



**Oxford Health**  
NHS Foundation Trust



Older adult mental health

# Oxfordshire community mental health teams

## Introduction

Welcome to Oxford Health NHS Foundation Trust. This leaflet aims to provide you with answers to the common questions that people ask when they have been referred to a community mental health team (CMHT).

This leaflet applies to all older adult community mental health teams across Oxfordshire.

You can obtain additional information leaflets about the services we offer from the member of the community team who visits you. These include information about diagnosis, treatment options, psychological therapies, memory clinics and medication.

If English is not your first language, we can provide leaflets in other languages and we also have access to translation and interpreting services.

You can contact the community mental health team using the number below:

**CMHT telephone:**

**01865 904894/904285**

## What you can expect from the team

You can expect to be offered an assessment of your mental health and social care needs during an appointment of your choice and that your privacy and dignity will be respected at all times. If, after careful assessment, you and the assessor feel that we can help you, a care co-ordinator will work with you.

A care co-ordinator is the person who will shape a package of care suited to your needs. We use the Care Programme Approach (CPA) to make sure everything that should happen does happen.

## The Care Programme Approach

The Care Programme Approach is a way of making sure care is given and reviewed around your needs. A written care plan is drawn up with you which aims to ensure that you and everyone supporting you knows what helps during times of distress and what everyone needs to help your recovery.

Your care co-ordinator can be a social worker, psychiatrist, occupational therapist, community psychiatric nurse or psychologist. You can choose to have either a male or a female care co-ordinator. If you are not happy with your care co-ordinator or psychiatrist you can ask to change them. Your care co-ordinator will see you at agreed appointments either at your home, at the team base, or your GP surgery. If you prefer, a family member, friend or advocate can join you at meetings with staff.

Based on your assessment, you may be offered individual or group work, family therapy or other talking therapies.

Each CMHT is linked to a ward in an Oxfordshire based hospital. Sometimes people may need an admission to hospital for an inpatient stay (occasionally under a section of the Mental Health Act) once all other care and treatment options have been fully considered.

If you do need an admission to hospital, your care co-ordinator and consultant psychiatrist will continue to work with you and the ward staff so that your admission can be as helpful and as short as possible.

A discharge care plan will be agreed with you and, with your permission, your carer before you leave hospital so that you know what support you can expect once you have returned home.

## Recovery Approach

We have adopted the Recovery Approach in our work. Staff will work with you in developing a care plan which helps you towards your recovery. Recovery is a personal, unique process and we will help you to meet the goals you have set for yourself. This might include getting back to work, learning new skills or being involved in your local community.

## Family interventions

Families and carers have their own needs as a result of the role they provide. Family interventions aim to increase support for the whole family. This includes education about illness, including early warning signs, goal setting and problem solving. Interventions are tailored towards the needs of the family. This is not family therapy. Your care co-ordinator can give you more information about family interventions.

## Carers

People who give you regular support may be described as carers and may also be family members or friends. They will be anxious to know how you are and how they can support your care. It is helpful for us to know who they are and for us to talk to them and give them general information.

They often have a lot of experience and knowledge that would be useful to the team in giving you the best help possible. Also, carers are usually around when the team is not available and so it would be helpful if they are involved in planning and reviewing your care. We would like to know how you would like them to be involved in this.

Carers may also sometimes need support themselves and they are entitled to what is called a carers assessment. Your care co-ordinator can tell them about this.

It is also important for us to know if there are children or young people who you parent, care for or support. We can make sure that they are offered help and support as this may be a difficult time for them too.

## What happens in a crisis?

The CMHT will work alongside other teams to offer more intensive support to you at times of greater stress or crisis. If you need crisis support in the evenings, at weekends or on Bank Holidays, please contact the out of hours service via the hospital switchboard on 01865 901 000.

If you need more information, please ask your care co-ordinator, who will be happy to discuss this with you.

