

When we see you

You can bring someone with you. However you may be asked to be seen on your own during your appointment.

We will involve family, friends and carers in discussions and care planning only after gaining your approval. We will routinely offer carers support in their own right. Always maintaining confidentiality.

Who is the service for

The Plymouth Assertive Outreach Service (AOS) is a bespoke proactive team approach to helping people of working age, with severe and enduring mental health problems in their own homes. It is used to help support service users who find it difficult to engage with traditional services.

What we aim to offer

The service focuses on working with individuals with complex psychological, social, emotional and medical issues. Our approach is focused on recovery functioning and social inclusion, working with service users and their carers to create care plans which are tailor made to individual need.

Our overall aim is:

- To treat the service user effectively in the community
- Work collaboratively with people towards recovery

- To work alongside people, at their pace, to promote their independence and work with them to improve their quality of life
- Provide a service which de-stigmatises mental health issues
- Reduce length and frequency of hospital admissions
- Provide a holistic approach to assessment and treatment
- Provide a service for as long as the individual requires one
- Welcome service user and carer involvement

All our staff are trained to respect confidentiality. We may need to share information with other people helping you. We will always ask for your permission to do so before sharing. If you are concerned about this please talk to any of our staff.

Contact details

Assertive Outreach Service

Tel: 01752 435050

Fax: 01752 314761

Mon - Fri: 9:00am - 8:00pm

Sat: 9:00am - 5:00pm

Mental Health Matters

0300 323 0101

Patient Advice and Liaison Service (PALS)

01752 211818

Complaints Department

01752 435201



Livewell Southwest



@livewellsw

Assertive Outreach Service (AOS)



Information Leaflet

Your Care Coordinator/Named Worker
is

Supporting people to be Safe, Well and at Home

Who is in the team

We are a multi-disciplinary team consisting of:

- Psychiatrists
- Psychiatric Nurses
- Occupational Therapists
- Support, Time & Recovery (STR) Workers
- Associate Practitioners
- Social inclusion Worker
- Assistant Practitioners

In addition we have support from:

- Adult Mental Health Social service
- Housing Support Worker
- A Psychologist
- Family Psychotherapy workers

The staff within the team are skilled in the following areas:

- Family Intervention
- Substance Misuse
- Dialectic Behavioural Therapy (DBT)
- Solution Focused interventions
- Cognitive & Behavioural Therapy (CBT)

We employ a team approach so while all Service Users have a named Care Coordinator

the whole team will have a knowledge of the service user and more than one worker will be involved in the care and support process.

What we do

We work with people who have had difficulty engaging in traditional mental health services. We provide a holistic, comprehensive care package addressing strengths and needs and we can offer support and advice in the following areas but this is not exhaustive:

- Housing
- Finances
- Substance Misuse Issues
- Leisure and Social Needs
- Training, Education and Employment
- Relationships
- Early warning Signs Monitoring
- Relapse Prevention
- Stress and Anxiety Management
- General Good Health and Advice; exercise, diet, health checks, smoking
- Practical Support with everyday life challenges
- Psychological Interventions
- Carers, family and support for friends
- Engagement

- Reducing social exclusion and promoting social inclusion
- Identifying, reducing, managing and containing risk
- Police Liaison
- Child Protection Work
- Delivery and administration of medication and treatment to service users who require intensive monitoring

We will meet with people where they feel comfortable, e.g. at their home, or elsewhere provided it is safe for staff and maintains confidentiality.

Referrals and Assessments

We accept referrals from any agency, including CMHT's, and inpatient units and during the assessment process, we will look to obtain the views of the service user and of all those previously involved in your care to ensure that AOS is the best service for your needs. Please give us a call for more Information. AOS will use the Integrated Care Programme Approach in line with Company Policy. You will be kept informed throughout the referral and assessment process.

Care Plans

All service users will have individualised Care Plans within the framework of the Care Programme Approach. Care plans are developed, implemented, monitored and reviewed with as much Service User involvement as possible.