Which mental health service is right for my adult client in Greenwich Borough?

My adult client presents with.........

Emotional distress - but no mental health problem
e.g. difficult life events, worrying about others’ difficult life circumstances. It is important not to pathologise all distress as a mental health problem. There are no NICE guidelines in this scenario

What does the client need?

- Problem solving – friends/family, problem specific resource LA/CAB/other resource, life coach, Greenwich Time To Talk for Guided Self Help
- Emotional support – friends/family, Greenwall Mindline, other 3rd sector organisation, private counsellor/therapist , alternative therapies for stress reduction, health and fitness advice
- Help with sleep – sleep hygiene advice, short term prescription of hypnotics, alternative therapy hypnotics, health and fitness advice, Greenwich Time To Talk for Guided Self Help
- Social contact – friends/family, community centre, local libraries, interest groups, Greenwich Mind Day Services (activity groups, drop-in, social groups)
- Skills groups such as ‘assertiveness’, ‘confidence’, ‘understanding anger’ are available from Greenwich Mind, the HER centre, Tryangle and other non-statutory providers
- Stressed/ worried - Stress Control education groups, open to friends and family as well – Greenwich Time To Talk

Resources:

Greenwall resource sheet lists numerous problem specific help organisations available locally.

Greenwall Splash website – help and advice plus links to local organisations

Websites – ‘Living life to the full’, social networking sites, problem specific sites

Early stages of mild-moderate mental health problem (anxiety or depression - not psychosis or bi-polar disorder)
Pre anti-depressant or anxiolytic medication prescription. Minor impact on activities of daily living (personal hygiene, shopping/cooking/cleaning, caring responsibilities). NICE recommend CBT stepped care interventions before medication is prescribed in most cases.

What does the client need?

- Emotional support for current crisis – Greenwall Mindline gives access to the Crisis counselling service at Greenwich Mind, private counsellor/therapist.
- Culture specific understanding – Greenwall Mind Asian or African and African Caribbean counselling service.
- NICE recommended ‘Step 2’ psychological treatment for some anxiety disorders and depression (CBT based Psycho-educational groups re anxiety/depression/panic/stress,
• NICE recommended ‘Step 3’ psychological treatment for specific anxiety disorders (12 – 18 sessions of CBT for PTSD, OCD, GAD, Health Anxiety and Social Phobia, CBT or counselling for depression) – Greenwich Time To Talk (interpreters available), availability of counselling and limited CBT from Greenwich Mind, Private CBT therapists or counsellors.

Moderate mental health problem (anxiety or depression – not psychosis or bi-polar disorder). Prescription of anti-depressant or anxiolytic medication, but not responding sufficiently. Disruption to activities of daily living (personal hygiene, shopping/cooking/cleaning, caring responsibilities), and client is using ‘safety strategies’ e.g. avoiding crowds, accompanied by others, isolating self, checking. NICE recommend CBT stepped care for anxiety disorders and CBT or counselling for depression, this may be in conjunction with anti-depressant medication.

What does the client need?

• Assessment of impact of difficulties on caring for children if relevant – GP to assess and refer to Child social services if necessary
• Assessment of suicidal ideation – GP to assess and refer on immediately to Rapid Response (or A&E if out of hours) if client cannot guarantee their safety.
• NICE recommended ‘Step 3’ psychological treatment (CBT for anxiety disorders, CBT or counselling for depression) – Greenwich Time To Talk (interpreters available), availability of counselling and limited CBT from Greenwich Mind, Private CBT therapists or counsellors.

Severe mental health problem (severe anxiety or depression, psychosis, bi-polar disorder, other complex presentation) Severe anxiety/depression is characterised by lack of response to ‘standard prescription’ of anti-depressant or anxiolytic medication, plus severe disruption to activities of daily living, leading to inability to leave the house and/or loss of housing and/or other complex social problems.

What does the client need?

• Assessment and treatment for severe anxiety or depression or SMI – Oxleas specialist mental health service
• Psychiatric assessment and advice - Oxleas specialist mental health service
• Inpatient admission - Oxleas specialist mental health service
• Access to other specialist service (Eating disorders, complex trauma, forensic mental health, neuropsychology/neuropsychiatry) - Oxleas specialist mental health service
• Assessment and treatment of dementia, access to memory clinic - Oxleas specialist mental health service
• Emotional support and day services (in addition to accessing specialist mental health services) – Greenwich Mind

Services:
Voluntary sector organisations – see the resource sheet for information about various organisations e.g. Her Centre, TRYangle etc
**Greenwich Mind** - Greenwich Mind offer services for people in emotional distress or with mild to severe mental health problems. They have a telephone counselling and crisis counselling service for people in emotional distress; cCBT, CBT, counselling and culture specific counselling for people with mental health problems; mental health advocacy and welfare rights; and day services for those who are lonely or isolated. Most of Greenwich Mind services are based at Ormiston Rd, Greenwich, although some services operate in other parts of in the borough.

**Greenwich Time To Talk** is an IAPT compliant service delivering NICE recommended treatments (mainly CBT) for people with mild to moderate anxiety and depression. This is psychological therapies only service, with no access to psychiatrists. There is a team base in Eltham, and clients are seen in GP surgeries across the borough.

**Rapid Response** is part of the specialist mental health service provided by the Assessment and Shared Care Team (ASC) at Ferryview Mental Health Centre, by Oxleas NHS Trust. They provide an expert assessment service in high risk situations and access to psychiatrists and inpatient beds.

**Oxleas specialist mental health services for adults** have the full range of professional mental health disciplines – Psychiatrists, Psychiatric nurses, Clinical Psychologists, Psychotherapists, Social workers, Occupational therapists, Support time and recovery workers, employment support workers etc. Oxleas House is the inpatient service, and in addition to this staff are organised into the ASC team, Crisis/Home Treatment Team, CMHTs (Recovery Teams, Early Intervention for Psychosis and Assertive Outreach) and the Complex Needs Recovery Service. Learning disability, CAMHs, Older Adult and Forensic specialist services are also delivered by Oxleas NHS Foundation Trust.

**Greenwich Mind and Greenwich Time To Talk** work in partnership to offer services that are complimentary to one another at the primary care level.

**Greenwich Time To Talk** and **Oxleas Specialist mental health services** are provided by Oxleas NHS Trust. We work in partnership with one another to provide services which follow the stepped care model, whilst maintaining the boundary between primary and secondary care. This is to ensure that clients with more complex/severe or enduring mental health difficulties are appropriately treated in specialist mental health services.

**Contact details:**

**Greenwich Mind**, Ormiston Rd, Greenwich and in community settings across the borough – Mindline Tel 020 8853 1735

**Greenwich Time To Talk**, Eltham High Street, Eltham and in GP practices across the borough – Tel 020 3260 1100

**Rapid Response**, Assessment and Shared Care Team, Ferryview Mental Health Centre, Woolwich – Tel 020 8319 5500. Press ‘Assessment and Shared Care Team’ option.

**Oxleas specialist mental health service** – referrals dealt with by the Assessment and Shared Care Team, Ferryview Mental Health Centre, Woolwich – Tel 020 8319 5500 to request a referral form.

**Child Social services**, Local Authority, Initial Response and Assessment Service (IRAS) – tel 020 8921 3172

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The list of resources is not exhaustive and the remit of services may change over time.