

Forensic Outreach Service

Introduction

Welcome to the Forensic Outreach Service, a service provided by South West London and St Georges Mental Health Trust.

This leaflet provides you with a brief overview of our service and answers commonly asked questions raised by new patients referred to our service.

For additional information leaflets about the services we offer please ask one of the FOS staff who visits you. These include information about diagnosis, treatment options, psychological therapies and medication.

If English is not your first language, we can provide leaflets in other languages and we also have access to translation and interpreting services.

Who we are

The FOS is a small specialist team consisting of care coordinators / social supervisors from nursing and social work disciplines, a consultant forensic psychiatrist, senior doctors in training, an administrator and team manager. We provide input to patients living within the Trust five borough boundaries. (Wandsworth, Merton, Sutton, Kingston, Richmond).

Who is the service for?

We provide input to Trust patients being discharged from low and medium secure inpatient wards.

You will have been referred to us by your inpatient team and we will liaise with you and your team about the outcome of your assessment.

What you can expect from the team

You can expect that we will work with you in a way that ensures respect for your individual qualities, abilities and background.

You will be appointed a care co-coordinator. They will ensure the package of care you receive is suited to you.

We use the Care Programme Approach (CPA) to make sure everything that should happen, does happen.



What is Care Programme Approach (CPA)

The CPA is a way of making sure your care is tailored around your needs. A written care plan is drawn up with you which aims to ensure that you and everyone supporting you knows what helps during times of distress and what everyone needs to do to help your recovery.

While you are an inpatient, the FOS will start getting to know you. A discharge care plan will be agreed between the inpatient team, the FOS and yourself. This will let you know what support you can expect once you have left hospital.

At the point of discharge you will receive a visit from a member of the FOS at least once in the first week. After this, weekly visits will continue at least until the first CPA review in six weeks time. Following this, care will be arranged depending on your specific needs.

If you are already living in the community, you will get to know the FOS over a period of time. A full assessment of your needs will be carried out and the FOS will meet with you regularly.

You will also have regular meetings with your consultant psychiatrist.

Family Interventions

Families and carers have their own needs as a result of the role they provide. Family interventions aim to increase support for the whole family. This includes education about mental illness, including early warning signs, goal setting and problem solving. Interventions are tailored towards the needs of the family. This is not a family therapy. Your care co-ordinator can give you more information. We also have access to formal family therapy as required.

Carers

People who give you regular support such as family and friends may be described as carers. They will be anxious to know how you are and how they can support your care.

It is helpful for us to know who they are and for us to talk to them to give them general information. They often have a lot of experience and knowledge that would be useful to the team in giving you the best help possible. Also, carers are usually around when the team is not available, so it would be helpful if they are involved in planning and reviewing your care. We would like to know how you would like them to be involved in this.

Carers may also sometimes need support themselves and they are entitled to what is called a Carers Assessment. Your care co-ordinator can tell them about this.

Recovery Approach

We have adopted the Recovery Approach in our work. Staff will work with you to develop a care plan which helps you work towards your recovery and wellbeing. Recovery is a personal, unique process and we will help you to meet the goals you have set for yourself. This might include getting back to work, learning new skills or being involved with your local community.



Confidentiality

Team members must keep your details of care confidential. However, we also have a duty to share information related to your care with other members of the FOS and other relevant parties. It is often very helpful to share information with families and carers; we would always discuss this with you before doing so and are guided by you, in most cases, about what information is shared.

Very occasionally there may be times when staff are concerned about safety, whether your own or others. At these times, staff may have to share confidential information with others on a need-to-know basis but they will always inform you that this is the case and will seek your permission where possible.

What happens in a crisis?

As part of your care plan with the FOS, there will be an agreed crisis and contingency plan. The details of this will be specific to each person. You will have a copy of this and should keep it in a safe place.

Medication

Most treatment plans will include medication. You will be offered leaflets with information about your illness and about the medications you are prescribed. If you want more information you can ask your care co-ordinator or pick up a leaflet outlining some useful websites.

Our Commitment

We are committed to providing you with the highest quality care and support and to working with you in partnership.

Concerns, compliments and complaints

We expect our staff to behave in a professional and courteous manner at all times. If at any time you are concerned about your treatment by our staff, please do not hesitate to contact the FOS Manager to discuss this.

Mike Wheeler

 **0203 513 6643.**

We would also like you to tell us about any concerns, complaints or compliments that you have so that we can learn from your experience, make improvements to the way that we do things and keep doing the things we are doing well

The Patient Advice and Liaison Service (PALS) can help you to resolve any concerns that you have Informally. They would also like to know of any compliments that you would like to make about our services.

You can call (PALS) Monday to Friday 9-5 if



How to make a complaint

While we hope that you do not need to make a complaint about our services, if you do, we aim to make the process easy. There is no special form you need to complete to make a complaint, just get in touch with us and we will try to resolve it.

You can make a complaint verbally or in writing (by email, letter or completing and returning a complaints leaflet).

Send your complaint to either:

✉ **David Bradley**

Chief Executive Trust Headquarters

South West London and St Georges Mental Health NHS
Trust Springfield University Hospital
61 Glenburnie Road
London
SW17 7DJ

✉ **Patient Experience Team (Complaints)**

Building 14, Entrance C
South West London and St Georges Mental Health NHS
Trust Springfield University Hospital
61 Glenburnie Road
London
SW17 7DJ

☎ **020 3513 5520**

@ complaintsmanager@swlstg-tr.nhs.uk

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).

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
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Become a member:

To find out about becoming a member
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South West London and St George's Mental Health
NHS Trust

Forensic
Outreach
Service

Our values



Respectful



Open



Collaborative



Compassionate



Consistent

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

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Copyright © 2016 South West London and St George's Mental Health NHS Trust
Published and distributed by: Communications Department
Published: June 2016 Review date: June 2019
Ref: SWLFOS.V1
All information correct at time of printing