



**Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust**



West Community Treatment Team

**Houghton Day Unit
Patient information leaflet**



Introduction

This leaflet provides you with information that you may find useful during your time with our service. If you are not sure about anything in this leaflet please ask a member of staff.

What is the Community Treatment Team?

The Community Treatment Team provides assessment and treatment for people who are experiencing difficulty with their mental health.

The team is made up of a number of health care professionals including:

- Consultant Psychiatrists
- Psychologists/ Psychological Therapists
- Registered Mental Health Nurses (Community Psychiatric Nurse)
- Occupational Therapists
- Clinical Support Assistants
- Mental Health Wellbeing Practitioners
- Peer Supporters
- Junior Doctors
- Pharmacists

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW) is a teaching organisation and you may be asked if a student can be involved in your first appointment.

You will always be asked for your consent for a student to be involved in your care and treatment.

Who is it for?

Sometimes when people are experiencing difficulties they may need to be seen to assess their current mental health and see how they can be helped.

The Community Treatment Team provides a service to adults aged 18 years and over. Our team accepts referrals from GPs, other health professionals, social services and self-referrals. If friends or family members wish to make a referral, we will always seek your consent before proceeding.

What will happen at my first appointment?

Your first appointment can last up to two hours. During the first hour you will meet with a clinician who will focus on developing a shared understanding of your current difficulties. The Introduction to Me Leaflet (enclosed) will help you prepare for this part of the assessment.

Following this the clinician will have a discussion with members of the multi disciplinary team. This may include a consultant psychiatrist, pharmacist or a nurse consultant, a clinical psychologist or psychological therapist and a senior clinician. Student doctors and nurses may also be in attendance.

At the end of your assessment we will discuss options available to meet your current needs.

You will be offered a letter about your appointment which will include the plan. This will also be sent to your GP. Staff can provide you with health information leaflets which may include information about diagnosis, treatment, self help and support agencies. You can also access this information via our website at www.cntw.nhs.uk.

You are welcome to bring someone with you to support you. If you would like a family member or friend to take part in your assessment, we would value their contribution.

Interpreters/advocate

If you would like an interpreter or advocate, this can be arranged prior to your appointment. It is important to contact us in advance of your appointment if you need either of these services so that we can make arrangements.

Dignity and respect

CNTW will treat people with dignity and respect and expect the same in return. We want to ensure that our staff can work, and service users can experience treatment, in an environment that is safe and secure. As part of the NHS, we have a zero tolerance of all forms of abuse. Violence against our staff, service users and visitors is a crime. We will take action against anyone who behaves in a violent or aggressive way.

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

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website www.cntw.nhs.uk/contact/complaints
- telephone the Complaints Department on 0191 245 6672
- email complaints@cntw.nhs.uk Please note that information sent to the Trust via email is sent at your own risk

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:

- the quickest way for you to send feedback is to complete our short online survey at www.cntw.nhs.uk/yourvoice
- complete a Your Voice survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience www.cntw.nhs.uk/yourfeedback

Patient Advice and Liaison Service (PALS)

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions.

If necessary, we can also refer patients and families to specific local or national-based support agencies.

South of Tyne

Telephone: 0800 328 4397

Text: 07825 061 035

Email: pals@cntw.nhs.uk

Post: Patient Advice and Liaison Service, Garden Lodge, Hopewood Park, Ryhope, Sunderland, SR2 0NB

9am – 4.30 pm, Monday to Friday

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.

Useful contacts

- (ICA) North East NHS Independent Complaints Advocacy
Telephone: 0808 802 3000
- Samaritans
Telephone: 116 123
Call free, day or night, 365 days a year
www.samaritans.org/how-we-can-help

Contact details

Initial Response Service

Email: IRS@cntw.nhs.uk

Telephone: NHS 111 and select the mental health option

This service is available 24 hours a day, 7 days a week. You'll speak to a mental health professional who will listen and help you find the right support.

If you are Deaf or have communication difficulties, you can contact us in a crisis by:

- Text: 07860 064 775
- SignVideo: www.signvideo.co.uk/nhs111
- Relay UK app: 18001 111

The team does not provide an emergency service such as a 999 response.

Community team

West Community Treatment Team
Houghton Day Unit
Hetton Road
Houghton le Spring
Tyne and Wear
DH5 8NB

West Community Treatment Team

Houghton Clinic, Hetton Road,
Houghton le Spring, Tyne & Wear, DH5 8NB.

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NHS Foundation Trust**

**A690 from the North
(A19 & Sunderland)**

Exit the A690 at sign for 'Houghton le Spring'. Follow slip road to roundabout and take the second exit, signed 'Hetton-le-Hole A182'.

At the next roundabout take the first exit, signed 'Hetton-le-Hole A182'.

At next roundabout take the second allowable exit (Longlands Drive).

Turn first left, next to sign for Bethany, then immediate left (before going into Bethany car park) and our clinic is along on the right.

**A690 from the South
(Durham & A1M Jct 62)**

Exit the A690 at sign for 'Houghton le Spring'. Follow slip road to roundabout and take the 3rd exit, signed 'Hetton-le-Hole A182'.

At next roundabout take the second allowable exit (Longlands Drive).

Turn first left, next to sign for Bethany, then immediate left (before going into Bethany car park) and our clinic is along on the right.

By Bus

Bus services X1, X35 and 35 all stop on Hetton Road and are a few minutes walk from the clinic.

Bus service 238 stops on Hall Lane and is also a short walk to the clinic.





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 (Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre on 0191 246 7288.

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