will give you a telephone number you can contact for support or guidance.

If you are in need of urgent NHS mental health support you should call our Mental Health Central Access Point

Tel: 0808 800 3302

24/7 freephone helpline for people of all ages in Leicester, Leicestershire and Rutland.

We have combined our central access point and mental health crisis line for adults to offer urgent help for people of all ages in Leicester, Leicestershire and Rutland via a single, 24-hour Freephone number.

Existing service users should continue to use the contact details you have been provided with between 9am – 5pm, but should contact the Mental Health Central Access Point if you have an urgent need outside of these hours.

If you are deaf and have urgent mental health needs, you can use the NHS 111 British Sign Language service available here: <https://interpreternow.co.uk/nhs111>

Samaritans

Tel: 116123

This service is open 24 hours, 7 days a week. It offers confidential and emotional support. If you have feelings of distress or despair or suicidal thoughts they may be able to help. You will be given time to talk about difficult feelings.

Domestic Violence Helpline

Tel: 0808 2000 247

Freephone 24 hour helpline for women experiencing domestic violence. They can offer you confidential help and support. They aim to help you stay safe and, if you have them, your children too.

Police

0116 2222222 or

999 in an emergency

Mens Advice Line

Tel: 0808 801 0327

Freephone number for advice and support for men experiencing domestic violence and abuse. The support line is open Monday to Friday 9 - 5pm.

Email infor@mensadvice.org.uk

SANEline

Tel: 0300 304 700

SANEline is a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers. It is open every day of the year from 4.30pm to 10.30pm. The helpline is here to support people when they feel they have reached a moment of crisis. The helpline volunteers are empathic and non-judgemental, providing a space and time for people to talk about their mental health, or the mental health of someone close to them.

LAMP

Tel: 0116 255 6286

Specialise in providing mental health advocacy and work to promote good mental health for everyone living in Leicester, Leicestershire and Rutland.

NHS 111

This service is available 24 hours, 7 days a week for information and advice about any health related issue.

Patient Advice and Liaison Service (PALS)

Tel: 0116 295 0830

Our PALS team provide a confidential advice and support service to anyone who uses our service, their families and carers. They will listen to any suggestions, concerns or compliments, provide information on our services and local support groups and advise people how they can get involved in helping us develop our service.

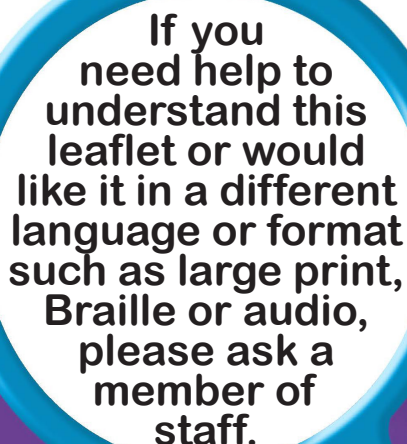
Relate relationship counselling

Tel: 0116 254 3011.

Social Service out of hours emergency duty team

Tel: 0116 255 1606

Leicester City, Leicestershire County and Rutland



**If you
need help to
understand this
leaflet or would
like it in a different
language or format
such as large print,
Braille or audio,
please ask a
member of
staff.**

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