Adult Mental Health Services

Hull and East Riding Community Mental Health Teams

What our services can offer you
This brochure provides information about Humber Teaching NHS Foundation Trust and includes details about the community mental health services we offer to working age adults living in Hull and the East Riding of Yorkshire.

Each service in the Trust has an operational policy which provides detailed information about the role, function and responsibilities of each team.

If you would like to discuss any issues relating to our services, please contact:

Paul Johnson
Clinical Care Group Director
HNF-TR.adultmentalhealthcaregroup@nhs.net

If you would like to find out more about a particular service, please use the contact details in this document.
Many thanks to the Humber Recovery College students who allowed us to use their artwork in this brochure.

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About the Trust

We provide a range of adult community-based services to people living in Hull and the East Riding of Yorkshire, including:

- therapies;
- community and inpatient mental health services;
- learning disability services;
- healthy lifestyle support;
- addiction services.

We also provide specialist services for children, including physiotherapy and speech and language therapy and support children, young people and their families who are experiencing emotional or mental health difficulties. Our Specialist Forensic services support individuals from Yorkshire and Humber and further afield.

**Our Mission, Vision and Values**

The way we deliver our services has a direct bearing on our service users and carers’ experience of the Trust and - most importantly of all - their health. It also affects the morale of our staff and their job satisfaction.

Our staff has been consulted on, and have agreed to, a new set of core Trust values: **caring, learning and growing.**

These values shape the behaviour of our staff and are the foundation of our determination to:

- Foster a culture in which safe, high-quality care is tailored to each person’s needs and which guarantees their dignity and respect;
Our Vision and Values

- Achieve excellent results for people and communities;
- Improve expertise while stimulating innovation, raising morale and supporting good decision-making;
- Unify and focus our services on early intervention, recovery and rehabilitation;
- Engage with and listen to our patients, carers, families and partners so they can help shape the development and delivery of our healthcare;
- Work with accountability, integrity and honesty; nurture close and productive working relationships with other providers and our partners.

We are a multi-specialty health and social care teaching provider committed to Caring, Learning, and Growing

Caring for people while ensuring they are always at the heart of everything we do

Learning and using proven research as a basis for delivering safe, effective, integrated care

Growing our reputation for being a provider of high quality services and a great place to work
Community Mental Health Teams (CMHT) for Hull and East Riding provide care and treatment for adults who experience moderate to severe mental health difficulties such as psychosis, mood and personality disorders and non-psychotic illnesses.

Department of Psychological Medicine - this department offers a range of specialist services, including:

- Hospital Mental Health Service (adult) – offering assessment of adults presenting with mental health problems in the acute hospital and in the emergency department;

- General Liaison Team – offering assessment and psychological interventions to service users presenting to the acute hospital trust with medically unexplained symptoms, complex adjustment and psychological issues directly relating to physical health;

- Perinatal Team – treating pregnant women and new mothers who have moderate to severe mental health problems;

- Huntington's Disease Service – offering assessment and intervention to all service users with a diagnosis of Huntington's Disease;

- Chronic Fatigue Service – offering diagnostic assessment and biopsychosocial interventions to adults presenting with symptoms of chronic fatigue syndrome.
Inpatient units - providing seven day assessment and treatment to adults of working age. The teams at Avondale, Hawthorne Court, Newbridges, Mill View Court, Intensive Care Area (PICU) and Westlands work closely with the Mental Health Response Service and Home Based Treatment teams.

The Mental Health Response Service is a 24-hour-a-day seven day a week Hull and East Riding of Yorkshire assessment service for adults over 18. We provide non urgent assessments identified at point of triage and urgent assessments for service users who are felt to be a risk to themselves and/or others - including risk of severe self neglect - who are being considered for hospital admission and who require a same day assessment. The service also provides Home Based Treatment (HBT).

PSYPHER - an early intervention in psychosis service that supports 14 - 65 year olds who are experiencing first episode psychosis.

Humber Recovery College takes an educational approach to the recovery principles of hope, opportunity and control to enable everyone to become experts in their own healthcare.

Specialist Psychotherapy Services - offering intensive individual and group psychotherapy.

