



Mental health issues factsheet

Just like any physical illness there are many types of mental illness. Most people will be well again with the right treatment and support. This fact sheet is aimed at helping people experiencing mental health problems, and their families and carers find the services to support their recovery.

Asking for help

One of the biggest hurdles to overcome is that first step 'admitting that you may need help' and then taking the first steps to finding help. For most people the first person they may speak to is their GP. Your GP is able to refer people with less severe illness to a counsellor through the Steps2Wellbeing Service or a voluntary organisation, and/or prescribe some mild medication to help you through a difficult time. You can also refer yourself to the Steps2Wellbeing Service, see details below. Help & Care fact sheet No. 19 – 'Someone to talk to' may also be able to help you find organisations able to support you. Call 0300 111 3303 to ask for a copy or download one from www.helpandcare.org.uk.

For patients with a more severe or prolonged mental illness your GP may refer you to your local Community Mental Health Team. Your GP will discuss with you why you are being referred and the support the team will be able to give you.

Steps2Wellbeing Service

The Steps2Wellbeing Service is a free confidential NHS service for people aged 18+. The service is provided across the county of Dorset for people registered at a Dorset GP surgery.

There are a range of different types of treatment available for people who are experiencing problems. Some of the problems people may access the service for include;

- *Depression and low mood*
- *Problems with anxiety (including Social Anxiety and General Anxiety)*
- *Obsessive Compulsive Disorder (OCD)*
- *Post Traumatic Stress Disorder (PTSD)*
- *Specific Phobia*
- *Panic Disorder*
- *Stress*

Treatments provided are all evidence based which means there is a substantial body of research to show that the treatments provided work. Support is provided in either face to face, over the telephone, in groups, or via the internet formats. British Sign Language interpreters can be arranged if needed.

Steps2Wellbeing is a self referral service which means that you can make contact directly with the service. Referrals are also

accepted from GPs and other health professionals. For further information contact the following offices:

Bournemouth & Christchurch – Tel: 01202 399506 / 01202 304634

Email: bc.s2w@dhuft.nhs.uk

Poole, East Dorset, Purbeck – Tel: 01202 633583 Email: pped.s2w@dhuft.nhs.uk

North Dorset – Tel: 01258 474520 Email: nd.s2w@dhuft.nhs.uk

West Dorset – Tel: 01305 367051 Email: wd.s2w@dhuft.nhs.uk

Weymouth & Portland – Tel: 01305 761501 Email: wp.s2w@dhuft.nhs.uk

Or visit the website <http://www.steps2wellbeing.co.uk/>



COMMUNITY MENTAL HEALTH TEAM (CHMT)

Community Mental Health Team (CMHT)

The Community Mental Health Team in your local area offers support to people with a more severe mental health condition. When your referral is received by your local CMHT an initial appointment will be offered to you as soon as possible and within four weeks at the latest.

You will be seen by someone who is trained to assess your needs. This may be a nurse or a doctor. You will be informed by letter as to who will be carrying out your assessment prior to your appointment date. Your appointment may be offered at your local GP surgery or at a local community clinic. Depending on the type of treatment and support you need, the treatment you will receive will be discussed with you and a care plan developed jointly with you to meet your needs and work towards your goals.

The Community Mental Health Team work in close partnership with Adult Social Services and other Health Services. The teams may include a Social Worker trained in mental health, a community mental health nurse, psychiatrist, psychologist, and an occupational therapist. The team uses an integrated care approach to support the needs of the person with the mental illness, their family and carers. As well as arrangements for your mental health care your care plan will include any support offered with practical tasks, support and advice on housing, employment and benefits, and personal relationships.

To contact your local Community Mental Health Team or to ask for a referral please speak to your GP.

