



About the trust

What service users and carers say about our services

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We provide a wide range of community-focused health and social services to people across five localities from Buckinghamshire down to Bath.

- **Oxfordshire:** mental health and community services for people of all ages.
- **Buckinghamshire:** mental health services for people of all ages.
- **Bath and North East Somerset (B&NES):** mental health services for children and adolescents.
- **Wiltshire:** mental health services for children and adolescents, and specialist eating disorder services for adults.
- **Thames Valley:** forensic mental health services.

We provide many NHS healthcare services, whether in our community hospitals or within local communities. We help to support people in their homes and as near to home as possible.

We pride ourselves on our values, which are to be caring, safe and excellent, and we work to constantly improve the quality of the care we provide.

We are a Foundation Trust (FT)

Being an FT means that we have members, and a Council of Governors representing them. We are keen that our membership is representative of the wide range of people who we care for, who work for us, and who live in the communities we serve. We want to give them a voice, as well as an opportunity to learn more about what we do, and to become involved.

To find out more about becoming a member please visit our website www.oxfordhealth.nhs.uk or email ft.membershipcommunity@oxfordhealth.nhs.uk

Who do we provide services for?

People using our services have a range of health problems. These include conditions such as:

- addictions
- anxiety and phobias
- broken bones or injuries from falls
- communication continence problems
- depression
- diabetes
- impairments
- eating disorders
- HIV
- memory problems / dementia/ personality disorder
- postnatal mental illness

Most people are referred to our services by their GP (family doctor).

How are our services structured?

Our services are grouped into three divisions:

- **Children and Young People's Services**
- **Adult Services**
- **Older People's Services**

These services are provided at various sites in the community and also in inpatient facilities where appropriate.

You can find out more about our services on our website www.oxfordhealth.nhs.uk

What our service users and carers have said about our **Children and Young People's Services**

"I would like to say a massive thank you to everyone here. You have all been so so helpful in every way possible and make a great team. I really couldn't have done this without you all." Cotswold House, Eating Disorder Service, Oxford

"Dr Evie always seems to go the extra mile. I felt that it was really important to write this down just to highlight one exceptional member of your staff." Banbury CAMHS

"I would just like to say a last massive thank you to the NHS for providing me with a safe place in possibly the darkest time of my life. Although I have missed a summer of my life here, I've also gained the rest of the summers left in my life. I don't know where I would be if I hadn't come here, so thank you very much." Marlborough House, adolescent inpatient ward, Swindon

"I am writing to express our deep appreciation of the service given to us by the CAMHS neuropsychiatry team. They have shown great understanding of the roots of our children's difficulties, have made appropriate and helpful clinical interventions and have supported our parenting with empathy and respect." CAMHS neuropsychiatry team

"I don't think words can fully express how grateful I am to all of you. Keep doing what you're doing - it's worth it." Cotswold House, Eating Disorder Service, Marlborough

"I want to say thank you to all members of staff for all the help and support they gave me through my stay at Marlborough House. It was one hell of a journey, but they all helped me get through it. Each and every one of the staff are incredible at what they do and I can't thank them enough for their help and support." Marlborough House, adolescent inpatient unit, Swindon

"All the staff and wider team at CHM - I'd like to thank you all for the care, support and encouragement that you have shown during my stay here, for the chats and plenty of laughs which helped keep my spirit up." Cotswold House, Eating Disorder Service, Marlborough

What our service users and carers have said about our **Adult Services**

"Staff have been absolutely fantastic with the care and support that they have provided our daughter with so far. You have kept her safe and been so understanding towards her. We are really impressed with you all." Portland Ward

"Without your team's support I would have struggled and perhaps relapsed several times. I am glad such a service operates, providing a lifeline to young people like me. I would highly recommend your service to anyone that finds themselves in a pickle like I was." Early Intervention Service

"Your staff were so kind and thoughtful - they must be the best staff in the world and deserve a medal. A big thank you to you all." Vaughan Thomas Ward

"The work they do is vital to the health and wellbeing of individuals and it is through their help and support that I have been able to regain my health and find hope for the future." Bucks Early Intervention Service

"If she were able to thank you in person I know she would have been very grateful for all you did for her. Your enthusiasm, creativity and patience are a huge asset to the ward. I am sure your involvement with the patients can only be beneficial, even if they are unable to tell you themselves." Cromwell Ward JHU

"I finally feel like I can see the light at the end of the tunnel." Ashurst Ward

"Your calm, steady and thoughtful approach to the job helped me a great deal. Knowing someone I felt I could trust, was reliable and like a rock, however corny that sounds, especially in the early stages of my first psychosis, really helped when I seemed unsure of everything, everybody and myself." Early Intervention Service

"This is a good place to be to get over whatever it is people have been through. The staff have been great and are always available and it is the best ward I have ever been on." Kimmeridge Ward

"Thank you very much for all your help over the years." Luther Street medical centre for the homeless, Oxford

"Great staff, very motivational, realistic and helpful with my issues. Thank you, you have helped me on my path to a better life." Harm Minimisation Service

"It feels that the NHS and Wenric in particular have been excellent and nothing but supportive (to her son) over the years." Wenric Ward, low security forensic ward, Littlemore

"You made our smiles better." Dental practice, Banbury

"You can sense the passion the team has for the patients." Luther Street medical centre for the homeless, Oxford

"Quite literally you did all save my life and for that I will be eternally grateful." Luther Street medical centre for the homeless, Oxford

"Unbelievably good service. A credit to the NHS." Dental practice, Kidlington

"There is always someone there to listen to you no matter what the situation." Harm Minimisation Service

What our service users and carers have said about our **Older People's Services**

"Dementia is a wretched illness and can be very isolating for the carer. Every day is different and there seems to be no right or wrong way of coping. I was always so grateful that you listened to me and helped me to find a way through. You were instrumental in helping me to cope and ultimately being able to keep mum at home with me until the end." Older Adults South Bucks

"It has been a real rest me being here and the care has been first class." Wantage Community Hospital

"It is a marvellous place. No problems since my husband has been here. It is beautifully run, so clean and the staff are all great." Wallingford Hospital

"This has been the best place for me. I have had the best care possible here. It is a fantastic place." Witney Community Hospital

"The attention and the care from the nurses has been excellent." Abingdon Hospital

"I have no problem with it here. The care and facilities have been great. I have nothing but praise for the staff, they're also very informative." Henley Townlands Community Hospital

"I am well looked after here and the staff are brilliant." Didcot Hospital

"The attention from the staff has been absolutely superb. Everyone has been compassionate and caring. I have nothing but praise for them all." Bicester Hospital

"I have no complaints at all about my care. It's been very good." City Hospital

If you need the information in another language or format please ask us

Nëse ky informacion ju nevojitet në një gjuhë apo format tjetër, ju lutem na kontaktoni

আপনি যদি এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফরম্যাট) পেতে চান তবে দয়া করে আমাদেরকে বলুন

ਜੇ તમને આ માહિતી બીજી ભાષામાં અથવા બીજા આકારમાં જોઈએ, તો કૃપા કરીને અમને પૂછો

यदि आपको यह जानकारी किसी दूसरी भाषा या आकार में चाहिए ही तो कृपया हम से पूछें

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ਜੇਵਰ ਤੁਹਾਨੂੰ ਟਿੱਠ ਜਾਣਕਾਰੀ ਕਿਸੀ ਦੂਜੀ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰ ਕੇ ਸਾਨੂੰ ਪੁੱਛੋ

اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقے سے درکار ہوں تو براہ کرم ہم سے پوچھیں۔۔۔

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