Traumatic Stress Service - provides psychological interventions for those who have experienced a significant psychological trauma in their adult life in Hull and for veterans only in the East Riding.
Community Mental Health Teams (CMHT)

The community teams for adult services are based at:

**Hull**

West Hull CMHT, Waterloo Centre, 01482 335710

East Hull CMHT, The Grange, 01482 303740

Early Intervention in Psychosis team (PSYPHER),
Townend Court, 01482 336786

**East Riding**

Delivered in partnership with East Riding of Yorkshire Council

Bridlington CMHT, Crystal Villas, 01262 401292

Driffield CMHT, Market Place, 01377 208370

Goole CMHT, Bartholomew House, 01405 608220

Beverley CMHT, Beverley Health Centre and College House, 01482 344460

Haltemprice CMHT, Anlaby Clinic and College House, 01482 335959

Holderness CMHT, Rosedale Community Unit, 01482 344400

We provide care in a range of settings. Sometimes we visit service users in their own homes, in their own GP practice or at the team base. Service users will go to different locations depending on the service they need to use and where they live.
Who uses our service?

Community Mental Health Teams (CMHT) in Hull and East Riding are focused on providing care and treatment for working age adults who experience moderate to severe mental health problems, including bipolar disorder, personality disorders or psychotic illnesses. Some service users may also experience severe or long-standing mental health difficulties which disrupt their life to the extent that they affect their everyday functioning.

Service users who experience more common mental health difficulties, such as mild or moderate anxiety or depression, are referred to Let’s Talk (Hull) and the Emotional Wellbeing Service (East Riding).

(Contact details at the end of the brochure)

Adults who experience a psychotic episode for the first time will be seen by the Early Intervention in Psychosis team. The team is known locally as PSYPHER and is based in Hull but also works across the East Riding.
Who works in the CMHT?

**Care Co-ordinator**

The care co-ordinator will be a named worker allocated to an individual and is responsible for ensuring their needs are met inline with Care Planning meetings, which may also be called Care Programme Approach (CPA) meetings. The care co-ordinator supports the individual and their family or carers and assists them during their time with the service. The care co-ordinator may provide some interventions but may also oversee the elements of care delivered by other practitioners, ensuring effective communication between all parties. The care co-ordinator provides a main point of contact for the individual and their family or carer and is responsible for undertaking and sharing risk assessment and risk management plans with all those involved. Some care co-ordinators will be community mental health nurses, social workers, occupational therapists or care officers.

**Psychiatrist**

A psychiatrist is a doctor who specialises in the care and treatment of mental health. A psychiatrist works in a team of health and social care professionals to assess, diagnose and treat individuals who have been referred.
Who works in the CMHT?

**Community Mental Health Nurses**

Registered nurses who work in the community as part of the team, community mental health nurses work closely with GPs and other health professionals, providing holistic assessments and developing recovery-focused care plans with individuals, families and carers. They also complete risk assessments and oversee medication issues. The community mental health nurse may also be called a care co-ordinator.

**Psychologist**

A clinical or counselling psychologist is a psychology doctor whose role is to support the team by delivering evidence-based care. This involves formulating and planning individualised care, providing psychological assessments and therapy, providing consultations and supervision, supporting training and undertaking research.

**Occupational Therapist (OT)**

Occupational Therapists work with individuals with mental health problems to help them complete everyday tasks. They support the individual in maintaining a meaningful day-to-day routine. These routines give the individual a daily structure, creating a sense of purpose and direction to life. Meaningful activity and occupation therapy is essential for good mental health and wellbeing.
Who works in the CMHT?

**Social Worker and Care Officers**

A social worker provides advice and support to individuals, families and carers in line with the Care Act 2014. They work in the team to promote recovery and take a lead supporting individuals with personalised support planning and personal budgets. Social workers assess and review situations to protect adults and children from harm.

In mental health teams they may also be called care co-ordinators. Care officers provide a range of social care interventions and care co-ordination as part of a multi-disciplinary team.

In the East Riding the CMHTs work in partnership with social workers from East Riding of Yorkshire Council.

**Support Workers/Support Time and Recovery Workers**

This team provides support to individuals with mental health needs in order to help their recovery through activities in their communities. The worker assists the care co-ordinators to assess, plan, deliver and evaluate care for each individual.
Who works in the CMHT?

