



North Staffordshire  
Combined Healthcare  
NHS Trust

Information for patients

# Access Team



safe • personalised • accessible • recovery focused

## Who are we?

The Access Team delivers a high quality, safe and compassionate integrated health and social care service,

providing an assessment and interface service between all parts of the local mental health system.

## Where is the service based?

The Access Team is based at Harplands Hospital, Hilton Road, Stoke-on-Trent, ST4 6TH.

## What will happen when I contact the team?

The team will take information from you and make the necessary arrangements for you to have an assessment of your mental health based on your current requirements.

This will take into account your thoughts and feelings and, where possible, other people who may be involved, including family members, GP or other services.

## Is the service confidential?

The Access Team maintains confidentiality within reasonable limits and follows strict guidelines under the Data Protection Act (1998).

With your permission, we will discuss the outcome of the assessment with other professionals involved in your care and will only breach confidentiality to protect you and others from harm.

## What happens when I'm seen by the mental health practitioner?

We will provide you with a holistic assessment of your mental wellbeing which will be inclusive and recovery focused.

This will be completed either over the telephone, at the Access Teams office base, at home or at a place that you feel most comfortable.

We will offer you the choice of being seen alone or with a relative or friend.

As part of the assessment process you will be asked about any other forms of support you may have had in the past or whether you are currently receiving support.

We are aware some things will be difficult to talk about but to get you the right support we need honesty and openness from both you and the practitioner assessing you.

At the end of the assessment process, we will aim to agree a care plan with you and you will be asked if you wish to have a copy of this care plan.

This will include details of treatment and follow up that may be required.

At the end of the assessment, we will write to your GP giving the outcome of the assessment and the agreed plan of care. We will also copy this letter to you.

## What is recovery and wellbeing?

It's useful to start with the idea that overall wellbeing involves both the mind and body. There is a deeper kind of wellbeing and recovery which is about living in a way that is good for you and good for others around you.

This means having a good balanced diet, having time for you and family, a good sleep pattern and a feeling of contentment, enjoyment, confidence and engagement. Self-esteem and self-confidence are important parts

of wellbeing and recovery, as are good relationships, which bring joy to you and those around you.

Of course, good mental wellbeing and recovery does not mean that you never

experience feelings or situations you find difficult, but it does mean you feel you have the resilience to cope when times are tougher than usual. Mental wellbeing and recovery is about feeling good and functioning well.

## Five steps to mental wellbeing

Evidence suggests there are five steps we can all take to improve our mental wellbeing.

If you approach them with an open mind and try them out, you can judge the results yourself.

**Connect** – connect with the people around you: your family, friends, colleagues and neighbours. Spend time developing these relationships.

**Be active** – you don't have to go to the gym. Take a walk, go cycling or play football. Find the activity that you enjoy and make it a part of your life.

**Keep learning** – learning new skills can give a sense of achievement and a new confidence. Why not sign up for that cooking course, learn

to play an instrument, or figure out how to fix your bike?

**Give to others** – even the smallest act can count, whether it's a smile, a thank you or a kind word. Larger acts, such as volunteering at your local community centre can improve your mental wellbeing and help build new social networks.

**Take notice** – be more aware of the present moment, including your feelings and thoughts, your body and the world around you. Some people call this awareness 'mindfulness'. It can positively change the way you feel about life and how you approach challenges. For more information and self-help guides please go to [www.getselfhelp.co.uk](http://www.getselfhelp.co.uk).



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## Equality and diversity

We will also take into consideration your sexuality, religion, disabilities and any

language difficulties, including people who are deaf or blind to ensure equality for all.

## Advocacy

Advocacy is when one person helps another to have their views, opinions and concerns heard by others.

Asist provides advocacy services in Staffordshire. You can contact them in the following ways.

tel: **01782 845 584**

email: **help@asist.co.uk**

web: **www.asist.co.uk**

post: **Freepost – Asist  
Freepost (ST2030)  
Stoke-on-Trent  
ST4 4BR**

## What if I am not happy with the service?

The mental health practitioners who work at the Access Team are employed by North Staffordshire Combined Healthcare NHS Trust. Please help us to improve our service. Tell a member of the Access Team what you think works well with this service and any areas for improvement.

If you are dissatisfied or have any queries about your care by

the Access Team, you can approach a team member so they can give you reassurance and work towards putting things right.

