



Older adult mental health

Buckinghamshire older adult community mental health teams

Introduction

This leaflet aims to provide you with answers to the common questions that people ask when they have been referred to an older adult community mental health team (OA CMHT).

This leaflet applies to all OA CMHTs across Buckinghamshire.

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.

Further information is also available on our website:

www.oxfordhealth.nhs.uk

Your community mental health team

North OA CMHT: 01865 901 048 / 901 468

South OA CMHT: 01865 901 309

Out of Hours: 01865 902 000

What you can expect from the team

You can expect that you will 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.

Based on your assessment you will be allocated a lead professional or a care co-ordinator who may offer individual or group work, cognitive behavioural therapy, family therapy, other psychological therapies, or a referral to the memory clinic.

Care Programme Approach (CPA)

CPA is a process for identifying what your health and social care needs are and arranging the best way of meeting them.

The aim is to make sure you do not lose contact with professionals and that your care is properly planned. Often, CPA is the main method used to decide what forms of help you will receive. Sometimes this will involve meetings with all the professionals and people who support you. At other times it will mean having discussions with your care co-ordinator about your care.

Who gets CPA?

Service users receiving support from the statutory mental health services and whose care needs are complex.

When a service user has straightforward needs and has contact with only one agency then a professional from that agency will be the person responsible for facilitating their care and CPA is not required.

What does CPA cover?

Basically anything that affects your mental health should be included in your CPA care plan. Assessment, care planning, care delivery and review by your named care co-ordinator are all part of the CPA.

The written care plan should be drawn up with you, and include your views.

Who has a copy of the care plan?

You and everyone involved in supporting you should have a copy of the care plan.



What is a care co-ordinator?

A care co-ordinator is the individual who takes overall responsibility for your care plan and makes sure everything that should happen does happen.

This role can be taken on by your social worker, psychiatrist, occupational therapist, community psychiatric nurse, key worker or other professionals involved in your care.

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 in order 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.

Further information is available from your care co-ordinator.

What happens in a crisis?

The OA CMHTs offer a 24-hour service and can be accessed through your care co-ordinator or consultant during the day. In the evenings, at weekends and Bank Holidays, the service can be accessed by the on-call GP or you can contact them directly via the main hospital switchboard on 01865 901000.

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

Translation and interpreting services

We are able to offer interpreting services for those whose first language is not English. We also offer interpreting services for people with hearing or sight impairments. The OA CMHTs are able to access translation and interpreting services for clinical interviews, interviews with carers, translation of care plans information leaflets etc. If you would find it helpful to have more information about these services please ask.

Carers

People who give you regular support may be described as carers, who may 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.

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 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/benefits

If you receive any type of income support you are entitled to claim a refund for the cost of travel to appointments as long as it is part of your treatment plan.

Ask your care co-ordinator if you need to apply for or need help to sort out your benefits. They can also provide you with any necessary forms to fill out for reimbursement.

Confidentiality

Staff must keep your details of care confidential. However, they also have a duty to share information related to your care with the OA 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.

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.

Please be reassured that if you do make a complaint this will not affect your care in any way.

Smoking

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

Other useful support contacts

SANEline 0845 767 8000

Samaritans (Nationwide) 08457 909 090
(Banbury) 01296 270 000
(Oxford) 01865 722122

**Oxford Health NHS
FT Reception** 01865 901 000

NHS 111 111

Royal College of Psychiatrists: www.rcpsych.ac.uk

They have an excellent website which provides lots of information about different mental health conditions, treatments and the law in regards to mental capacity.

MIND: www.mind.org.uk

Perhaps the best known mental health charity. Their website contains information about support that might be available to you and how to access this. They also have helplines you can call and an online community where you can listen and share your experiences and talk about your illness in a safe and supportive environment.

Notes:

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

Arabic يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتسبيق مختلف.

আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে **Bengali** পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।
Urdu اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

Chinese 若要以其他語言或格式提供這些資訊，請與我們聯繫

Polish Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

Portuguese Queira contactar-nos se pretender as informações noutro idioma ou num formato diferente.

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