



What to expect from our services



What to expect from our services

We want to help people experiencing a mental health problem get the treatment and support they need as quickly and effectively as possible.

The emphasis of our services is on recovery which means helping people to get on with their lives and to focus on the things that are important to them.

As well as health and social care, we can support people to do things like get work, keep an existing job, sort out accommodation or deal with family issues.

Most people who use our services will have been referred to a team based in the community such as:

- a community mental health team (CMHT) or recovery support team - these teams are made up of different mental health professionals
- an early intervention team - these teams support young people experiencing their first episode of psychosis.

Our services are for people of all ages and backgrounds. We provide community, outpatient and inpatient services for adults and children who live in Kingston, Merton, Richmond, Sutton and Wandsworth.

Some of our specialist services, such as our eating disorders and deaf services are also available to people across the region or nationwide.

Planning your care and support

Every person who uses our services receives an assessment of their mental health needs and a plan of the care and support they will receive.

Everybody who uses our services also has one named person who co-ordinates their care and support. This person will be called either a named professional or, if your needs are more complex, a care co-ordinator or named professional.

This person should be your main point of contact and you can talk with them about how your treatment and support are going.

Care planning and crisis planning

Your care co-ordinator or named professional will work with you to come up with a written plan describing the care and support you will receive from us. This is called a care plan and you will be given a copy to keep. The plan will be revised regularly.

The care plan will also cover:

- steps you can take to keep mentally well
- any support provided by the local social services department
- issues relating to health, medication, housing, income and employment
- issues about support from carers, family or friends.

Your care co-ordinator or named professional will be someone involved in your care such as a psychiatrist, social worker or community mental health nurse.

You can find more about care planning in our leaflet reference SWLCORE511.



Who do I contact if I need help?

The first person to contact if you need any help or advice is your named professional or care co-ordinator. You can write their name and contact details at the back of this booklet. If it is urgent and they are not available, ask for the duty manager.

If you need urgent help at the weekend, in the evening or on a bank holiday call our out-of-hours Mental Health Support Line on **0800 028 8000**.

Carers, families and friends

We try to work as much as possible alongside carers, families and friends, so they can support you. In most circumstances we will ask your permission before sharing information with them about your care.

Please ask a member of staff if you want our carers, families and friends leaflet reference SWLCORE073.

Your physical health

We also help people establish healthy lifestyles and good physical health, as this can improve mental wellbeing. Staff will assess your lifestyle and provide advice on your general health. If you have a severe mental illness, you will be offered an annual physical health check which is usually carried out by your GP.

You can find more information about physical health in leaflet reference PHH0815.

What happens if I need to go into hospital?

Most people can get all the help they need without coming into hospital. However, people sometimes need more intensive assessment or support or a safe environment.

If this is the case we may recommend that you come into hospital for a while. We will discuss this with you. We will explain why we think it is necessary and how long you might be in hospital.

Many people choose to come to hospital. But sometimes people become so distressed and unwell that it is necessary to admit them into hospital even if they don't want to, so that we can assess and treat them in the best interests of their health or safety.

Somebody can only be admitted to hospital against their wishes if very strict procedures are followed. These are set out in the Mental Health Act. Usually two doctors and an approved mental health professional must agree that a person needs to be detained in hospital. You can find more information about the Mental Health Act in our leaflet reference SWLCORE275.

If you do have to come into hospital, we will make sure you are given information about your rights and that you are only in hospital for as long as you need. Your friends and family can visit you and we will make sure they know of their rights too. When you arrive on a ward you will be given a welcome pack which will give you and your family all the information you need to know like visiting times and phone numbers.



Getting information

We believe that people are more likely to get better if they understand the mental health problems they are experiencing and if they are as involved as much as possible in choices about their treatment.

As well as this leaflet, you will be given information about:

- the kind of problems you are experiencing
- the treatment you are receiving
- the particular service you are using.

If you do not get this information, or you want more information about any of our services, ask your care co-ordinator or named professional.

It is important that this information is easily accessible to you. Please ask a member of staff if you need information in another format.

Support

Here are some of the kinds of support we offer:

Patient Advice Liaison Service (PALS)

PALS can give you or your family or friends advice and support with any concerns about your care and treatment. By telling PALS your concerns you can help improve our services.

You can speak to PALS informally and in confidence by calling **020 3513 6150** – if we cannot answer your phone call please leave a message. Or you can email pals@swlstg-tr.nhs.uk

Advocates

If you want someone to support you in meetings or to speak on your behalf, you can choose to have someone act as your advocate.

An advocate can be a friend, relative or a staff member. There are also free independent advocacy services

If you would like to find out more about advocacy services please contact:

Rethink Advocacy Service Tel: **020 3513 6055/6739**

Advice on welfare benefits

To get advice on welfare benefits:

- If you live in Wandsworth, Merton or Sutton contact our Welfare Benefits Team by calling **020 3513 6469**.
- If you live in Kingston or Richmond, contact your local Citizens Advice Bureau. Or talk to KAG Advocacy on **020 8549 1028** who can suggest how to get help.

Spiritual needs

If you want to talk to someone about your spiritual or religious needs, you can contact the chaplaincy team on **020 3513 6265**.