If you do not feel you can do this, you can approach the Patient Advice and Liaison Service (PALS) on **0800 389 9676** or via email at **patientexperience-team@northstaffs.nhs.uk**

Service	Opening hours	Contact	What is offered
<b>North Staffordshire Combined Healthcare Access Team</b>	24/7	0300 123 0907 (option 1) www.combined.nhs.uk	Mental health assessments, crisis support, telephone contact or face-to-face
<b>Harplands Hospital</b>	24/7	01782 441 600	Psychiatric inpatient services
<b>Staffordshire Mental Health Helpline</b>	7pm-2am (weekdays) 2pm-2am (weekends)	0808 800 2234 www.brighter-futures.org.uk	Telephone support
<b>MIND</b>	9am-5pm (Mon-Fri)	01782 262 100 www.nsmind.org.uk  Infoline 0300 123 3393	Free counselling, anger management, befriending and parent support
<b>Brighter Futures</b>	Hours vary depending on service	01782 406 000 www.brighter-futures.org.uk  Helpline 0808 800 2234	Clubhouse network, safe spaces, support for self-harm
<b>Changes</b>	Variable – please check website	01782 413 101 www.changes.org.uk	Mutual help groups, support
<b>Samaritans</b>	24/7	116 123 www.samaritans.org.uk	Telephone support and online support

**Healthy Minds Stoke-on-Trent Psychological Services** 0300 123 0907 option 2  
Access to talking therapies, practical support and advice, quickly and easily.

**New Era Victim support for Staffordshire and Stoke-on-Trent**  
0300 303 3778 / 24 Hour Helpline  
Confidential support for victims and their families.

Service	Opening hours	Contact	What is offered
<b>ECHO</b>	Normal office hours	07500 444 116 www.brighter-futures.org.uk	Support for self-harm
<b>Savana</b>	24-hour message line	24-hour message line 01782 433 204 Business line 01782 433 205 www.savana.org.uk	Victims of sexual assault or violence
<b>Dove Service</b>	Variable – please check website	01782 683 155  0300 102 3683 www.thedoveservice.org.uk	Support for those affected by bereavement, life-changing illness and significant loss
<b>Victim Support</b>	9.30am-7.30pm (Mon-Thu) 9.30am-4.30pm (Friday) 10am-3pm (weekends & bank holidays)	0808 1689 111 (dial 141 beforehand to hide your number) www.victimsupport.org.uk	If you've been a victim of a crime or have been affected by a crime committed against someone you know
<b>Arch</b>	Helpline: 10am-3pm (Mon-Fri)  Domestic violence helpline: 8.30am-5.30pm (Mon-Fri)  Office: 8.30am-5.30pm (Mon-Fri)	Domestic violence enquiry line: 01782 222 421 (Mon-Fri) 8.30am-5.30pm  General enquiries: 01782 744 533  National 24-hour Domestic violence helpline: 0808 2000 247  www.archnorthstaffs.org.uk	Includes help for people who are homeless or at risk of homelessness, people experiencing domestic violence, and people misusing drugs



Service	Opening	Contact	What is offered
<b>North Staffordshire Wellbeing Service</b>	8am-8pm (Mon-Thu)  9am-5pm (Fri)	01782 711651 <a href="http://www.northstaffswellbeing.co.uk">www.northstaffswellbeing.co.uk</a>	Providers of effective talking therapies, support and rehabilitation
<b>Voices of Stoke</b>	Normal office hours	01782 450 760 <a href="http://www.voicesofstoke.org.uk">www.voicesofstoke.org.uk</a>	Support for those affected by drugs, alcohol, homelessness or mental health
<b>It's a Goal!</b>	9am-5pm (Mon-Fri)	07515 191 234 <a href="http://www.facebook.com/itsagoalstoke">www.facebook.com/itsagoalstoke</a>	Available to men who are feeling down, depressed, lacking in confidence and self-esteem or feeling anxious and struggling to cope
<b>Gamblers Anonymous</b>  <b>St Saviours Church Hall</b> <b>Ford Green Road</b> <b>Stoke-on-Trent</b> <b>ST6 1NX</b>	8pm-9.30pm (Tue)	Meetings held on Tuesdays 8pm-9.30pm  <a href="http://www.gamblersanonymous.org.uk">www.gamblersanonymous.org.uk</a>	A fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to do the same
<b>Combat Stress</b>	24/7	0800 138 1619 24-hour helpline  07537 404719 Text  <a href="http://www.combatstress.org.uk">www.combatstress.org.uk</a>	If you serve or have served in the Armed Forces as a Regular or Reservist, the helpline is available 24 hours a day, 365 days a year



