

Information for patients

Home Treatment Team



What is the Home Treatment Team?

The team provides an alternative to hospital for adults with severe and sudden mental health needs. It is made up of psychiatrists, mental health nurses, and support time and recovery workers, who provide practical assistance for people in our care.

What do we do?

We will work closely with you, your family or carer and other professionals to provide intensive support, assessment and treatment. Our team will work with you to draw on your strengths and skills to improve and maintain your mental health.

While under our care, you can access the team 24-hours-a-day, seven days a week (between 11pm-8am the Access Team, who are the single point of contact for our services, will deliver this support – you can contact them on the same number). The care we provide will be short term, intensive and flexible to meet your individual needs.

Who can refer?

To receive our care, we need a referral from a mental health professional that has seen you that day.

Our aims

Our team will help you manage and resolve this stage of your illness through assessment and treatment in your home as an alternative to hospital admission.

We also support people being discharged from psychiatric hospital, helping you to continue your recovery at home.

Early discharge

If you need to be admitted to hospital, our aim will be to help you return home as soon as possible. Long stay hospital admissions can make it harder to return to everyday life at home.

Within a few days of admission, the ward staff will start to talk to you and your family about intensive home treatment enabling early discharge from hospital where possible.

What you can expect

While you are under our care, you will receive:

- Close monitoring of your mental health
- Support, education and advice for you and your family/carer
- Help with managing your medication management
- Support with effective coping strategies
- If you have a care team, we will work closely with them and you to make sure you have the best possible care
- If you are not currently receiving Trust services but require longer term support, we will refer you to the most appropriate service(s) to meet your needs
- We will consider your individual requirements and involve you in the planning of your care

How long will you be cared for by our team?

Most people recover sufficiently within four weeks. However, recovery time can be considerably shorter or a little longer depending on the individual.

Once our service comes to an end, we will send a letter to your GP informing them of our involvement.

For those who need additional care, we will help you to arrange further appointments or provide you with information about other services and support networks.

If you decide you want to stop receiving our care, we will respect that decision and ask to discuss with you the best way forward. However, we are duty bound to make sure you are safe before we can discharge you from our care.

Complaints and compliments

All feedback about our team is very welcome as this helps us develop our service and improve. Please speak to our staff or fill in the patient/carer satisfaction survey to let us know about your experience. You will be sent a questionnaire shortly after discharge from our service.

Patient Advice and Liaison Service (PALS)

If you need advice, information or have concerns and feel unable to speak to the staff providing your care, you can contact our Patient Advice and Liaison Service.

tel: **01782 275 171**

post: **Patient Advice and Liaison Service
Harplands Hospital
Hilton Road
Harpfields
Stoke-on-Trent
ST4 6RR**

Healthwatch

Healthwatch is the national consumer champion in health and care. Please see contact information below.

Healthwatch Stoke-on-Trent

tel: **01782 683 080**
email: **info@healthwatchstoke.co.uk**

Healthwatch Staffordshire

tel: **0800 051 8371**
email: **enquiries@healthwatchstaffordshire.co.uk**



Contact us

If you have any queries or require assistance concerning Home Treatment please contact:

Home Treatment Team

tel: **0300 123 1535**

Home Treatment Team
North Staffordshire Combined Healthcare NHS Trust
Harplands Hospital
Hilton Road
Harplands
Stoke-on-Trent ST4 6RR

tel: 0300 123 1535

web: www.combined.nhs.uk



If you have a hearing impairment and are unable to use the telephone, please text Harplands Reception on 07834 148926 and we will respond as soon as possible (please note: this service will be charged at your network provider's rate).

