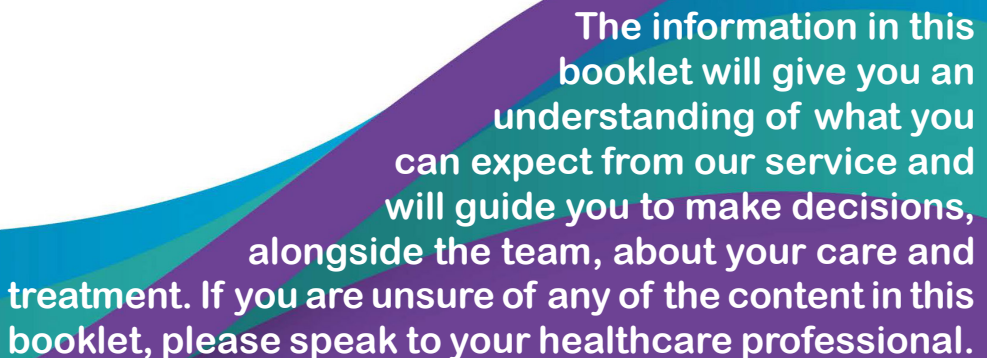


# The integrated care mental health team

Information for patients

A decorative graphic at the bottom of the page, featuring a wavy, layered shape in shades of blue, teal, and purple. The text is overlaid on this graphic.

The information in this booklet will give you an understanding of what you can expect from our service and will guide you to make decisions, alongside the team, about your care and treatment. If you are unsure of any of the content in this booklet, please speak to your healthcare professional.

## Welcome to the integrated care mental health team

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We are a team of mental health professionals based at Springfield Road Health Centre in Leicester providing a service to a number of GP practices across the city. We provide assessment, intervention and support to people who have long-term physical health conditions that impact negatively on their mental health.

You will have been referred to our service by your GP or healthcare professional who will have provided us with some initial information regarding your current situation. We will carry out an initial mental health assessment either in your own home or at another venue of your choice, for example at your GP surgery. However if you prefer, an assessment can be provided by telephone or video link.

We aim to provide you with a high standard of care and a quality service, embracing our Trust values of compassion, integrity, respect and trust. In return we would expect to be treated likewise.

The purpose of the assessment is to ensure we develop a plan together based around your identified needs. It can be helpful if you have a relative or friend present at the time of assessment.

Once we have agreed your care plan with you, we will then discuss how best we can support you to achieve your optimum wellbeing. This could be by a mental health nurse, occupational therapist or health care support worker (mental health recovery worker).

The team will only be involved with you on a short-term basis. The length of time will vary from person to person dependent on need. This will be discussed with you regularly by your lead professional.

## Our commitment to you

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We are aware that having support from mental health services can be worrying for some people. Our aim is to support you to manage the difficulties you are experiencing and to achieve optimal mental health and wellbeing.

### You can expect us to:

- treat you with a professional standard of care, provided by appropriately qualified and experienced staff
- support you to make decisions regarding your care and ensure your needs are listened to at all times
- ensure you are fully aware of any treatment offered and we will gain your informed consent prior to starting any treatments
- treat you with dignity, respect and compassion at all times, regardless of your gender, race, religious beliefs, sexual orientation or disability
- keep your information confidential, safe and secure
- recognise the role of your family, friends and carers and with your consent, keep them informed of your care
- seek advice from a designated person or appoint an advocate to act on your behalf, if you are unable to consent to your care planning and treatment options.

### In return we ask you and your family to:

- provide us with as much information about you and your condition in order to support you to live well
- treat our staff with the same respect that you would expect to receive from them
- notify us, in advance, if you are unable to keep any of the appointments you have planned with your care team.

## Preparing for discharge

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Our aim is to support you to live well with your condition and to help you to manage any immediate issues you are facing. We will work with you to develop an individual care plan which will be reviewed regularly to help you achieve your goals. Once we all agree that your goals have been achieved, we will aim to discharge you back to the care of your GP, or in some cases a referral to other services may be required. Your care team will have regular discussions with you about your recovery and discharge plans.

## Meet the team

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Our team is made up of a number of different professionals who will work with you to identify the support and treatment you need to live well.

### **Mental health nurses**

Nurses who are trained in mental health. They are able to work with you to identify the difficulties you are experiencing and to develop plans of how you can maintain your wellbeing.

### **Occupational therapist**

Occupational therapists are qualified healthcare professionals who work with you to increase your independence and satisfaction with everyday activities that are important to you such as cooking, personal care or even leisure activities. Through assessments, occupational therapists establish activities you struggle to complete or would like to complete, and provide practical support to enable you to achieve your preferred activity.