Older Person's Community Mental Health Teams (OPCMHT's)

The OPCMHT's focus on the needs of people over the age of 65 with mental health needs. This may include people who have had a long term mental illness who are now over the age of 65, those developing mental illness, either short or long term, and those with memory problems or dementia. Dependent on a person's needs OPCMHT can offer services such as memory clinics (with medication to help people with memory loss), day treatment services, support from a mental health nurse or other professional, and referral and signposting to other community support services for people and their carers. Once again the teams work closely with Adult Social Services and Primary Health Care Services, as well as working in partnership with the independent and voluntary sector to deliver services. To contact your local Older Person's Community Mental Health Team or ask for a referral contact your GP.



SUPPORT FOR CARERS

Support for Carers

As a carer you have a right to ask for an assessment of your needs as a carer of someone with a mental illness. It is important that your health and well being is maintained and that you are supported in your caring role.

Each local authority has a Carers Co-ordinator or Case Worker who is able to offer help, information and support. For further details contact:

Bournemouth Care Direct

Tel: 01202 454979

Email: caredirect@bournemouth.gov.uk

www.bournemouth.gov.uk

Dorset Direct

Tel: 01305 221016

Email: adultaccess@dorsetcc.gov.uk

www.dorsetforyou.com

Poole Adult Services Helpdesk

Tel: 01202 633902

Email: sshelpdesk@poole.gov.uk

www.poole.gov.uk

Out of hours: 01202 657279

Help & Care fact sheets Nos. 1 – 4 that are of particular interest to carers.

- *1. Carers Rights and Assessments*
- *2. Carers Allowance*
- *3. Training for Carers*
- *4. Support Groups for Carers*

Contact 0300 111 3303 for further details.



MENTAL CAPACITY ACT 2005

Mental Capacity Act 2005

The Mental Capacity Act is in place to protect those people who are unable to make decisions for themselves about their care and lifestyle. Mental incapacity may be due to:

- *A learning disability*
- *A mental health problem*
- *A head injury or stroke*
- *Senility or dementia*
- *Substance misuse*

The Act also promotes the rights of people who can make decisions for themselves by encouraging them to do so. The main principles of the Act are:

- *Every adult is legally able to make their own decisions unless it can be shown that they are not able. It is unacceptable to judge a person's ability based on their appearance, age, or medical condition.*
- *A person is not considered to lack capacity in general. The Mental Capacity Act is clear that capacity is decision specific, not generic; e.g. a person may be assessed to not have capacity to manage their own finances, but they do have the capacity to choose who they want information to be shared with about their care. It is different for each person and each decision must be assessed individually.*
- *People should be given all the support they need to enable them to make their own decisions. Information should be provided to help them make their decision in a format they can understand. This may mean providing information with symbols or photographs for a person with a learning disability, or in braille format for a blind person.*
- *People have a right to make decisions that to others may appear to be eccentric or unwise. These decisions in themselves do not mean that the person is unfit to make a decision.*
- *Any action or decision taken on someone else's behalf who does not have capacity for that particular decision must always be in their best interests. Additionally when making a decision on someone else's behalf it is important to consider their beliefs and preferences, and to involve them as much as possible.*
- *Any action or decision taken on behalf of someone else must be the least restrictive of that person's rights and freedoms.*

Who assesses someone's ability to make a decision?

As a carer, relative, health or care professional you may need to assess whether an individual is able to make a particular decision. The Mental Capacity Act advises that you should consider whether the person can:

- *Understand the decision that needs to be made*
- *Understand the consequences of making a particular choice*
- *Retain information*
- *Weigh up the information and use it to make a decision*
- *Communicate their decision, or be helped to do so*

Safeguards

The Mental Capacity Act has established a number of new safeguards including:

- *It is a criminal offence to ill treat or wilfully neglect a person who cannot make decisions for themselves.*
- *Establishing Independent Mental Capacity Advocate (IMCA). If someone has difficulty making decisions for themselves and has nobody to help them act on their behalf they will be represented by an IMCA.*
- *A Court of Protection will have the power to appoint deputies, make declarations about someone's ability, or make decisions on someone's behalf.*



MENTAL HEALTH ADVOCACY

Sometimes it is helpful for someone with a mental illness to have a relative, friend, or carer present at appointments or discussions about their care. If you do not have anyone who can come with you then an Advocacy service may be able to help you. Below are some details of independent advocacy services who will speak on your behalf.

