

The Bexley Home Treatment Team

Information for service users

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Who are the Home Treatment Team?

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?

Referral to the 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 GPs.

What you can expect

- 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. This may include structured daily activity, day treatment services, MIND or 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 visit and check on your welfare. We may need to involve police if we are unable to gain access to your home.

Getting help in an emergency

If you are a service user receiving home treatment, and are in difficulty between 8am and 10pm, Monday to Sunday, including bank holidays, please call the team on **020 3889 5200**. Outside of these hours please call the **Oxleas Crisis Line on 0800 330 8590**.

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

Contact us

Bexley Home Treatment Team
Hawthorns (Woodlands Unit)
Queen Mary's Hospital
Sidcup
DA14 6LT

Tel: 020 3889 5200

Other telephone numbers you may need:

Bexley MIND
Tel: 020 8303 5816

The Pier Road Project
Tel: 01322 357 940

Samaritans
Tel: 0845 790 9090

Saneline
Tel: 0845 767 8000



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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

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

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

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Pinewood Place

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Tel: 01322 625700



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