Stepping Stones Community Mental Health Centre is open Monday to Friday 9am – 5pm. An answerphone is available out of hours.

**Bus routes:** 61, 208, 261 and 351.

**Trains:** Bromley South is approximately 10 minutes walk.

**Car parking:** There is no parking on site (except for registered disabled permit holder). You are encouraged to attend by public transport. There is some time restricted parking in streets within walking distance or the nearest Car Parking is Westmoreland Place.

**Accessibility:** The building is easily accessible for people with mobility problems.

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Stepping Stones Community Mental Health Team are based at:
38 Masons Hill
Bromley
Kent BR2 9JG
Tel: 020 8466 2500

**Getting help in an emergency**

If you need help in an emergency, during the week after 5pm or at the weekend, you can contact your GP surgery, where you will be transferred to EMDOC (the out of hours emergency GP service).

You can also contact the following services:
- Oxleas 24hr Bromley Crisis Line 0845 608 0523.
- NHS Direct on 0845 46 47.
- Accident and Emergency at the Princess Royal University Hospital on 01689 863000.
- London Borough of Bromley Social Services Emergency Team 020 8464 4848.
What does the team do?
We offer specialist help to adults with mental health problems who live within the Bromley, Chislehurst, Mottingham, Keston or Biggin Hill area. We work with people generally aged between 18 and 65 who are experiencing a range of mental health problems that are significantly impacting on their day to day life, for example, work and relationships.

We can also provide information about other organisations that may be able to help.

Who are we?
We work as a team of professionals working together to offer a range of different ways of helping people, their families and carers of people with mental health problems.

The Team Members include
- clinical psychologists
- community mental health nurses
- nurse therapists
- occupational therapists
- psychiatrists
- receptionists
- secretaries
- social workers
- support workers

How does the team work?
The process
On your first appointment you will see one of our team members; this will usually be a psychiatrist, social worker, community mental health nurse or clinical psychologist.

Your first appointment should last around one hour. Its purpose is to assess what your current needs and difficulties are. You might like to write down any questions you have before your appointment. Please feel free to bring anyone you may consider to be your carer with you. Please bring with you any details of any medications you may be taking.

You will be asked about your current difficulties and how long you have been feeling this way. You might also be asked about your social situation and any use of drugs or alcohol. If the assessment shows that your needs can be best met by another service or organisation we will advise you how to make contact with them or refer you directly.

If it is decided that we are the best people to work with you, we will put a care plan, known as the Care Programme Approach (CPA), together to address your needs. This will be regularly reviewed to ensure it continues to meet your needs. We will also offer your relative or carer an assessment if they so wish.

For more information about CPA please ask to see the leaflet: The Care Programme Approach: Introducing your care plan.

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 may include your GP and social services 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.

Your opinion matters
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 Critical Incidents and Complaints, Oxleas NHS Foundation Trust, Pinewood House, Pinewood Place, Dartford, Kent, DA2 7WG
Tel: 01322 625751