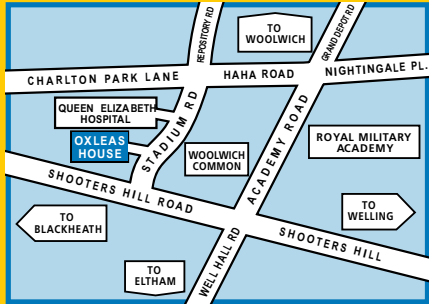


## How to find us



### Oxleas House is based at:

Queen Elizabeth Hospital  
Stadium Road  
Woolwich  
London SE18 4QH

**Tel: 020 3953 6340**

Please follow the signs from the main entrance.

**Buses:** Routes 161, 292, 386, 486, 469 and Mobility bus routes 855 and 856.

**Trains:** The nearest station is Woolwich Arsenal which is a 10 minute taxi ride away.

**Car parking:** There is limited pay and display car parking on the hospital site.



@oxleasNHS



facebook.com/oxleasNHS

oxleas.nhs.uk

### Confidentiality

All staff abide by a strict code of conduct on confidentiality and only share information in order to provide good quality care. We usually discuss this with you first.

### Your opinion matters

We welcome your views on the services we provide. PALS is a free, confidential service which helps patients, families and carers deal with any concerns about our treatment and care. Monday to Friday 9am to 5pm (answerphone available)  
Email: [oxl-tr.pals@nhs.net](mailto:oxl-tr.pals@nhs.net)  
Tel: 0800 9177159 (freephone) (not free from mobile phones)

### Raising concerns

Your complaints, comments and suggestions help us improve the services we provide.  
Email: [oxl-tr.complaints@nhs.net](mailto:oxl-tr.complaints@nhs.net)  
Tel: 01322 625751

### Accessible information

If you'd like information in your own language, large print, audio or other formats, we can arrange this. Please speak to a member of staff.

### Oxleas NHS Foundation Trust

Pinewood House  
Pinewood Place  
Dartford  
Kent DA2 7WG  
Tel: 01322 625700

SEPTEMBER 2018 OX173

# Oxleas

Improving lives

## Greenwich Home Treatment Team Acute and Crisis Services

Information for service users and carers



Oxleas  
NHS Foundation Trust

oxleas.nhs.uk

# What is the Home Treatment Team

The Greenwich Home Treatment Team (HTT) is a 24 hour service 365 days a year for people in an acute mental health crisis who would otherwise require admission.

The HTT is made up of a team of healthcare professionals including psychiatrists, associate specialists, qualified nurses, social workers and support, time and recovery workers. During the crisis, the team will support you and your carer in your own home by providing a range of treatments that are tailored to your needs until the crisis is resolved. You may also choose to attend Oxleas House for treatment.

## How the team works

Our approach is to work together with you and your carer/s to identify potential issues that could trigger a crisis and to come up with possible solutions and coping strategies.

The team will explore the various aspects of your life including physical and mental health, relationships and other social issues. To resolve the crisis, the team uses a range of remedies, including talking therapies and medication, as well as practical help.

In the initial stages of the crisis, the team will make contact frequently (once or twice a day). For instance, we expect to see you every day for the first 3 days.

However, as the crisis begins to resolve, the frequency of visits will gradually reduce to several times a week. Once the crisis is resolved, you will be discharged from the team back to primary care or a community mental health team.

Please bear in mind that due to the nature of our shifts, you may be seen by different members of the team at your appointments.

Involvement of the team is short-term. It is not anticipated that you will be with the team for longer than two to four weeks.

## What can you expect from the HTT?

- A professional approach that is respectful and courteous to you and your carer/s
- A flexible service giving appropriate support in a suitable environment primarily at your home
- The involvement of you and your carer at all stages from assessment and care planning through to discharge
- An individualised care plan within 3 days of working with HTT that takes your wishes into consideration and is tailored to your particular needs
- The arrangement of appropriate ongoing care and treatment following discharge from the team.

## What the HTT expects from you?

- Politeness and courtesy towards staff
- A willingness to engage with the agreed care plan
- To maintain communication with the team and inform us if you are unable to attend agreed appointments
- Contact details for friends, relatives or other contacts should we have concerns about your whereabouts.

## What to do in an emergency

Routine calls to the team (between the hours of 8am to 10pm) should be made on the office number: **020 3953 6410/11/12**

Outside normal office hours, call should be made to the Oxleas Urgent Advice Line on **0800 330 8590** which is available 24 hours a day 365 days a year.

You may visit Oxleas House (address overleaf) to be seen by the team. You can also contact the emergency services on **999** if immediate assistance is required.

## Useful contact numbers

**Oxleas Urgent Advice Line**  
0800 330 8590

**Emergency Duty Team**  
(Greenwich Council) 020 8854 8888  
**Greenwich Time to Talk (GTTT)**  
020 3260 1100

**Greenwich CAMHS** 020 3260 5200  
**ADAPT/ICMP East**  
(Ferryview Health Centre)  
020 8319 5500

**ADAPT/ICMP West**  
(68 The Heights) 020 8269 4110  
**Greenwich MIND** 020 8853 2395  
**Counselling (MIND)** 020 8852 1735  
**NHS non-emergency number** 111

**Emergency Doctor**  
GRABADOC 020 8319 3030

**The Samaritans** 116 123  
**Saneline** 0300 304 7000

**Greenwich Citizen's Advice Bureau**  
020 8853 9499