**Family inclusive care co-ordination**

Mental health problems do not just affect individuals. They have an impact on the entire family. Families have a unique and in-depth understanding and knowledge of their loved one’s difficulties, as well as their strengths and abilities.

We are committed to working in partnership with families and carers and view families as a vital part of the care team.

All families and individuals will initially be invited to contact meetings with their family member’s care co-ordinator. The function of these meetings is for everybody to get to know each other and to listen to everybody’s point of view. The meetings explain how mental health services work and how decisions are made.

These meetings then take place at regular intervals. They help provide a consistent and transparent service, with everyone working together towards agreed goals. The meetings can help to relieve any anxieties and reduce risks as well as to support best outcomes for those involved.

**OT Assistant/Technical Instructor**

Occupational therapy technical assistants work with Occupational Therapists in helping them assess and treat individuals in hospitals or in their own homes. This could include planning a daily routine for someone with mental health issues.
What we offer

The Community Mental Health Team’s aim is to meet the mental health needs of our community. The teams support the needs of individuals and their carers with complex mental health problems by working alongside different members of the teams in conjunction with health and social care staff.

Everyone under the CMHTs will be assigned a care co-ordinator, under the Care Programme Approach, to ensure the individual gets the right level of personalised care according to their needs.

Care co-ordinators are able to provide a range of treatment and interventions for complex mental health difficulties.

A care co-ordinator will carry out a detailed assessment of an individual’s needs, including possible risks, and help them identify goals which they want to work towards. Our staff can provide a range of evidence-based interventions depending on the needs of the individual. These interventions are based on the best clinical evidence and follow NICE (The National Institute for Health and Care Excellence) guidelines, which have been designed to meet the individual’s needs.

We provide a needs-led, recovery-focused, safe intervention and treatment service which provides social inclusion.

The care offered to an service user is planned with them and is tailored to their needs. We always promote the principles of choice, recovery, personalisation and self-directed support.

Care is reviewed and evaluated regularly with the care co-ordinator, the psychiatrist, GP and anyone else involved.
What we offer

Our service provides a person-centred approach which advises on appropriate treatment, information, care and support and empowers individuals with complex mental health difficulties and their carers to make informed decisions about care which help maximise quality of life.

Interventions are time-limited and may include:

- Individual therapy;
- Group therapy;
- Occupational therapy;
- Medication support;
- Rebuilding self-esteem, support with coping and confidence skills and symptom control;
- Provide expert risk formulation and robust risk management plans that are person-centred and family inclusive;
- Family interventions;
- Healthy living advice, including physical health screening, nutrition and weight management.

Individuals may also be offered the opportunity to be involved in local and national research studies.

Dialectical Behaviour Therapy (DBT)

DBT is an evidence-based treatment for service users with a diagnosis of borderline personality disorder. DBT is also helpful for people who self-harm and have suicidal thoughts. DBT combines individual therapy, group skills training and telephone coaching to help service users learn ways to tolerate distress, regulate emotions, be effective in relationships and be mindful. The main goal of DBT is to help individuals build a life worth living.
What we offer

Waiting list pledge

We aim to keep waiting times and the number of service users waiting for a service to a minimum. Our guiding principle is that the interest of the individual is most important. We pledge to monitor waiting times closely to address any emerging problems and to act quickly to address them. Our team will inform individuals on the waiting list of how long they can expect to wait and will provide them with the name of a staff member who will be a point of contact.

What do we want to help people achieve?

Service users will learn how to manage or prevent relapse in their mental health and how to reduce any risks. All our interventions are focused on recovery to enable individuals to be as independent as possible and to be discharged.
Group Programmes

Here are some examples of the types of groups we offer. This is not a full list. Please speak with the team in the area where you live to find out more.

The 12-week intervention programme is designed to take the first steps to assess the individual’s needs and to identify the types of intervention required. The sessions assist with symptom management by using evidence-based approaches such as Dialectical Behaviour Therapy and Cognitive Behavioural Therapy. This programme helps examine why individuals engage in self-destructive behaviours and teaches about emotions, mood and mindfulness. The group uses the recovery principles to further help understand an individual’s needs and to look at what they want to do in the future, helping them move into other groups or signposting them to other services.

