

GETTING HELP IN AN EMERGENCY

If you are a service user receiving home treatment, and are in difficulty between **8am and 9pm**, Monday to Sunday, **including Bank Holidays**, please call the team on **0203-8895200**. Outside of these hours please call the **Oxleas Urgent Advice Line** on **0800 330 8590**.

If you have any questions about your medication then you can call our Pharmacy helpline on: 01322 612062.

OTHER TELEPHONE NUMBERS YOU MAY NEED:

Bexley MIND	0208 303 5816
The Pier Road Project	01322 357 940
Samaritans	0845 790 9090
Saneline	0845 767 8000

HELPING TO SHAPE THE TEAM

We welcome your views on the services we provide. If you would like to comment, make suggestions or make a complaint, please speak to the person you normally see or ask to speak to the team manager. You may also like to speak to our Patient Advice and Liaison Service (PALS) by ringing the Freephone number 0800 917 7159. If you are unable to resolve your concerns or would like to take the matter further, please contact:

Head of Complaints
Oxleas NHS Foundation Trust
Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG
Phone the Complaints Office on 01322 625751
Email: complaints@oxleas.nhs.uk



THE BEXLEY HOME TREATMENT TEAM

A guide for service users

HOW TO FIND US:

***Bexley Home Treatment Team
Woodlands Unit
Queen Mary's Hospital
Sidcup
DA14 6LT***

Tel: 0203 889 5200

We are a multidisciplinary team of professionals and support workers who provide short term help to people who are in a mental health crisis or who require intensive community support following discharge from hospital. The team includes psychiatrists, a clinical specialist occupational therapist, a clinical psychologist, community mental health nurses, social workers, and senior support workers.

WHO DO WE HELP?

All adults with mental health problems, from all backgrounds, who are in a mental health crisis and who may require admission to hospital, or who may need to stay in hospital for longer without the support of the Home Treatment team.

WHO CAN MAKE A REFERRAL FOR HOME TREATMENT?

A referral for home Treatment Team can be made by a mental health professional when they have assessed the patient's needs. We do not accept self-referrals or referrals directly from GP's.

WHAT YOU CAN EXPECT FROM THE TEAM

- Face to face contact for the first 3 days.
- On-going contact will then be agreed depending on needs.
- A medical review if necessary.
- Referrals to other services as appropriate. Eg, structured daily activity, day treatment services, MIND, Social Services.
- Information and support for relatives/carers looking after you.

WHAT WE EXPECT FROM YOU

- To meet with the team on a regular basis. This will include home visits, but also meeting with you at the Woodlands Unit or at the Erith Centre, as leaving the house and going out is part of the road to recovery.
- The use of alcohol and drugs will impact on your mental state and risk. You will be asked to self-refer to drug and alcohol services. If you decline this, home treatment will not be able to continue offering you a service.
- If you are unable to keep an appointment you need to let us know and we will arrange another appointment.
- If you miss an appointment and you do not respond to messages left on your phone, we will have no other option but to come round to your house unannounced, or ask the police to carry out a welfare check. This can result in your door being broken down by the police if they deem this necessary.

CONFIDENTIALITY

All our staff are required to abide by a strict code of conduct on confidentiality. We may share some information with other staff who do not work for Oxleas NHS Foundation Trust. Examples of these may include your GP and social service employees. When considering who may see information about you, our staff use the following principles:

- Only share information with those who need to know in order to provide good quality care.
- Share the minimum information necessary to ensure good quality care.