Your rights

The NHS Constitution sets out the rights of patients and the duties of NHS bodies like this Trust.



Consenting to treatment

You have the right to refuse treatment offered to you and not to be given a treatment unless you have given your valid consent.

There are some exceptions to this:

- If you are detained in hospital under the Mental Health Act, you may be treated according to the clinical judgement of the ward team and the Responsible Clinician designated for you by law. However, there are legal rules about how you can be treated and these would be explained to you.
- If you do not have the mental capacity to consent to treatment, consent must be obtained from a person legally able to act on your behalf and/or the treatment must be in your best interest. If people with mental health problems lose capacity to make decisions about treatment, it is usually only for a short period and we have a duty to regularly re-assess their capacity.

Your dignity and privacy

We will treat you with dignity and respect. We recognise the diversity, values and human rights of people who use our services.

You also have the right to privacy and confidentiality and to expect us to keep your confidential information safe and secure.



Involving you and keeping you informed

We will involve and consult you on decisions about your care and treatment. You have the right to be given information about your proposed treatment in advance, including any significant risks and any alternative treatments, and the risks involved of doing nothing.

You also have the right to:

- access your own health records leaflet reference SWLCORE275
 - have any complaint you make about our services properly investigated without adversely affecting your treatment (leaflet reference Complaints2016).
-

Other useful information

Smoke Free: All our sites are smoke free - this means no one is allowed to smoke on the premises.

Car parking: Parking at Springfield and Tolworth Hospital is charged at £1 per 24 hours.

Useful contacts

You will find extensive information including information about our different services on our website www.swlstg-tr.nhs.uk

Mind: Charity with network of local associations offering people with a mental illness, helplines, drop-in centres, counselling, advocacy, training schemes and supported housing.

-  **0845 766 0163**
-  **info@mind.org.uk**
-  **www.mind.org.uk**

NHS choices: NHS website with extensive information.

-  **www.nhs.uk**



Samaritans: Provides confidential non-judgmental emotional support 24 hours a day to people experiencing distress or despair.

☎ **08457 909090**

🌐 www.samaritans.org

SANEline: Helpline and email support for people affected by mental health problems.

☎ **0845 767 8000** (6pm to 11pm)

@ ISANEmail@sane.org.uk

Turning point: Supports people affected by drug and alcohol misuse or mental health problems or with a learning disability.

☎ **020 7481 7600**

@ info@turning-point.co.uk

🌐 www.turning-point.co.uk

Young Minds: Charity providing information on young people and children's mental health issues.

☎ **020 7336 8445**

🌐 www.youngminds.org.uk

Helpline for parents:

☎ **0808 802 5544**

Carers Trust:

Provides support services for carers including a website for young carers.

14 Bourne Court, South End Road,

☎ **0844 800 4361**

@ info@carers.org

🌐 www.carers.org

Rethink: Charity working with people affected by severe mental illness.

☎ **0845 456 0455**

@ info@rethink.org

🌐 www.rethink.org

National advice service (Mon-Fri 10am-2pm):

☎ **020 7840 3188**

Contacting the Trust

✉ Trust Headquarters, Springfield University Hospital
Building 15, 2nd Floor, South West London and St George's
Mental Health NHS Trust, Springfield University Hospital,
61 Glenburnie Road, London SW17 7DJ

☎ **020 3513 5000**

In an emergency (for existing patients of the Trust)

• **Mental Health Support Line: 0800 028 8000**

(5pm to 9am Monday to Friday, 24 hours Saturday and Sunday).

Patient Advice and Liaison Service (PALS)

You can call our dedicated Patient Experience team and talk to someone about the service you, or the person you care for, has received.

☎ **020 3513 6150** (Monday to Friday 9am to 5pm)

Disclaimer

We make every effort to ensure that the information we provide is accurate and up to date but it should not be relied upon as a substitute for specialist professional advice tailored to your situation. So far as is permitted by law, South West London and St George's Mental Health NHS Trust does not accept liability in relation to the use of any information contained in this publication, or third-party information or websites included or referred to in it.

We are the leading provider of mental health services across south west London and a beacon of excellence for national mental health specialist services.

Help us make our services even better

The views of patients, their carers, friends and families are at the heart of improving the way we deliver our services. We are committed to delivering high quality care. Your feedback will help us understand what we do well and what we can do better.

If you would like to give us feedback please contact:

- Patient Advice and Liaison Service (PALS): 020 3513 6150
 - Feedback online at: <https://feedback.swlstg-tr.nhs.uk>
 - Patient Opinion: www.patientopinion.org.uk
-

Become a member:

To find out about becoming a member
E-mail: membership@swlstg-tr.nhs.uk



What to expect
from our services

Our values



If you require this document in an alternative format
please call: 020 3513 6006

South West London and St George's Mental Health NHS Trust
Springfield University Hospital, 61 Glenburnie Road, London SW17 7DJ
Telephone: 020 3513 5000
Website: www.swlstg-tr.nhs.uk

Copyright © 2016 South West London and St George's Mental Health NHS Trust
Published and distributed by: Communications Department
Published: March 2016 Review date: March 2018
Ref: SWLCORE882
All information correct at time of printing