## Debt

Service	Opening hours	Contact	What is offered
<b>Citizens Advice</b> <b>Offices in Hanley, Newcastle-under-Lyme, Kidsgrove and Biddulph</b>	9am-5pm (Mon-Thu)  9am-4.30pm (Fri)  See website for individual opening hours	03444 111 444 Advice line  9am-5pm (Mon-Thu) 9am-4.30pm (Fri)  www.sncab.org.uk  advice@sncab.org.uk	Service staffed by friendly and professional staff, providing an initial assessment of your problem and will agree the best way of resolving it
<b>Step Change</b>	8am-8pm (weekdays) 8am-4pm (Sat)	0800 138 1111  Live chat available 8am-8pm (Mon-Fri) and 9am-2pm (Sat)  www.stepchange.org	Debt advice service - services include debt advice, debt management plans and bankruptcy
<b>Disability Solutions West Midlands</b>	10am-2.30pm (Mon-Thu)	01782 638300 DSWM Advice Line  10am-2.30pm (Mon-Thu)  www.disabilitysolutions.org.uk	Welfare benefits support maximising income for people with disabilities in Stoke-on-Trent
<b>Grace Money</b>	9am-5pm (Mon-Wed)	01782 876507  07954 332568	A money and debt advice centre run by Grace Church volunteers, trained by Community Money Advice (CMA)

**Alcohol and drug services**

Organisation	Contact	What is offered
<p><b>One Recovery Staffordshire</b></p>	<p>01782 637 658 (Newcastle-under-Lyme) 01538 384 361 (Leek) 01785 270 080 (Stafford &amp; Cannock) 01283 741 053 (Burton upon Trent &amp; Tamworth)</p>	<p>Partnership, led by Addiction Dependency Solutions (ADS) alongside North Staffordshire Combined Healthcare, Changes, Brighter Futures and Arch providing integrated drug and alcohol support services across Staffordshire (except Stoke-on-Trent)</p>
<p><b>Stoke Community Drug &amp; Alcohol Service</b></p>	<p>01782 283 113 (adults) 01782 221 090 (young people)</p>	<p>Integrated community drug and alcohol service for young people and adults in Stoke-on-Trent</p>
<p><b>Stoke Recovery Service</b></p>	<p>01782 956 119</p>	<p>Addaction and BAC O'Connor have established a partnership to deliver the Recovery Service which is independent of treatment, but will work closely alongside Lifeline and the Trust's Edward Myers Unit</p>
<p><b>A&amp;E Community Support Team</b></p>	<p>01782 202 980</p>	<p>Support people who regularly attend A&amp;E as a result of alcohol misuse</p>

## Homelessness organisations

Organisation	Contact	What is offered
<b>90 Hope Street</b>	01782 279 234	Housing for homeless or acute housing need (subject to vacancy)
<b>Rough Sleeper Team</b>	0800 970 2304 (Stoke and Newcastle)  0808 800 2234 (Helpline)	Support to get into emergency accommodation
<b>The Macari Centre</b>	07500 771 682/ 07884 586129	Emergency accommodation - 7pm-8am seven days a week
<b>Salvation Army Lifehouse Vale Street Stoke-on-Trent ST4 7RN</b>	01782 744 374	Homeless hostel

## Self-help websites

<a href="http://www.getselfhelp.co.uk">www.getselfhelp.co.uk</a>	Advice and information
<a href="http://www.thecalmzone.net">www.thecalmzone.net</a>	Information and advice for male
<a href="http://www.moneysavingexpert.com/mentalhealth">www.moneysavingexpert.com/mentalhealth</a>	Free guide about mental health and debt
<a href="http://www.ntw.nhs.uk/pic/selfhelp">www.ntw.nhs.uk/pic/selfhelp</a>	Self-help booklets
<a href="http://www.thecarershub.co.uk">www.thecarershub.co.uk</a>	Carers hub

## Contacting the Access Team

tel: **0300 123 0907 (Option 1)**

The service is based at:

Harplands Hospital  
Hilton Road  
Stoke-on-Trent  
ST4 6TH



If you have a hearing impairment and are unable to use the telephone, please text the Access Team on 07739 775 202 and we will respond as soon as possible (please note: this service will be charged at your network provider's rate).

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Access Team  
North Staffordshire Combined Healthcare NHS Trust  
Harplands Hospital  
Hilton Road  
Harplands  
Stoke-on-Trent ST4 6TH

tel: **0300 123 0907 (Access Team, choose option 1)**

web: [www.combined.nhs.uk](http://www.combined.nhs.uk)



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