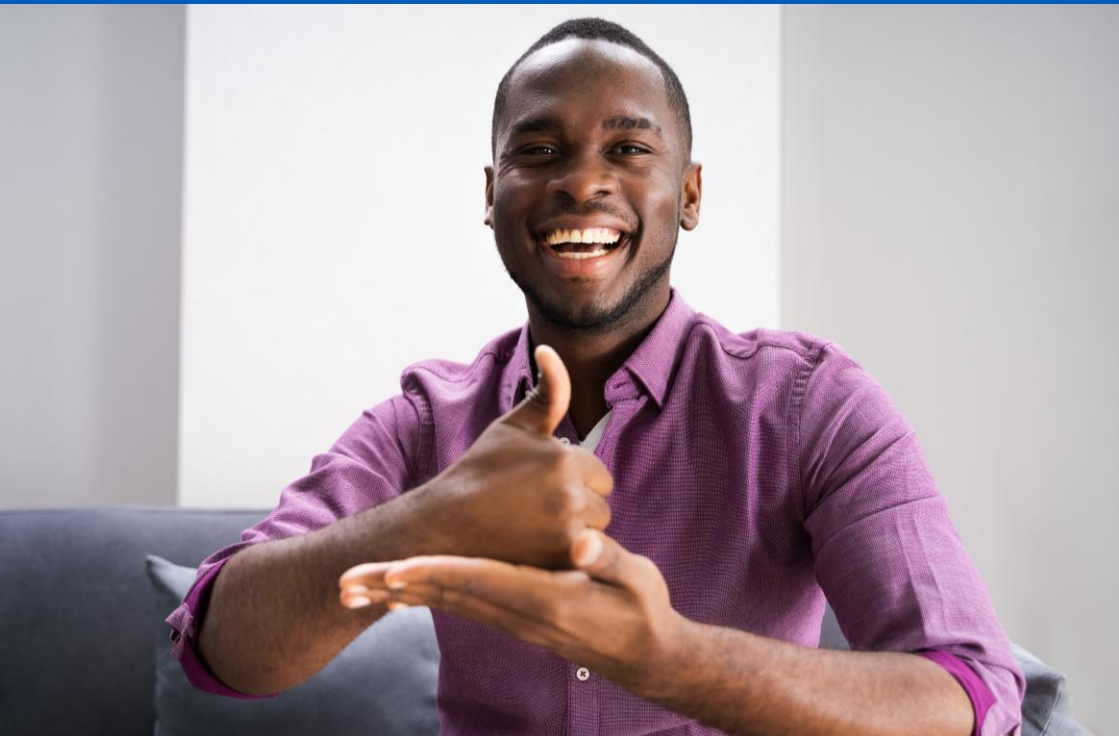


North East Mental Health and Deafness Service

Patient information leaflet



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SCAN ME



This leaflet is also available to watch as a BSL video.

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.

We work with people who are

- Deaf and Deafblind
- Aged 18 years or older
- Mainly use BSL (British Sign Language) to communicate
- Have mental health problems, for example depression, anxiety, dementia or psychosis, learning disability, neurodiversity.
- We understand Deaf culture and how it affects mental health. Our team includes staff who are Deaf or fluent in BSL.

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

Meet the team



**Laura Gibbons,
Team Manager and
Occupational Therapist**



**Emily Erceylan,
Communication
Therapist**



**Heather Thomson,
Nurse**



**Emmanuel Chan,
Nurse**



**Sarah Davidson,
Nurse**

How do you get in touch?

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



- See a GP (family doctor)
- Contact a Social Worker



- GP (family doctor) or social worker will write to us and your local community team



- We will see you together

Where will we meet?

We could meet at:

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

What will happen?

We will:

- Book an interpreter, if this is your choice.
- 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.
- We will talk about your mental health - now and in the past. This is called an assessment. It helps us understand how to support you.
- 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 (family doctor) and let them know the plan.
- We might ask other teams or services to help.

In a mental health crisis, any day, any time, you can also contact

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust



Text 07860 064 775



Using <https://signvideo.co.uk/nhs111/>



18001 111 using the Relay UK app

Tees, Esk and Wear Valley NHS Foundation Trust



Using <https://signvideo.co.uk/nhs111/>



18001 111 using the Relay UK app

National urgent mental health support



SHOUT 24/7 Text 'DEAF' to 85258

Crisis support video



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

Useful information

Scan the QR codes for find out more information



Mental health self help
guide BSL videos



Library – includes Mental
Health Act BSL videos



Deaf clubs



Local and national support



Contact information

North East Mental Health and Deafness Service

First Floor

Ashgrove

St Nicholas Hospital

Jubilee Road

Gosforth

NE3 3XT

Telephone number: 0191 287 5077

Mobile number: 0758 433 9539

(text messages will be checked and replied regularly)

Email: MHD@cntw.nhs.uk

Please include your name and date of birth

Problems, complaints or suggestions



Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust has a complaints policy. If you want to complain we will give you a leaflet to explain how to, or you can talk to a member of staff.

If you think there are things we could do to make our service better please tell a member of the team.



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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 telephone the Patient Information Centre on 0191 246 7288 (via text Relay UK 18001).

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