Confidentiality
All our staff are required to abide by a strict code of conduct on confidentiality. We will only share information with those who need to know in order to provide good quality care. Occasionally there may be exceptions to this, for example to support a clinical audit or to monitor the quality of care provided. We will usually discuss this with you beforehand.

Your opinion matters
Oxleas NHS Foundation Trust is committed to providing the highest standards of care, so we welcome your views on the services we provide. If you would like to comment, make a suggestion 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 on 0800 917 7159.

Getting help in an emergency
If you need help in an emergency, during the week after 5pm, at the weekend or during Bank Holidays, you can contact the following services:
- Oxleas Urgent Advice Line 0845 608 0525
- Emergency Duty Team (Social Services) 020 8303 7777
- Queen Elizabeth Hospital Accident and Emergency 020 8836 6000
- Darent Valley Hospital Accident and Emergency 01322 428100
- Police 999
- Samaritans (24 hour confidential emotional support) 0845 790 9090.

How to find us
4 Emerton Close
Bexleyheath
Kent DA6 8DX
Tel: 020 8301 9400

Local bus routes that stop near the centre: B12, 96, B11, B15, 89, 422, 494, B13, B16

Trains: The nearest train station is Bexleyheath, approximately a 10 minute walk away.

Parking: There is limited on site parking available.

We aim to enable people recovering from a mental illness to take control and manage their mental health, rather than their mental health taking over their lives.

Recovery team mission statement

February 2011
Introducing the team
You have been referred to the recovery team as colleagues from other services have identified that your needs would be best met within our service. Our aim is to work jointly with you and all significant others involved in your care to help you recover from your period of mental ill-health.

What does the team do?
Team members will work with you, offering a comprehensive care package. Care will be based upon the recovery approach. Recovery means having a meaningful life and a structured day. Recovery can be very individual, for some people it may mean a return to paid employment, for others a smaller step on the road to recovery. For the vast majority of people, the length of time spent with this team will be no longer than two years, often less.

The team also provides information about other organisations that may be able to support and assist you on your pathway to Recovery. You may continue to work with other organisations after leaving the Recovery Team.

Who are we?
We work as a team to help people with mental health problems in a range of different ways. You will be allocated a care coordinator who will be the main person with whom you will have a care partnership.

Team members include:
- clinical psychologists
- community psychiatric nurses
- occupational therapists
- administration team
- receptionist
- social workers/approved mental health practitioners
- support workers
- bridge builders
- psychiatrists.

The process
On your first appointment you will see one of the team members. This will usually be a psychiatrist, a social worker, a community psychiatric nurse or an occupational therapist.

The first appointment may last about an hour. Its purpose is to assess what your current needs and difficulties are. You might like to write down any questions you have before the appointment. Please bring with you details of any medication you might be on and other treatments you are receiving. You might also be asked about your social situation and whether you use drugs or alcohol.

Following the assessment of your needs we will agree with you a care plan, known as the care programme approach (CPA), to help you address your needs. This will be reviewed at regular intervals during your treatment to ensure it continues to meet your needs.

Groups/clinics coordinated by the team include swimming, walking, family consultation service, pharmacy consultation service and carers support group.

The recovery team has links to numerous community facilities of interest to service users. Please ask your care coordinator for more information.

We aim to work closely with carers and, where appropriate, a carer’s assessment will be offered. You can request more information on carers’ assessments and services available.

For more information about CPA/carers information please ask to see the leaflet: *Assessment and care planning* and booklet entitled *Information handbook for carers.*

What we believe
We know sometimes you need support.
We know that you need us to be flexible.
We want to support you and those closest to you.
When you are ready, we will help support you to discover your potential and new possibilities.