BOURNEMOUTH & POOLE ADVOCACY SERVICE

59 Southbourne Road
Bournemouth
BH6 5AQ
Tel: 01202 422140
Email: bpas@rethink.org

Advocacy service for adults, who suffer from severe and enduring mental illness who live in the Bournemouth and Poole postal areas. Service offered to clients both in the community and in hospital.

DORSET MENTAL HEALTH ADVOCACY (DMHA)

C/o Dorset Mental Health Forum
29 – 29A Durngate Street
Dorchester
Dorset
DT1 1JP
Tel: 01305 261483 (Advocacy) / 01305 257172 (Admin)
Fax: 01305 261049
Email: admin@dorsetmentalhealthforum.org.uk
www.dorsetmentalhealthforum.org.uk

DORSET ADVOCACY

Unit 13 – 15
Jubilee Court
Paceycombe Way
Poundbury
Dorchester
Dorset
DT1 3AE
Tel: 01305 251033
Fax: 01305 266853
www.enquiriesdorsetadvocacy.co.uk

Dorset Advocacy is an independent voluntary organisation with 20 years experience of advocacy. They work across the whole of Dorset including Bournemouth and Poole, providing advocacy to older people, disabled people, and people who have learning disabilities. Dorset Advocacy is also the representatives for:

INDEPENDENT MENTAL CAPACITY ADVOCACY (IMCA)

To make a referral contact: 0845 389 1762

Web: www.dorsetadvocacy.co.uk

Email: enquiries@dorsetadvocacy.co.uk

Fax: 01305 266853

Dorset Advocacy provides the IMCA service for Bournemouth, Dorset and Poole. IMCAs play an important role in ensuring that decisions about going into a care home, serious medical treatments, or keeping the person safe, are made in a way that really reflects their interests.

ADVOCACY FOR YOU

91 b/c Commercial Road

Parkstone

Poole

Dorset

BH14 0JD

Tel: 01202 716363

Email: gary@dorsetadvocacy.co.uk

Web: www.dorsetadvocacy.co.uk

RETHINK FLOATING SUPPORT SERVICE (BOURNEMOUTH)

Northover Court

73 Talbot Avenue

Bournemouth

Dorset

BH3 7HT

Tel: 01202 518989

Email: charlene.diaper@rethink.org

Web: www.rethink.org

This service aims to assist people with dementia and confusion to develop or maintain their independence within the community, preventing loss of their home or tenancy and avoiding the unnecessary use of more institutional forms of care. Support is tailored to the needs of the individual but tasks might include support to claim benefits and manage finances, guidance and support for safe and healthy living at home or support to improve social networks. Opening hours: Mon to Sun, 8:30am – 6:30pm

Please note that this service is no longer available in Poole.



LOCAL ORGANISATIONS AND SUPPORT GROUPS

BAILEYS MENTAL HEALTH RESOURCE CENTRE

131 Barrack Road
Christchurch
BH23 2AW
Tel: 01202 496267

For information and advice about mental health issues in Christchurch and East Dorset contact Sue Butler, Deputy Manager on the above number. The Richmond Fellowship East Dorset Carers Group meets on the last Wednesday of each month from 7:00 – 9:00pm. For further information, contact Susan Reeves also on the above number.