## Medication

Most treatment plans will include medicines because there is good evidence that this can reduce the time that someone is unwell. You will be offered leaflets with information about your illness and about the medicines you are prescribed and possible side-effects.

If you want more information you can ask your care co-ordinator or pick up a leaflet outlining some useful websites. Pharmacists and medicines management technicians

work with the team and if you would like to speak to them ask for a Pharmacy Services leaflet or for someone to contact them for you.

## Physical health needs

It is important that you let us know if you have any physical health problems. We need to know if you are taking any medicines, either from your doctor or that you may have bought. This includes any herbal remedies you may be using.

We will work with you and your GP practice to make sure that your physical health needs are met, including having an annual Physical Health Check if required.

## Talking treatments

These include cognitive behavioural therapy (CBT) and other types of talking therapies. The broad aim is to help you make sense of distressing experiences in a way that reduce confusion and enables you to make positive choices again.

You will be encouraged to promote your own recovery by addressing problems that you have control over. If faced with difficulties that are not under your control, we will explore with you whether a change in perspective would be helpful.

## Travel expenses and benefits

If you receive some Government benefits you may be entitled to claim a refund for the cost of travel to appointments as long as it is part of your treatment plan. For more information ask for the HC11 booklet which gives more information, or an HC1 form to claim travel expenses. Ask your care co-ordinator if you need to apply for or need help to sort out your benefits.

## Confidentiality

Staff do take your confidentiality seriously, however they will share information related to your care with the CMHT team and the GP practice looking after you.

It is often helpful to share information with families and carers. We would always discuss this with you before doing so and would be guided by you in most cases about what information is shared.

Very occasionally there may be times when staff are concerned about safety, either your own or others. At these times staff may have to share confidential information with others on a need-to-know basis but they will always inform you that this is the case and seek your permission where possible.

## Smoking

We have a smoke-free policy and smoking is not permitted by staff or visitors on any of our sites. We would also request that you do not smoke when our staff are visiting you at home.

If you would like help to stop smoking, please let us know and we can arrange for you to receive support.

## Concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please tell a member of the team or contact the Patient Advice and Liaison Service on freephone 0800 328 7971.

## Parking

From 20 June 2016 there will be new car parking controls in place at Oxford Health owned sites which will require you to purchase a ticket from the 'pay and display' to park.

Parking will still be free for blue badge holders, those working for free as Oxford Health volunteers, and assistance will be available for those on low incomes and/or benefits. We will also be offering cheaper long-term parking for those needing to attend frequent/daily appointments.

### **Car parking 'pay and display' charges:**

Up to 30 mins	Up to 1.5 hrs	Up to 2.5 hrs	Up to 3.5 hrs	Over 3.5 hrs
Free	£1.00	£2.00	£3.00	£4.00

This leaflet was developed with help from service users and carers.

## Useful numbers

**SANEline** 0300 3047000

### **Samaritans**

(Nationwide) 116 123

(Oxford) 01865 722 122

**NHS 111** 111

### **Age UK**

(National) 0800 1692081

(Local) 0345 4501276

### **Dendron research network**

01865 231 556

### **Oxfordshire Mind**

[www.oxfordshire-mind.org.uk](http://www.oxfordshire-mind.org.uk)

### **No Panic**

[www.nopanic.org.uk](http://www.nopanic.org.uk)

### **Eating disorders**

[www.b-eat.co.uk](http://www.b-eat.co.uk)

### **Age UK**

[www.ageuk.org.uk](http://www.ageuk.org.uk)

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at: [EqualityandInclusion@oxfordhealth.nhs.uk](mailto:EqualityandInclusion@oxfordhealth.nhs.uk)

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 (ফরমেট) পেতে চান তবে দয়া করে আমাদেরকে বলুন

જો 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

若您需要本信息的另一种语言或格式的版本，请与我们联系

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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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Website [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

This department is part of our Older People Directorate.

Become a member of our Foundation Trust  
[www.ohftnhs.uk/membership](http://www.ohftnhs.uk/membership)