

Adult Community Mental Health Teams

What you need to know about our service

Fact Sheet

(August 2017)

Looking after your mental well-being is as important as keeping physically fit and well. Poor mental health can affect you, your family, your friendships and other aspects in your life such as your job. One in four people will experience a mental health problem at some time in their lives, and one in six people will suffer from a severe enduring mental health illness. Everyone can make significant steps to regain or improve their mental health and achieve a better quality of life.

Who do I contact if I need help?

If you think you are experiencing problems with your mental health, contact your General Practitioner (GP). The GP will aim to support you initially, but if symptoms persist the GP may consider a referral to the Local Primary Mental Health Support Service or alternatively to ourselves as a Community Mental Health Team.

What is the Community Mental Health Team?

The Community Mental Health Team promotes integrated working within a Multi-Disciplinary team which consists of Mental Health Social Workers who are employed by Carmarthenshire County Council. The team also includes Community Psychiatric Nurses, Consultant Psychiatrists, Clinical Psychologists, Occupational Therapists, Dietician and Support staff. If the referral is appropriate, the Community Mental Health Team will offer you an appointment for assessment. Referrals will be responded to within 28 days and urgent referrals within 4 hours, preferably within same working day.



For more information on social care services log onto:
www.carmarthenshire.gov.wales/socialcare

If following assessment it is appropriate for you to be supported by the Community Mental Health Team, a Care Coordinator will be assigned to work with you. This will be one of the professionals mentioned above and they will work with you to develop a Care and Treatment Plan.

What is a Care and Treatment Plan?

The Care and Treatment Plan is for individuals receiving secondary mental health services under The Mental Health (Wales) Measure (2010). The plan is intended to be outcome focused, giving the opportunity for individuals to set goals in all areas of their life. These include areas such as accommodation, education and training, money, parenting or caring relationships, work, physical well-being and social cultural or spiritual needs. By working together with the care coordinator, this will enable you to take more control of your own recovery.

What happens when I recover?

The Community Mental Health Team aim to support all our individuals to achieve recovery. Once recovery is achieved, we will review your care and treatment plan and together agree on a discharge plan. The Community Mental Health Team thrive on working collaboratively with local support services to ensure your recovery is maintained.

If you become unwell following discharge you will be able to refer yourself back to the Community Mental Health Team within three years of the date of your discharge or alternatively visit your GP.

Confidentiality

All information you give us, or which others give on your behalf, will remain confidential. All information is held securely, remains private and is only used to help us provide you with the services you need. We will only use your information for reasons you have agreed to and only the staff who are involved in the provision of your services are allowed access to your file.

On occasions we may be asked to share information with other professionals however, this would normally only be disclosed with your knowledge and permission in accordance with the Data Protection Act 1998.

There are some occasions when we are legally required to disclose information without your consent, for example:

- To the police or court in serious legal or criminal matters, or
- To avoid serious harm to yourself or other people.

Comments, Compliments and Complaints

If after receiving our services you are pleased with them or have a view on how they can be improved please let us know. If you are unhappy about any of our services you have the right to complain.

You can make a complaint in one of the following ways:

- By phone on 01267 224488
- By email: complaints@cararthenshire.gov.uk
- By completing our online Complaints and Compliments form: www.cararthenshire.gov.uk/complaintsandcompliments

Where and when can I contact you?

Through your local GP or the Primary mental health support service at:

Ammanford Community Mental Health Team	01269 595473
Carmarthen Community Mental Health Team	01267 236017
Llanelli Community Mental Health Team	01554 772768
Towy Valley Community Mental Health Team	01550 777771

For any emergencies requiring social work outside office hours the number to ring is: **0300 333 2222**

**If you would like this leaflet in large print, Braille or on audio,
please ☎ 01267 228703**



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