DORSET MIND

8 Stratfield Saye
20-22 Wellington Road
Bournemouth, Dorset
BH8 8JN
Tel: 01202 551660
Tel: 01202 551660
Email: contact@dorsetmind.uk
Website: www.dorsetmind.uk

Pioneering and fast-growing mental health charity Dorset Mind educates, challenges stigma and inequality, and promotes recovery by empowering individuals of all ages to develop resilience. Dorset Mind delivers talking therapy support groups, counselling and an accredited one-to-one befriending service that helps people regain confidence and social skills. The charity also provides mental health programmes for schools and youth groups called 'Dorset Mind Your Head' that supports young people, parents and teachers. Dorset Mind's game-changing workplace training programme, 'Dorset Mind Works', helps employers support employees, shape culture and benefit profitability. At Dorset Mind's foundation are 140 dedicated volunteers who offer their time for free. Join their movement.

BRIDPORT, DORCHESTER, WEYMOUTH AND PORTLAND COMMUNITY SERVICES

5 Downes Street
Bridport
Dorset
DT6 3JR
Tel: 01308 459762 (answerphone)
Service Lead: Debra Rodin (mobile 07918166168)
Email: debra.rodin@rethink.org

A support service offered to people who are experiencing mental health difficulties, their relatives and carers covering Bridport and locality. For further information, contact Pauline Sparkes, Services Manager.

West & North Dorset Service Lead: Debbie Latham (mobile 07779031157)

West & North Dorset Carers Service Lead: Karen Giles (mobile 07866252046)

Employment Services: Oasis Kiosk, Borough Gardens, Dorchester – Information on all services for CMHT (Community Mental Health Team), CRP (Community Resource Team) or Self Referrals and Confidence for Work Course.

DORSET MENTAL HEALTH FORUM

29 – 29a Durngate Street

Dorchester

DT1 1JP

Tel: 01305 257172

Fax: 01305 261049

Email: admin@dorsetmentalhealthforum.org.uk

www.dorsetmentalhealthforum.org.uk

The Dorset Mental Health Forum is a local peer led charity, which exists to improve the lives of everyone affected by mental illness by promoting wellbeing and recovery, influencing local service provision and providing a range of specialist peer led services. Services include:

- *Consultation and Representation – of lived experience of mental health problems and local mental health services.*
- *Wellbeing and Recovery Partnership – peer representatives and specialists work in partnership with statutory colleagues and mental health professionals, to change the culture of mental health services and transform experience.*
- *Dorset Mental Health Advocacy – assistance with a range of rights matters*
- *Independent Mental Health Advocacy – for people subject to the Mental Health Act*
- *WorkWise – employment support coordination, helping people with and towards employment.*
- *Sports and Leisure Activity Programme – peer led community activities for everyone's mental and physical wellbeing*
- *Peer Support Groups – mutual support and shared experience.*
- *Positive Approach Shop – Blandford*
- *Support and advice to local peer led groups*

OBSESSIONS TOGETHER – DORSET OCD SUPPORT GROUP

Support Group meetings are held on alternate months on a Wednesday evening between 7pm – 9pm at the following venues:

Eastgate Lodge

Poole Park

104 Parkstone Road

Poole

The Hanham Centre

Hanham Road

Wimborne

Dorset
BH21 1AS

Information, advice and support about Obsessive Compulsive Disorder. Contact 07837179760 for further information (mobile manned by Action Group Members).

POOLE RICHMOND FELLOWSHIP COMMUNITY BASED SERVICE

Eastgate Lodge
Park Gate
Parkstone Road
Poole
BH15 2SF
Tel: 01202 684759
Email: poole@richmondfellowship.org.uk
www.richmondfellowship.org.uk

Richmond Fellowship Poole provides recovery focused groups' and one to one support for mental health Service Users throughout the area of Poole. The groups vary from allotments, conservation work to Wellbeing & Recovery courses, however the range of activities are led by the needs and wishes of the current Service Users.

This service is available to adults over the age of 18 who are currently under a Community Mental Health Team within the Poole area. The service operates five days a week in various locations in and around the local area supporting Service Users and their Carers.

Referrals must be through a Mental Health Service.