Psychological therapy groups such as MBT (Mentalisation-Based Treatment). These have been developed to help individuals who have had long-term problems with overwhelming and intense emotional distress which may have led them to engage in impulsive, often self-destructive, behaviour. It is a 12-week psycho-educational course which aims to discuss the main principles of MBT to help develop a greater understanding of an individual’s difficulties. The sessions focus on learning.

Well-being sessions is a six-week group for those interested in healthy living. The group promotes awareness and enjoyment of a healthier lifestyle through education, open discussion and practical activities. We work in partnership with health trainers and also offer one-to-one appointments to assess the physical health of those individuals who have longer term mental health problems and take medication.
Community life skills group is designed to look at what is available in the local community regarding finances, benefits, leisure and entertainment. The group looks at working with and improving mental and physical health, such as using the gym, walking or joining activity groups. It works on improving independent living and travelling skills. One of the other areas of focus is on social interaction skills that create a sense of belonging and inclusion. The group sets weekly and future goals which enable individuals to achieve their full potential. It helps build self-esteem and confidence with the emphasis on relapse prevention using the recovery model.

A number of creative groups are aimed at developing social interaction using art and creative programmes. There is clear evidence that being creative impacts on health and well-being through involvement in making art which:

- Increases self-confidence and self-esteem;
- Allows individuals to do something they enjoy;
- Improves levels of concentration and focus;
- Gives meaning and purpose in life.

Creative groups support better social networks, enjoyment of social experiences, reduce isolation and increase educational opportunities.

The allotment group provides an opportunity to be outdoors and helps in learning new skills or rediscovering those long forgotten. The group provides structure, routine and a meaningful day. The group is aimed at building and supporting wellbeing and resilience as well as promoting the physical health of service users with mental health problems. The activities are adapted to suit all group members, interest levels and physical limitations. There is growing evidence to show that being in natural green spaces boosts wellbeing, self-esteem and confidence, while teaching new skills and allowing individuals to reconnect with their community, creating a sense of belonging.
Feedback

How we evaluate our services

We engage with individuals, families and carers who use our services to look at how we can improve their experience of CMHTs. The use of the Friends and Family Test (FFT) is available in all team bases and is offered to all service users.

We use a range of approved outcome measures, review service user feedback and promote positive service user experience to ensure systems are in place to monitor the quality of the services.

How do people move on from community mental health services?

As part of recovery planning, care co-ordinators will support individuals to move on from the team and plan for discharge. This will be discussed in the care review meeting with clinical staff, the individual and family members. Care co-ordinators work closely with local community services such as GPs, health and care agencies and support groups.
Feedback

What people have to say about our services:

“Always punctual. Always friendly and non-judgmental. Cared and listened.”

“Being kind and very supportive. Understanding and also caring.”

"The team has helped me survive and get back on track. I'm never judged."

“I felt the person who looked after me really cared about my welfare.”

Do you feel that your mental health problems are a barrier to gaining employment? Do you live in Hull? If so, Positive Assets can help.

Most people who use mental health services want to work and are capable of working with the right support. However, they can face discrimination when applying for work.

In order to challenge this discrimination, Humber Teaching NHS Foundation Trust has developed Positive Assets. This service encourages and supports individuals who live in Hull to formulate and achieve their vocational goals, with a focus on gaining and retaining sustainable employment within Humber Teaching NHS Foundation Trust and the public and private sectors.

With over 20 years’ combined experience in the field of vocational rehabilitation, Positive Assets is committed to helping people who experience mental ill health to gain and retain employment.

Using the wealth of experience gained from working closely with mental health services, service users and local employers, Positive Assets is able to offer expert information, advice and training to local employers with regards to creating mentally healthy workplaces for all.

Positive Assets can:

- Help you find out about vacancies
- Support you to make job applications
- Prepare you for interview
- Help you with practical matters such as benefits, childcare etc.
- Provide ongoing support when in work

For more information contact the team on 01482 389227 or email HNF-TR.PositiveAssets@nhs.net

‘I believe everyone needs a bit of help and guidance now and again and Positive Assets really strives to support and help people get into work, offer ideas, strategies and preparation work for interviews which will boost confidence and put people on the right path in their search for looking for a job.’

