

# North East Mental Health and Deafness Service

Patient information leaflet



A partnership between  
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust  
and Tees, Esk and Wear Valleys NHS Foundation Trust

**A member of staff or a carer can support you to read this leaflet. They will be able to answer any questions that you have.**

## **Who are we?**

The North East Mental Health and Deafness Service is for Deaf and Deafblind people aged 18 years or older who mainly use BSL (British Sign Language) to communicate and who have mental health problems, for example depression or anxiety.

We work with the Community Treatment Team (the CTT) or Community Mental Health Team (CMHT) in your local area.

There are five members of the team:



Christine  
Davidson  
Team Manager/  
Occupational  
Therapist



Emmanuel  
Chan  
Nurse



Heather  
Thomson  
Nurse



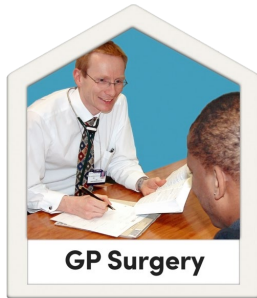
Cheryl Young  
Deaf Support  
Worker



Emily Erceylan  
Specialist  
Speech and  
Language  
Therapist

## Referral

If you think you have a mental health problem and want our help.



- See a GP (family doctor)



- GP will write to us and your local community team



- We will see you together

## Meeting where?

The first time we will meet you at

- A community clinic near to where you live, or
- Your GP surgery, or
- Your home, or
- Online via a videocall

## What will happen?

We will:

- Book an interpreter if this is your choice
- Discuss your problems, past and now. This is the assessment. The assessment aims to help you understand your mental health and decide what would help you now. This may include medication and personal support.
- Talk to your family (if you want us to)
- Agree what to do next. If you need treatment we decide together what to do. This is called the Care Plan. You will be given a copy. This can be in English or BSL. Your care plan is reviewed regularly.
- We write to your GP and let them know the plan
- We might ask other teams or services to help
- You will have a key worker (we call them a care coordinator or lead professional) in your community team. We will work with you and your key worker to meet your needs.



- Together we complete 'All About Me' as part of plan for discharge. This is important because it helps you work out how to stay well and keep safe. We call this your 'wellbeing and recovery'.

## **In a crisis you can also contact the Initial Response Team via short text messaging**

If you live in:

- North Tyneside or Northumberland – 07887 625 277
- Sunderland or South Tyneside – 07889 036 280
- Newcastle or Gateshead – 07919 228 548
- Cumbria – 07795 656 226
- Tees, Esk and Wear Valley: use UK Relay, first dial 18001 then: 0800 0516 171

Please include your name and date of birth when you contact the team.

If you live outside the above areas, please check your care plan for contact details.



We've produced a short video about the support available to you in a crisis. Scan the QR code to view.

## **For further information contact**

North East Mental Health and Deafness Service  
Walkergate Park  
Benfield Road  
Newcastle upon Tyne  
Tyne and Wear, NE6 4QD

Mobile: 0758 433 9539 (text messages will be checked and replied regularly)

Email: [MHD@cntw.nhs.uk](mailto:MHD@cntw.nhs.uk)

## Useful information

This leaflet is also available in BSL at [www.cntw.nhs.uk/bsl](http://www.cntw.nhs.uk/bsl)

For mental health self help guides and other useful BSL resources visit:

[www.cntw.nhs.uk/home/accessible-information/bsl/](http://www.cntw.nhs.uk/home/accessible-information/bsl/)

Deaf friendly information e.g. deaf clubs in your area and organisations for Deaf people visit:

[www.cntw.nhs.uk/services/north-east-mental-health-deafness-service-walkergate-park/local-and-national-support/](http://www.cntw.nhs.uk/services/north-east-mental-health-deafness-service-walkergate-park/local-and-national-support/)

## Helpful tips and information day or night

- Emergency SMS can be used to contact police, ambulance or fire in an emergency. You need to register your phone <https://www.emergencysms.net/>
- SHOUT text service. If you are struggling to cope, Text DEAF to 85258
- Relay UK, Dial 18000 or, if using the app simply tap the 999 button for emergency services. [www.relayuk.bt.com](http://www.relayuk.bt.com)

<https://signhealth.org.uk/> – provide information and support including psychological therapy services for deaf people.

**North East Independent Complaints Advocacy (ICA)** - deaf advocate. Contact us by text 07789 088 284 or BSL Whatsapp video on 07738 994 040

## What if I have a comment, suggestion, compliment or complaint about the service?

If you want to tell us what we do well, or could do better you can:

- talk to the people directly involved in your care
- contact the Patient Advice and Liaison and Service (PALS) Freephone 0800 328 4397 (via text Relay UK 18001) or email [pals@cntw.nhs.uk](mailto:pals@cntw.nhs.uk)
- ask a member of staff for a feedback form, or complete a form on the Trust website [www.cntw.nhs.uk](http://www.cntw.nhs.uk) (click on the 'Contact Us' tab)
- contact the Complaints Department Tel: 0191 245 6672 (via text Relay UK 18001) or email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk)
- We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- complete a short online survey at [www.cntw.nhs.uk/poy](http://www.cntw.nhs.uk/poy) (available in BSL video) You can ask someone (a third person) to help you to feedback and keep your identity private (we call it anonymity).
- complete a Points of You survey, available from staff.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre  
Tel: 0191 246 7288 (via text Relay UK 18001)

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