POOLE RICHMOND FELLOWSHIP MENTAL HEALTH CARERS GROUP

Eastgate Lodge
Park Gate
Poole Park
Parkstone Road
Poole
BH15 2SH
Tel: 01202 749658

Meets: 2nd Wednesday of each month between 7.00pm – 9.00pm.

A friendly informal support group for carers, relatives and friends living in Poole, caring for those with mental health difficulties aged 18 – 65. Every alternate meeting, a speaker talks on a wide range of mental health and carers issues. Other meetings are for general discussion and support. An ideal opportunity to meet others in the same situation. There is no charge to attend the group. For further information contact:

Sam Bevis
Senior Support Worker
Tel: 01202 684759
Mobile: 07786191192

POSITIVE SUPPORT GROUP

Homelands Hall
Kings Ave
Christchurch

A support group for people with depression and their carers, the group is run by the group members. Meetings are held on

the 1st and 3rd Monday of the month. Contact the co-ordinator Russell for further information on 07931410264

SAMARITANS

1 Durrant Road
Bournemouth
BH2 6LE
Tel: 01202 551999 (Bmth)
Email: Bournemouth@samaritans.org
24 hour helpline: 08457 90 90 90 (National)
Minicom: 08457 90 91 92 (National)
National email: jo@samaritans.org www.samaritans.org

SAMARITANS

13 King Street
Weymouth
DT4 7BJ
Tel: 01305 771777
Email: Weymouth@samaritans.org
24 hour helpline: 08457 90 90 90 (National)
Minicom: 08457 90 91 92 (National)
National email: jo@samaritans.org
www.samaritans.org

WEYMOUTH DEVELOPMENTS

Rethink Community Resource Team
5 Carlton Road
Weymouth
Dorset
DT4 7PX
Tel: 01305 766193
Opening hours: Monday – Thursday 8am – 3.30pm
Friday – external activities held
Sunday – external activities held

3 Mental Health Workers as well as volunteers providing social support, either one-to-one community support or support at home. A Volunteer Support Group, Sunday Lunch Club, and Service User Group are all supported and facilitated by Rethink. Other services include: a Men-Only Swimming Group, a Sports Group, and Conservation Group.



NATIONAL ORGANISATIONS

MIND

MindinfoLine
Monday to Friday
9.15am to 5.15pm
Call: 0845 766 0163

Advice and information on mental health issues.

NATIONAL PHOBICS SOCIETY

Zion Community Resources Centre
339 Stretford Road
Hulme
Manchester
M15 4ZY
Helpline: 0870 122 2325
Opening hours: Monday – Friday 9.15am – 9pm
Email: info@phobics-society.org.uk
www.phobics-society.org.uk

Promote the relief and rehabilitation of persons suffering with anxiety disorders through information and provision of self help services. Able to support anyone affected by:

- *Anxiety*
- *Panic attacks/disorder*
- *Generalised Anxiety Disorder (GAD)*
- *Obsessive Compulsive Disorder (OCD)*
- *Post Traumatic Stress Disorder (PTSD)*
- *Social Phobia*
- *Body Dysmorphic Disorder (BDD)*
- *Trichotillomania*
- *Tranquilliser Problems*
- *Agoraphobia and other phobias*

SANE

1st Floor Cityside House
40 Alder Street
London
E1 1EE
Tel: 020 7375 1002
Fax: 020 7375 2162

SANELINE: 0845 767 8000 (Calls charged at local rates). Open from 6.00 pm – 11.00 pm daily.

The SANELINE database contains information about symptoms and treatments. We can give information about the Mental Health Act and put you in touch with support groups and services throughout the UK. The database is continually updated to ensure that the information we give you is accurate.



