

Information for patients

# Access Team



## 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 6RR.

## 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).

## 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<br>(option 1)<br><a href="http://www.combined.nhs.uk">www.combined.nhs.uk</a>   | 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)<br>2pm-2am (weekends) | 0808 800 2234<br><a href="http://www.brighter-futures.org.uk">www.brighter-futures.org.uk</a> | Telephone support  |
| <b>MIND</b>  | 9am-5pm (Mon-Fri)                        | 01782 262 100<br><a href="http://www.nsmind.org.uk">www.nsmind.org.uk</a>                     | Free counselling, anger management, befriending and parent support           |
| <b>Brighter Futures</b>                                    | Hours vary depending on service          | 01782 406 000<br><a href="http://www.brighter-futures.org.uk">www.brighter-futures.org.uk</a> | Clubhouse network, safe spaces, support for self-harm                        |
| <b>Changes</b>   | Variable – please check website          | 01782 413 101<br><a href="http://www.changes.org.uk">www.changes.org.uk</a>                   | Mutual help groups, support  |
| <b>Samaritans</b>  | 24/7                                     | 116 123<br><a href="http://www.samaritans.org.uk">www.samaritans.org.uk</a>                   | Telephone support and online support   |

| Service               | Opening hours  | Contact   | What is offered  |
|-----------------------|--|---|--|
| <b>ECHO</b>           | Normal office hours  | 07500 444 116<br>www.brighter-futures.org.uk  | Support for self-harm  |
| <b>Savana</b>         | 24-hour message line   | 01782 433 204<br>01782 433 205 (business line)<br>www.savannah.org.uk   | Victims of sexual assault or violence  |
| <b>Dove Service</b>   | Variable – please check website  | 01782 683 155<br>www.thedove-service.org.uk   | Support for those affected by bereavement, life-changing illness and significant loss  |
| <b>Victim Support</b> | 9.30am-7.30pm (Mon-Thu)<br>9.30am-4.30pm (Friday)<br>10am-3pm (weekends & bank holidays)                                       | 03300 881 339 (dial 141 beforehand to hide your number)<br>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)<br><br>Domestic violence helpline: 8.30am-5.30pm (Mon-Fri)<br><br>Office: 8.30am-5.30pm (Mon-Fri) | Helpline 01782 205 500<br><br>Domestic Violence Helpline 01782 222 421<br><br>National 24-hour Domestic Violence Helpline 0808 2000 247<br><br>General enquiries 01782 744 533<br>www.archnorth-staffs.org.uk | Includes help for people who are homeless or at risk of homelessness, people experiencing domestic violence, and people misusing drugs |

**Alcohol and drug services**

| Organisation                                 | Contact  | What is offered   |
|--|--|---|
| <p><b>One Recovery Staffordshire</b></p>     | <p>01782 662 585<br/>(Newcastle-under-Lyme)<br/>01538 384 361<br/>(Leek)<br/>01785 270 080<br/>(Stafford)<br/>01543 572 619<br/>(Cannock)<br/>01283 741 053<br/>(Burton upon Trent)<br/>01827 311 505<br/>(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>Lifeline Stoke-on-Trent</b></p>        | <p>01782 283 113<br/>(adults)<br/>01782 818 570 /<br/>01782 221 090<br/>(young people)</p>   | <p>Integrated community drug and alcohol service for young people and adults in Stoke-on-Trent</p>  |
| <p><b>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<br>(Stoke and Newcastle)<br>24-hours<br>0800 015 1464<br>(Staffs and Shrops) | Support to get into emergency accommodation                     |
| <b>Macari Centre</b>   | 07500 771 682  | Emergency accommodation   |
| <b>Salvation Army<br/>Camp Road<br/>Stoke-on-Trent<br/>ST6 1LF</b> | 01782 832 422  | 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 6RR



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  
Harpfields  
Stoke-on-Trent ST4 6RR

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

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



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