

Mental health care at home



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Home Treatment and Reablement Team

If you are experiencing mental health problems, it is better for you to receive care in your home. It can help your recovery if you and your carer can stay in familiar surroundings.

The Mental Health Home Treatment and Reablement team can provide intensive, short-term mental health care in your home to promote your recovery. We will work with you and your carers to ensure that you will receive the best care in the community.

What kind of help will I receive at home?

- Regular contact with mental health professionals to support you in your recovery
- Co-ordination with other professionals in your care
- Continuous assessment to the point where we can jointly agree the next step in your care
- Support in accessing the appropriate services to meet your identified needs
- Help with medication
- Community activities and practical support
- Physical health screening
- We will work with your carers and offer them a carer's assessment
- We focus on your strengths and take account of your own resources.
- We provide someone to talk to, someone who will listen.
- We are available every day.

We will support you at home through visits and telephone contact. The initial visit will normally be in your own home. However, if you feel more comfortable meeting somewhere else, such as at your doctor's surgery, we can arrange this.

People have different needs and we want to be as flexible as possible.

What if I need to go into hospital?

If you are admitted to hospital, your stay will be as short as possible. You will be given information about the ward and contact details for your friends and carers.



Confidentiality

‘The Trust’s vision is to keep your information safe in our hands.’

We promise to use your information fairly and legally, and in-line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time.

For further information contact the Information Governance Team on 01228 608998 or email Information.Governance@cumbria.nhs.uk

Feedback

We appreciate and encourage feedback, which helps us to improve our services. If you have any comments, compliments or complaints to make about your care, please contact the Patient Experience Team.

Email: PET@cumbria.nhs.uk Tel: 01228 602128 Freephone: 0800 633 5547

If you would like this factsheet in another language or format, for example Braille, large print or audio, please call:

01228 603890

E: communications.helpdesk@cumbria.nhs.uk

Or write to Engagement and Communications
Voreda House | Portland Place | Penrith | CA11 7QQ



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