FURTHER INFORMATION RESOURCE

CARE QUALITY COMMISSION

The Care Quality Commission (CQC) inspect hospitals, care homes, dental and GP surgeries, and all other care services in England (including private health and care facilities) to make sure that they provide the public with safe, effective, compassionate and high-quality care. If a facility falls below standard CQC have the authority to ensure that improvements are made. Alongside their enforcement role CQC also register all services that provide health or social care, and work alongside organisations such as Healthwatch, Patient Participation Groups, and government ministries. They do this in the following ways:

- *Setting standards of quality and safety that people have a right to expect whenever they receive care.*
- *Registering care services that meet those standards.*
- *Monitoring, inspecting and regulating care services to make sure that they continue to meet the standards.*
- *Protecting the rights of vulnerable people, including those whose rights are restricted under the Mental Health Act.*
- *Listen to and act on the experiences of the public.*
- *Involve the public and people who receive care in our work and work in partnership with other organisations and local groups.*
- *Challenge all providers, with the worst providers getting the most attention.*
- *Make fair and authoritative judgements, supported by the best information and evidence.*
- *Take appropriate action if care services are failing to meet standards.*
- *Carry out in-depth investigations to look at care across the system.*
- *Report on the quality of care services, publishing clear and comprehensive information, including ratings to help people choose care.*

SHARING YOUR EXPERIENCE

If you have experienced poor care or know that poor care is being provided somewhere you can report it to CQC, anonymously if you wish. They also would like to hear about when you feel you have received good care. The feedback provided will help CQC to:

- *Decide when, where and what to inspect.*
- *Identify the issues that are important to you.*
- *Spot problems or concerns in care.*

- *Plan national and local activities, known as reviews and studies that focus on health and social care patterns around the country.*
- *Make decisions on whether a service should be able to operate.*
- *Monitor services, particularly whether they are meeting the national standards.*
- *Look at whether commissioners are referring the correct services to people.*

Contact CQC National Customer Services Centre by telephoning: 03000 616161

Fax: 03000 616171

Or visiting www.cqc.org.uk

Office open: Monday – Friday 8.30am – 5.30pm.

Or you can write to:

CQC National Customer Services Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

WORKING WITH LOCAL GROUPS

CQC work closely with Healthwatch England to co-ordinate work emerging from more local Healthwatch groups such as Healthwatch Dorset. They also work closely with groups such as:

Service User Reference Panel (SURP) – CQC has a duty to protect the interests of people whose rights are restricted under the Mental Health Act (MHA). SURP is made up of people who are or have been detained under the MHA. Members are encouraged to share their views on the work of the CQC and advise them about how to involve more members of the public.

Complaints about a mental health service where patients are detained under the Mental Health Act

If you wish to complain about the way a member of staff has used their powers under the Mental Health Act. You need to complain to the hospital where you are being detained or the hospital that discharged you before you went on to a guardianship or community treatment order.

You can speak to a Mental Health Act Commissioner when they visit your hospital or area, or contact the Care Quality Commission (CQC). Complaints can be made by anyone – patients, staff or any member of the public. Powers and duties carried out under the Mental Health Act cover a wide range of services, including receiving care while detained in hospital, or while on a guardianship or community treatment order. Contact the CQC on:

CQC MENTAL HEALTH ACT

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel: 03000 616161

www.cqc.org.uk

Counselling Directory – www.counselling-directory.org.uk

Counselling Directory is a confidential service that encourages those in distress to seek help. The directory contains information on many different types of distress, as well as articles, news and events. To ensure the professionalism of our website, all counsellors have provided us with qualifications and insurance cover or proof of membership of a professional

body. Contact us on line for details.

Headway – Dorset

Unit 22 Albany Park

Cabot Lane

Poole

BH17 7BX

Tel: Sue Mottram on 01202 606560

Fax: 01202 697101

Email: office@headwaydorset.org.uk

www.headwaydorset.org.uk

Information and support services for people throughout Dorset who acquire brain injuries, their families and carers. Services include family and carer support, information and advocacy, rehabilitation, counselling, and befriending.

