

Home Treatment Team



Contact Details

Riverview, Mount Gould Hospital, Mount Gould Road, PL47QD

Tel: 01752 434835

www.livewellsouthwest.co.uk/services/home-treatment-team

Important Information

- We support people in mental health crisis, who are at risk of admission.
- We are an alternative to hospital admission and we also help patients leave hospital at the earliest opportunity to continue their recovery at home.
- The Home Treatment Team consists of a range of health professionals. We will assist you with identifying your goals and help you work towards your recovery.
- We are committed to treating you and your family with respect and dignity at all times. The team fully supports the NHS vision of Zero Tolerance to Violence and Aggression.
- You will be seen regularly to support your mental health and we will assist you in various ways to that end.
- We will put you in touch with other services if it is useful to do so.
- We seek to work with voluntary organisations outside of Livewell if they are needed.
- 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. If you are in a hospital away from Plymouth we may be part of planning your return.
- During your involvement with the Home Treatment Team we will normally be responsible for prescribing any mental health 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.

Carers

When we first meet with you we will ask you about the important people in your life and if we can involve them in your care and the extent to which we can share information. There will be an agreement about what we can and cannot share about you and we will still want to listen to what your carers will want to tell us.

We recognise that when loved ones are unwell this can place extra pressure on their family and friends. It is natural to have worries and concerns. We will seek to work as closely with carers as we reasonably can.

We trust that carers are often best placed to see the subtle signs that their loved ones are unwell. We will listen carefully to what carers have to say and seek to involve them in supporting you as you progress towards your recovery goals. This includes participating in planning discharge from Home Treatment team when the time comes.

As a carer of someone with the Home Treatment Team you will be contacted by phone by a member of staff. A patient may also request your company during our meetings.

Confidentiality

Your confidentiality remains fundamental to our care and values. It does not exclude carers from seeking support from our team, even when you have made it clear that we cannot share detailed personal information with them.

We will always seek to have an agreed and collaborative stance with you on these matters. We know that these processes can greatly enhance your progress through mental health crisis to recovery.

Where indicated or requested we can help your carers to get their own assessments to help them help you.

We carefully follow the law and share your information only when required.

FAQs

What if I need to speak to the team overnight?

We are a 24/7 hour service and provide an on-call service overnight. This facility is only available to people currently receiving our input. Our on-call number is 01752 434835. Your call will be put through to the hospital switchboard who will contact our 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 are issues around personal or public safety that need 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 different 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. 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 434835.

Feedback

We appreciate any views you or your family and carers may have about our service.

Please feel free to get in touch with us through either customerservicespch@nhs.net or in writing to the address on the front of this leaflet.