### **Health care support worker (mental health recovery worker)**

Health care support workers, work with your lead professional to provide support and interventions identified within your care plan. They will plan their involvement with you alongside your care team and arrange to visit you either at home or in

the community to achieve your identified outcomes. Their support to you will be reviewed on a regular basis by your lead professional.

### **Students**

From time to time we have healthcare students from all disciplines accompanying our staff on home visits. Please inform a member of our team if you are not comfortable with this.

### **Medicines**

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We ask that any medications in your home are stored safely. If you have any difficulty storing medication and need help, please let a member of your care team know.

### **Spiritual, cultural and religious needs**

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Please let us know if you have any spiritual, cultural or religious needs so that we can agree how we can respect them.

### **Equality and diversity**

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As an NHS trust we are committed to valuing and respecting each other's needs and treating each other fairly. We aim to provide a service that is able to meet your needs, taking into account race, religion, disability, age, gender and sexual orientation.

### **Confidentiality**

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By law all staff working in the Trust must keep information confidential. We carefully store healthcare records. Other people involved in your care may need to access your personal records. You have a right to ask, who we have given this information to and what the information is. If we need to pass information to other people outside the care team we will normally ask your permission.

There may be a time when we need to pass on information, to avoid risk to you or others but we would normally discuss this with you beforehand. However, if staff are very concerned, they may pass this information on without your permission.

If you would like any further information you can ask a member of your care team for a leaflet on how we use your information within the NHS.

## Access to health records

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If you would like to see your records you can discuss this with a member of your care team. They will discuss the content of your records with you or, if you would like to formalise a request to review your records they will support you to do so. You have the right to see the records written about you. When you see your records a member of staff will be present to answer any questions you have and explain any terms you do not understand. If you find the information in the records is not correct you can discuss amending them with any member of your care team.

If you would like to receive copies of any correspondence or would like a member of your family to receive correspondence on your behalf, then please speak to a member of your care team.

## Privacy and dignity

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We are committed to making sure that you receive high quality care that is safe, effective and focused on your needs. We recognise that there are times when you feel more comfortable to discuss your needs with someone of the same gender. We will try to support these requests, however it may not always be possible. If this is relevant to you please discuss this with a member of your care team. There may be times when you would prefer to see your care team outside of your own home, please make us aware of this and we will try to accommodate wherever possible.

## Patient experience feedback

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Your views are important to us and your constructive feedback helps us to improve the service we provide. We would kindly ask you to give some anonymous feedback on the service by completing a paper questionnaire provided by your care team. Questionnaires can be returned using a freepost envelope provided.

There are lots of ways that you can get involved with us at LPT. You can join our service user/carer network which is open to users of LPT services, their carers and family members where you can share your lived experiences with us. You will help to inform how we shape our services to fit the changing needs of our local communities.

### Contact the patient experience and involvement team:

Tel: 0116 295 0818 (Monday to Friday 9.00am – 3pm)

You can leave a voicemail message at any time and we will respond to you within 24 hours or sooner.

Email: [LPTPatientExperience@leicspart.nhs.uk](mailto:LPTPatientExperience@leicspart.nhs.uk)

Post: Freepost LPT Patient Experience  
(note: this is the full address and will reach us)

or visit: [www.leicspart.nhs.uk/involvingyou](http://www.leicspart.nhs.uk/involvingyou)

## Patient advice and liaison service – PALS

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Our PALS team can help you with any compliments, questions, comments or concerns you may have relating to our services. they can also:

- provide confidential advice and support to patients, service users, their families and carers
- listen and respond to any compliments, comments or suggestions
- provide information about services and local support groups
- help to resolve concerns on your behalf

- give you information on how you can get involved in helping us to develop our service

### Contact PALS:

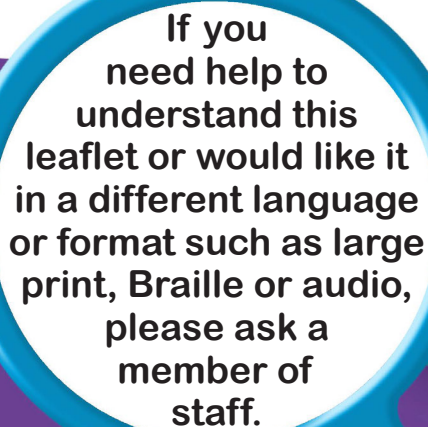
Tel: 0116 295 0830 (Monday to Friday 9.00am – 4:30pm)

You can leave a voicemail message at any time and we will respond to you within 24 hours or sooner.

Email: [PALS@leicspart.nhs.uk](mailto:PALS@leicspart.nhs.uk)

Post: Freepost LPT Patient Experience  
(note: this is the full address and will reach us).

**We look forward to working with you.**



**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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