

Family and Carers

Part of our work is also to support the family and carers of our service users. However at times users of our service will place limits on how much information regarding their care we can discuss. We are though always happy to receive information and feedback from carers and family members. If you provide regular and substantial care to someone who is using our service you may be entitled to a carers assessment. This is an opportunity to discuss your needs and see what might help you to continue in your caring role. To request a carers assessment you can ring Plymouth City Council on 01752 668000 and ask for Adult Social Care or a member of our team can request one on your behalf.

What if I want to comment or complain about our service?

We welcome your views about our service. We would encourage to complete a Friend and Family Questionnaire, found at <https://www.livewellsouthwest.co.uk/involving-you/give-us-feedback/> If you wish to register a compliment or to make a formal complaint you can contact our Customer Services department on telephone 01752 435201 or customerservicespch@nhs.net

Useful Web links

Citizens Advice Bureau - for info on Benefits, Employment rights, housing, carers. www.plymouthcab.org.uk

MIND - Information, advice, training and events. www.mind.org.uk

NHS Choices - Information on medications and treatments www.nhs.co.uk

Centre for Mental Health - Information on helplines and directory of resources.

www.centreformentalhealth.org.uk/info/mental_health_information.aspx

Royal College of Psychiatry - Information and leaflets on common mental health problems and treatments. www.rcpsych.ac.uk/expertadvice.aspx

Home Treatment Team



The Home Treatment Team consists of a team of Doctors, Community Mental Health Nurses, Occupational Therapists and Community Support Workers. We will assist you in identifying your needs and help you formulate a plan to address problem areas.

Contact Details

Riverview, Mount Gould Hospital, Mount Gould Road PL47QD

Tel: 01752 314033

<https://www.livewellsouthwest.co.uk/services/home-treatment-team>

Team Information

We are committed to treating you with respect and dignity at all times. Whilst under the care of the Team you will be seen regularly to monitor your mental health and we will assist in various ways to help you get better. We will put you in touch with other services when required: e.g. Community Mental Health Team; Social Care Services; Benefit, Welfare and Housing advice.

The Team has access to information regarding treatment options and support services available in the community, please ask a staff member for this information. Also, overleaf we have included a list of organisations and websites you may find useful. Please speak to staff if you require support to access this information.

If your condition changes and you need to go into hospital we will keep in touch with you and may become involved with your discharge plan.

During your involvement with the Home Treatment Team we will normally be responsible for prescribing any medication that you require. We will ask you to refrain from drinking alcohol or taking non prescribed drugs as these may have harmful effects on your wellbeing.

We will contact your GP informing them of our involvement with you. On transfer to another service a letter will inform them about any on-going treatment you require.

If you have any questions please feel free to ask any member of the team and they will try to answer them for you.

Smoking Policy

Livewell Southwest has a No Smoking Policy. Smoking is not permitted in our buildings or grounds, with the exception of mental health residential units, where smoking is permitted by service users in grounds only. For the protection of our staff, we request that you provide a smoke free room when receiving a visit from an NHS staff member in your place of residence.

FAQ's

Who would need to use our services?

The Home Treatment Team aims to help you minimise your mental health problems by providing an alternative to hospital admission or assisting your discharge from Glenbourne.

What if I need to speak to the team overnight?

We also provide an emergency on-call service overnight. This facility is only available to people currently receiving our input. Our on-call number is 01752 314033. Your call will be put through to the hospital switchboard who will contact the on-call member of staff for you.

Will everything I say be kept private?

We respect confidentiality, however, we may need to share information with other people helping you, or where there is a safeguarding issue that needs to be acted on

How will visits work?

We will arrange appointments with you at a time most suitable for you and your support network. Appointments are usually made to see you at home between the hours of 0800hrs and 2000hrs and we are available 7 days a week, 365 days a year. We try to minimise the number of staff you see but we are sorry that sometimes due to shift patterns this is not achievable. We try to arrive promptly but sometimes circumstances beyond our control will cause delays; e.g. an emergency or traffic disruption. We will endeavour to call and notify you of any delays and re-arrange a convenient time. If you need to re-arrange your appointment please give us a ring on 01752 314033.