

Information for family and friends

Who can I talk to?

Intensive staff will promote essential three way relationships between professionals, service users, their carers and families, in order to achieve the best possible outcomes for recovery. Working together promotes safety and supports recovery and well being.

What are my rights?

Carers who are identified by the service user have the right to a formal carers assessment. This assessment will:

- Enable the carer to identify their own support and information needs
- Provide useful information about the service user to aid recovery.

Where can I get more information?

Members of the team can give you the contact details of networks in your local area that offer support to carers of those with mental health needs. The team will also be able to offer you leaflets on many areas of mental health care including the purposes and side effects of medication and psychological therapies such as Cognitive Behavioural Therapy or Family Therapy.

How to contact the BaNES Intensive Service

Phone: **01225 362814**

24 hours a day, seven days a week

For medical emergencies dial 999.

**Intensive Team
Hillview Lodge
Royal United Hospital
Coombe Park
Bath
BA1 3NG**

www.awp.nhs.uk

To make a comment or suggestion, raise a concern or make a complaint, please contact the Trust's Patient Advice and Liaison Service (PALS)

Tel: 01249 468261

Freephone: 0800 073 1778

Email pals@awp.nhs.uk

This information can be made available in other formats (for example, Braille) or languages on request by calling the PALS number.

Lead: Clinical Development Lead

Leaflet Code: AWP2012-241

Approval Date: Oct 2012

Review Date: Oct 2015

Avon and Wiltshire 
Mental Health Partnership NHS Trust

Bath and N.E.Somerset Intensive Service

**Information for people
referred to the
Intensive Service
and those who support
them**

What is intensive support?

If you experience a severe mental health crisis the team can provide acute care at home.

How does it work?

We are a team of mental health workers, with a broad range of specialist skills and experience. Our aim is to work closely with you, and your carers, relatives and friends where appropriate, during a period of home treatment.

We want to help you identify possible reasons for your difficulties. We want to help you to find the best ways to recover and stay well. This may include both planned and emergency visits, and contact by phone.

Involvement with the team is usually short term and, on average, up to six weeks.

If you have been admitted to hospital and it is felt to be appropriate by those involved in your care, the team will support you in early discharge from hospital to home.

What will home treatment offer?

- A team member will contact you within four hours of receiving an appropriate referral.

- Provide hope that change can happen for you and your family.
- Support for your carers / relatives.
- Practical support aimed at helping you to develop strategies for coping.
- Intensive support through frequent contact / home visits.
- A range of interventions that will support you to move forward towards your recovery.
- To keep you from feeling and being unsafe.
- Specialist support if you feel social isolated.
- Discharge planning is started at the earliest possible stage should admission to hospital become necessary and will include all those involved in your care.
- Support for you to recognise possible early signs of distress, and find ways of dealing with these to keep you well.
- There may be times when student learners are involved in your care. Please let us know if you are not happy with this.

Advocacy

If you, or the person you care for, experience mental distress and need someone to speak up for you and your rights, or to help you to speak for yourself, call:

Bath MIND

01225 464656

Local information:

Your Key Worker is:

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Your Co-Worker is:

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