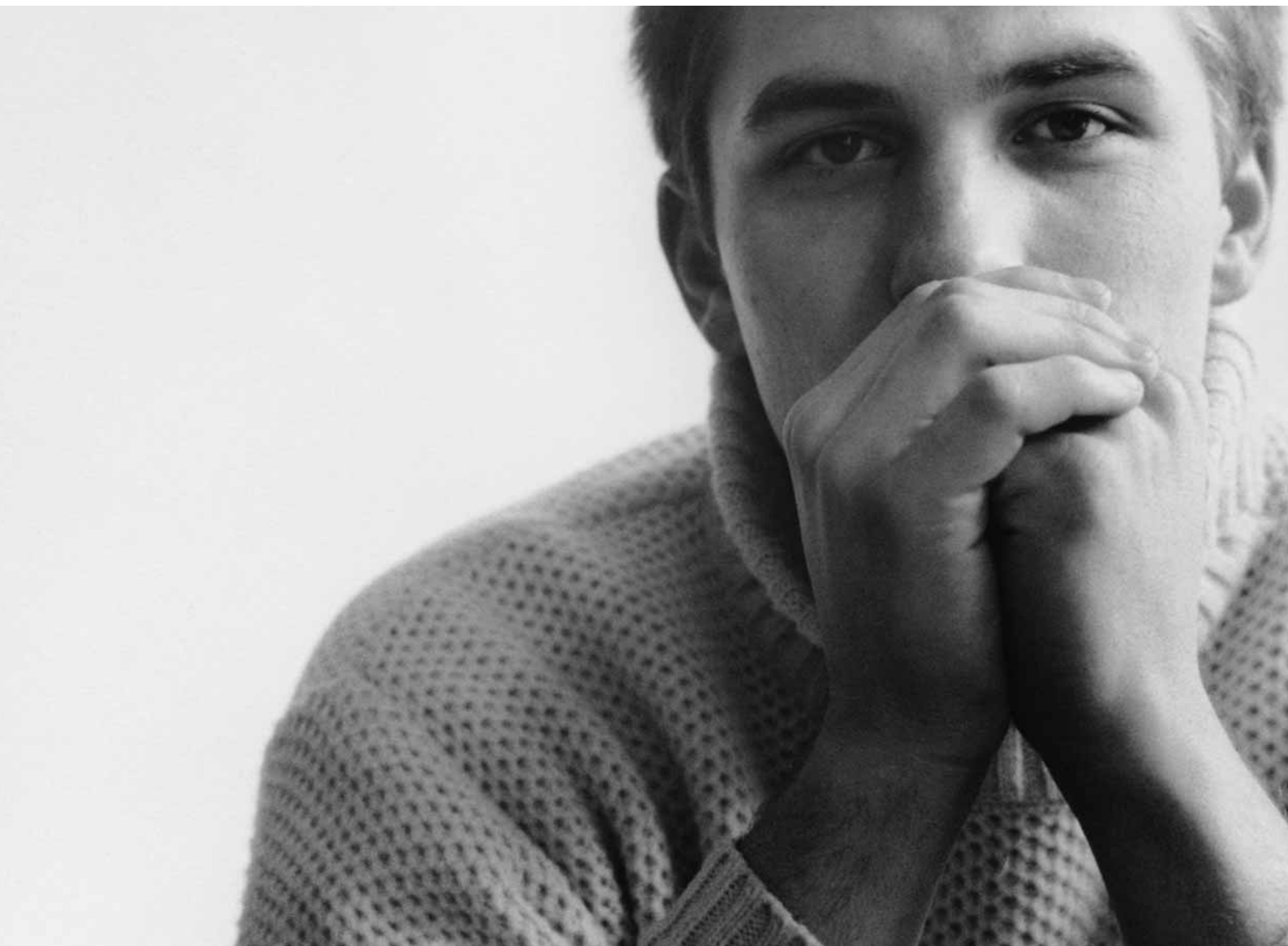


A guide to Mental Health



Shropshire
County Council

Community Services



Services for people with a mental health problem

What services are there?

Services available include residential care, and hospital treatment and Social Inclusion and Recovery Services which aim to offer practical support to help people through the day. We also work together with local voluntary and independent organisations in the county.

Where are the services located?

We are situated in the main market towns of Shropshire. A list of addresses and contact numbers is included in this leaflet. The teams are based on GP Practice areas.

How do I ask for help?

You can contact your local Community Mental Health Team direct. The addresses and telephone numbers are on the back of this leaflet. You may want to talk this over with your GP first, who can arrange a referral if needed.

What happens next?

We have a duty to find out what your needs are. We do this by carrying out an assessment of your needs. This will be done by a member of staff working in the Community Mental Health Team, usually a nurse, social worker or occupational therapist. They will listen to you and discuss ways of helping you.

They can also do an assessment of need for a carer, a separate carers assessment – any relative or friend who gives you a substantial and regular support and care.



Will I get help?

This depends on your assessment of need and what help you are asking for. We have criteria to assess who is eligible to receive services and who is not. If we cannot offer you services we will give you details of agencies and organisations who may be able to offer support.

What information will you keep about me?

When you contact the Community Mental Health Team they will record your personal details. If you receive a service from us, these details and notes about your progress will be kept in written and computerised record. You are entitled to see your records. You can ask who will have access to these records.

What are the rules about confidentiality?

The discussions you have with your worker are confidential to the service. Access to your records is limited to those staff who need to know. We will keep your details confidential except when your safety or the safety of someone else is at risk, or if the courts require information. Please ask us about confidentiality.



How do I comment on services or make a complaint?

We would like to know what you think of our services. This is explained more fully in our leaflet 'Suggestions, Complaints and Compliments' which you can get from your local team or from our Consumer Services Officer.

If you have any concerns, please talk to your worker, or the team manager about them. If you are not satisfied with the results of that discussion, or want to talk to someone else, please contact the Consumer Services Officer on 01743 253991.

Most of the Mental Health teams employ staff who work for the County Council eg. Social Workers and staff who are employed by Shropshire County PCT eg. nurses. The PCT have their own system. If you are unsure which system applies then please ask your worker or their manager. If you have concerns about a PCT employee then please ask for a copy of the leaflet "How to Make a Complaint about the NHS in Shropshire". This explains what the options are and gives details of services that can help.

We would also like to hear when things go well, or any ideas you may have on how we could improve our services in the future.



Community Mental Health Teams

Contact details:

North Shrewsbury CMHT

Tel: 01743 243300

South Shrewsbury CMHT

Tel: 01743 254050

Shrewsbury Social Inclusion and Recovery Service

Tel: 01743 254064

South Shropshire CMHT and Ludlow Social Inclusion & Recovery Service

Tel: 01584 878167

South East Shropshire CMHT and

Bridgnorth Social Inclusion & Recovery Service

Tel: 01746 768787

North West Shropshire CMHT and

Oswestry Social Inclusion & Recovery Service

Tel: 01691 679500

North East Shropshire CMHT and

Market Drayton & Whitchurch Social Inclusion & Recovery Service

Tel: 01630 655066



Office hours

| | |
|-------------------|---------------|
| Monday – Thursday | 09.00 – 17.00 |
| Friday | 09.00 – 16.00 |

For emergencies outside office hours the Emergency Duty Team can be contacted on: **0845 6789040**

You can contact the Community Services Directorate:

Tel 01743 253729

Fax 01743 253727

Minicom 01743 253966

E-mail: community.services@shropshire-cc.gov.uk

Web: www.shropshire.gov.uk

If you can read this but know someone who can't, please contact us on (01743) 253729 so we can provide this information in a more suitable format.



Shropshire
County Council