



Complex Needs Service

## Complex Needs Service

Therapeutic services for people with personality disorders and other complex mental health difficulties

## Introduction

This leaflet contains information about the Complex Needs Service and the group therapy treatment options available.

Our specialist services are mainly for adults of working age who have a diagnosis of personality disorder or other related problems. In Buckinghamshire we also provide a service for older adults. You can obtain additional information about the services we offer through our contact details on page 11.

## What you can expect from us

Following referral to our service, you will be invited to an information/engagement session with other newly referred people where you will have the opportunity to meet one of our therapists, as well as service users who have completed one of our therapy programmes. If you would like to take your referral further after the session the next step will be a careful assessment of your mental health and social care needs.

If both you and your assessor believe that our service is going to be suitable, we will work with you towards starting one of our group therapy programmes.

Our therapeutic services offer open communication and the chance to examine problems with others in a safe and supportive environment.

## Service mission outline

Those using our services may have experienced abuse, neglect, trauma, deprivation or loss, often as children. They may find it difficult to value themselves and to form satisfying relationships.

We aim to enable people to take full responsibility for themselves whilst being mindful of their interactions with others. Our supportive group environments facilitate self awareness and can lead to a more fulfilling future.

As a group therapy service, we understand how daunting groups can be for some people. We will make sure that we support you with this.



## What we expect of you

Our service is recovery-model focussed treating people as individuals. We encourage service users to actively participate in their therapeutic journey while helping them to achieve their potential and work towards recovery.

Engaging in our group therapy programme requires commitment. You should be motivated, willing to look at how you interact with others and open to exploring your feelings. You should also be interested in finding out more about yourself, your relationships, your thoughts and your actions.

### Recovery is...

*"Learning how to make the right choices for you. It's about getting to know who you are and who you could be."*

(service user quote)

## Confidentiality

All information that is shared in the therapy groups is confidential. All group members agree to confidentiality, which means that all information shared in the group must not be repeated outside. Staff have a statutory and professional duty to disclose information regarding risk, should they feel that this is necessary. Wherever possible, they will discuss this with you before making the disclosure.

Staff may need to share information with team members, GPs or other healthcare professionals. Information will not be shared with your family members or non-health external agencies without your permission.

## What we offer

We offer low, medium and high intensity groups for people with personality disorders and/or related problems. We also provide support groups for friends and family members.

## General information

Although you may be unsure about joining a group, the environment will enable you to explore your problems and gain support. Group members have the opportunity to practise new things in ways that are not possible through individual therapy.

Some people with longstanding and severe emotional problems may recognise that they have a problem and may have assumed that nothing can make a significant difference. We will help you to work towards recovery. Our services are an integral part of the NHS and as such they are free of charge.

## What it will be like

To start any kind of therapy, you must be willing and ready to change.

You may need to make personal arrangements to enable you to attend appointments (e.g. childcare). You can talk to us about help that may be available to you.

Some groups run as Therapeutic Communities (TC's), offering opportunities to communicate openly and for the shared examination of personal issues with others in a safe and supportive environment. Group members are enabled to find their strengths.

TC's encourage members to take responsibility for themselves and to develop awareness of their interactions with others. In these environments members can develop increased self-esteem and self-knowledge.

The group/s that you are to attend will be agreed during the assessment process.

In addition to the medium and high intensity groups, we also offer low intensity groups that work within a single therapeutic model. These groups are aimed at people who would initially find it difficult to engage with more intensive programmes.

## Available services

We offer a variety of group therapy services at locations throughout Buckinghamshire and Oxfordshire:

- **Low Intensity Groups**  
Mentalisation Based Therapy Groups are suited to those who might have difficulty using our pre-therapy Options /Getting Ready Groups or those who would benefit from working on some issues that might be difficult in our other groups.



- **Pre-Therapy Groups**  
Options/Getting Ready Groups will allow you to explore aspects of yourself you may want to develop. The groups will help you prepare for future therapy, should you decide to pursue it. Pre-therapy groups meet once a week for approximately two hours in Adderbury, Aylesbury, Oxford, High Wycombe and Witney.
- **Medium Intensity - Therapeutic Communities**  
These 18 month part time programmes take place in Adderbury, High Wycombe and Witney for approximately six hours a week over one day. They accommodate service users who may wish to continue working part time, have family commitments, are clinically assessed as not needing the more intensive services in Aylesbury and Oxford or those who do not wish to engage in more intensive therapy.
- **High Intensity - Therapeutic Communities**  
These 18 month programmes employ a range of therapy models and provide a living learning experience for members over two or three days a week in Aylesbury and Oxford.
- **After Therapy - Moving on Group**  
This group comprises a graded disengagement programme and runs differently in Oxfordshire and Buckinghamshire. The Oxford group runs alongside the last two months of therapy and the two months after leaving therapy. The Aylesbury group takes place alongside the second half of the 18 month programme.
- **Carer support - family and friends group**  
We offer fortnightly groups in Oxford providing support and education to carers. We also run a biannual psychoeducational weekend programme.

## Summary

The Complex Needs Service provides services for those with emotional or mental health difficulties sometimes described as 'personality disorders' or 'complex needs'. Such disorders are often treatable consequences of earlier experiences.

We help people to face their difficulties and find new ways of coping. People who have used our services are often employed by us to help ensure we remain relevant and accessible.

### What did I learn?

*"How in time it did become easier to sit in a group and talk about my life."*

*"I am not alone with my experiences."*

*"It is okay to work at my own pace."*

*"How to receive feedback from others in the group."*

(service user quotes)

## Contact us

### **Complex Needs Service**

Manzil Resource Centre  
Manzil Way  
Oxford  
OX4 1XE

**Tel:** 01865 904 300/ 904 491

**Email:** [tvi@oxfordhealth.nhs.uk](mailto:tvi@oxfordhealth.nhs.uk)

### **Complex Needs Service**

The Wing Unit  
Bierton Road  
Aylesbury  
Buckinghamshire  
HP20 1EG

**Tel:** 01865 901 635

**Email:** [tvi@oxfordhealth.nhs.uk](mailto:tvi@oxfordhealth.nhs.uk)

Our services are provided by Oxford Health NHS Foundation Trust and we often work in collaboration with Elmore Services, Mind, Rethink, Restore and other local partners.

## What To Do In A Mental Health Crisis

If you are experiencing a mental health crisis and are known to mental health services, you should have a Crisis Plan outlining what to do and who to contact. If you do not have a Crisis Plan, please contact the mental health service involved in your care.

If you are not known to mental health services, then please contact your GP (if this is out-of-hours, the main surgery number will have an answerphone message on which will detail how to contact the Out-of-Hours GP Service). They will be able to offer you the appropriate support and refer you to mental health services if they believe you need specialist mental health intervention.

You can also call 111 - an NHS non-emergency free-phone number and speak to trained advisers working alongside healthcare professionals. This is available 24 hours a day and calls are free from both landlines and mobiles.

## 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 staff or you telephone the Patient Advice and Liaison Service (PALS) on free-phone 0800 328 7971.

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)

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

**Bengali** আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে 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 noutra idioma ou num formato diferente.

Oxford Health NHS Foundation Trust  
Trust Headquarters  
Warneford Hospital  
Warneford Lane  
Headington  
Oxford  
OX3 7JX

Switchboard 01865 901 000  
Email [enquiries@oxfordhealth.nhs.uk](mailto:enquiries@oxfordhealth.nhs.uk)  
Website [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

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