‘Really good support and encouragement to get back to work.’

‘I got some brilliant help with my CV and applying for jobs.’
Humber Recovery College

Humber Recovery College is a safe and supportive learning environment that aims to help people manage their own recovery journey. By building upon existing individual strengths and helping to develop skills and confidence in an educational setting, the college can help empower you in developing your independence. It is an NHS college which provides an opportunity to find a recovery-focussed course or activity that appeals to you — whether that’s trying something new, building on existing skills or helping you manage your feelings and emotions.

The college is user led, emphasising hope, optimism and valuing inspirational aspirations and goals. Courses, which are developed through service user consultation, are led by passionate tutors and supported by volunteers and staff with lived experience.

The Recovery College aims to help you in three ways:

**Hope** — that it is possible to work towards your own goals as defined by you

**Control** — to regain control of your own symptoms and future

**Opportunity** — to build a meaningful and satisfying life irrespective of your mental health difficulties

I like the informal atmosphere and great people taking the course, and it helps having people with lived experience supporting you

Some of our courses have included:

⇒ Wellbeing Through Creativity
⇒ Holistic Health
⇒ Getting a good night’s sleep
⇒ Study Skills
⇒ Coping with Emotions
⇒ Work and Meaningful Activity
⇒ Self-Esteem and Self-Compassion
⇒ Managing Anger and Frustration

I think these workshops are great and really helpful for people with mental health difficulties to get together and communicate

The course was excellent and has helped me immensely in my recovery

My confidence has grown and I feel able to join in and voice my opinions without feeling inadequate

All courses and dates can be found in the latest prospectus, which is widely available throughout the Trust. Alternatively please phone or email us and we will send you one with further details about how to enrol.

For more information contact the team on

01482 389124

or email

HNF-TR.RecoveryCollege@nhs.net
Useful Contacts

Mental Health Response Service

If you live in Hull or the East Riding
please call to self refer

01482 301701
Open 24 hours a day, 7 days a week

Other mental health services for help with anxiety and depression.

Let’s Talk - Hull - call 01482 247111 or to book your assessment appointment online use www.letstalkhull.co.uk or text TALK to 61825.

Emotional Wellbeing Service - East Riding - call 01482 335451
### Useful Contacts

**Mental Health Response Service** 01482 301701  
**Home Based Treatment** 01482 336699

**Inpatient units**
- Avondale 01482 617565
- Newbridges 01482 335834
- Westlands 01482 335645
- Mill View Court 01482 344537
- Hawthorne Court 01482 336830
- Psychiatric Intensive Care Unit (PICU) 01482 617505

**Trust Headquarters**  
Willerby Hill  
Beverley Road  
Willerby  
HU10 6ED  
01482 301700

**Hull CMHT Services**
- West Hull CMHT 01482 335710  
- East Hull CMHT 01482 303740  
- PSYPHER 01482 336786

**East Riding CMHT Services**
- Bridlington CMHT 01262 401292  
- Driffield CMHT 01377 208370  
- Goole CMHT 01405 608220  
- Beverley CMHT 01482 344460  
- Haltemprice CMHT 01482 335959

**Let's Talk** 01482 247111  
**Emotional Wellbeing Service** 01482 335451

**Patient Advice and Liaison Service (PALS) and Complaint**
- PALS can be contacted on 01482 303930  
  Email: HNF-TR.pals@nhs.net  
- Complaints can be contacted on 01482 303930  
  Email: HNF-TR.complaints@nhs.net

**Humbercare**  
www.humbercare.org.uk  
01482 586633

**Hull and East Yorkshire MIND**  
www.heymind.org.uk  
01482 240200

**Hull City Council**  
www.hull.gov.uk  
01482 300300  
East Riding of Yorkshire Council  
www.eastriding.gov.uk  
01482 880460

**Carers Centre Hull**  
www.carersuk.org  
01482 225078  
Rethink Carers Centre  
www.rethink.org  
01482 679723

**Healthwatch - Hull**  
01482 499038  
Healthwatch - East Riding  
01482 334999