

Advocacy

If you feel that you are struggling to get your point of view across, you may wish to consider having someone to act as an advocate. You can find out more about this by contacting:

Care Forum

08088085252

Local information:

Your care co-ordinator is:

Other people involved in your care are:

How to contact the South Glos recovery service

We can be contacted on the following number 9am - 5pm

Phone: **0117 378 4611/4621 (South Office)**
01454 271000 (North Office)
(For medical emergencies dial 999.)

Team Manager
South Glos Recovery Service
Cedar House
Blackberry Hill Hospital
Fishponds
Bristol, BS16 2EW

www.awp.nhs.uk

To make a comment, give feedback, raise a concern or make a complaint, please contact the Trust's Patient Advice and Liaison Service (PALS)

Tel: 01249 468261
Freephone: 0800 073 1778
Email pals@awp.nhs.uk

This information can be made available in other formats (for example, Braille) or languages on request by calling the PALS number.

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Avon and Wiltshire 
Mental Health Partnership NHS Trust

South Gloucestershire Recovery Service

This service has replaced the community mental health teams (CMHTs) and assertive outreach (AO) teams

Information for people transferred to the recovery service and those who support them

What is the recovery service?

This is the main service to provide care, treatment and support for service users who have been recommended for further help after assessment from the primary care liaison service (PCLS). The recovery service operates from Monday to Friday, 8am to 8pm. This means that we are able to offer you an appointment outside of normal office hours.

How does it work?

A range of practitioners from different disciplines will work closely with you and, where possible, with relatives and friends who may be involved in supporting you. They will help identify possible reasons for your difficulties and provide support and treatment that will enable recovery. This will include looking at ways to stay well. When you are discharged you will have a plan to support this.

Everyone seen by the service has a care plan which is worked out with you so that everyone is clear about the aims of treatment. The care plan will be reviewed regularly and will give you an indication as to how long you will be seen by the team.

Some people referred to the team need higher levels of support at times or struggle with seeking help. More intensive input is provided when this is needed.

What will the recovery service offer?

- You will have a care co-ordinator in the team who will take a key role in developing your individual care plan with you. This may include using the Recovery Star to help you understand your individual circumstances. Your care plan will give a framework for your treatment and how this will help towards your recovery.
- If you need to be seen by other parts of the mental health service, your care coordinator will help to manage this and make sure that things run as smoothly as possible.
- A range of interventions to support you to move forward towards your recovery. Some of these will be delivered by your care co-ordinator and some by other members of the team.
- Interventions may include medication, talking therapies, help with your family relationships, help with thinking about work or training and help thinking about your general physical health.
- Support for you to recognise possible early signs of distress and find ways of dealing with these to keep you well.
- Support for your family or friends who may be helping you.

Information for family and friends

Who can I talk to?

For most families, the service user's care co-ordinator will be the main point of contact and, where possible, they will involve you in the care plan, make sure that you have contact details and are clear about how to keep in touch.

What are my rights?

Family members and friends involved in supporting someone being seen by the recovery team are described as carers and have the right to an assessment. This assessment looks at the impact of the situation on them. The aim of this is to:

- Enable carers to identify their own support and information needs
- Provide useful information about the service user to aid recovery.

Where can I get more information?

Members of the team can give you the contact details of networks in your local area that offer support to carers of those with mental health needs. The team will also be able to offer you leaflets on many areas of mental health care including the purposes and side effects of medication and psychological therapies such as cognitive behavioural therapy or family therapy.