Community Mental Health Support

About this factsheet
This factsheet provides information about support in the community for people who have mental health difficulties, their families and carers.
It includes information about Swansea’s Community Mental Health Teams which act as the gateway to a number of support services.

Getting support with mental health problems
Swansea Social Services work in partnership with Abertawe Bro Morgannwg University Health Board, the voluntary sector, service user groups and carers’ groups in Swansea to provide a network of services for people with mental health problems, their families and carers.

These services are intended to help people with mental health problems receive effective care and treatment planning and support so that they can live as fulfilled and independent a life as possible.

For most people, the first point of contact for mental health support is their GP, who will identify whether an assessment from a mental health professional is required.

Local Primary Mental Health Support Service
The Local Primary Mental Health Support Service is accessed via a GP. It provides assessment and structured short-term therapy and support in the community for mild mental health issues such as phobias, depression, obsessive compulsive disorder, social anxiety or other interpersonal issues.

Support available includes counselling and cognitive behavioural therapy (CBT) and may be provided on a one-to-one or group basis. There are also links with a number of community groups that help people build their confidence.

Community Mental Health Teams
The Community Mental Health Teams (CMHTs) are made up of staff from both Social Services and the NHS, including community psychiatric nurses, social workers, clinical psychologists, occupational therapists and psychiatrists.

People with mental health problems are usually put in touch with the Community Mental Health Teams by their doctor, but you can also contact the Teams directly - see page 3 for contact details of your local Team.

The main function of a CMHT is to provide assessment and care co-ordination for those individuals who have severe or enduring mental disorder that significantly impacts on their functioning or ability to manage daily living.

However the CMHT can also provide appropriate advice and information as part of a signposting process to help individuals, carers and their families find the right place to get the care or support they need.

The CMHT provides an integrated service within the framework of the Mental Health Measure and based upon the principles of “Recovery”, to identify and assist with the support needs of those individuals, their families and carers who may be suffering from the consequences of mental health problems. Priority will usually be given to those with a serious or complex mental
disorder, enabling them to live as fulfilled a life as possible within their community by helping improve their general wellbeing and independence.

Assessment and Eligibility for Services

If you do need to be referred to the Community Mental Health Team, we will initially ask you for some general information, to find out whether we are the best people to help you.

If we are able to help you, a member of staff will carry out a more detailed assessment, to find out more about you, and what help you might need. This assessment will help us decide together whether your needs are within our eligibility criteria, and whether it will be appropriate for us to offer to help you. If you do not need this service, we will usually help direct you to a more suitable one.

You can read more about assessment and the eligibility criteria in our factsheet Getting help from Social Services: a guide to assessment and eligibility for adults.

If you are eligible for a service, a Care Co-ordinator will be appointed to work with you to identify and agree the most appropriate services for you and to draw up a Care and Treatment Plan. A Care and Treatment Plan is a written agreement setting out the help and support which you need.

Services available through the Community Mental Health Teams

If you have been assessed and are eligible to receive our services, you may receive one or more of the following types of support:

- **Day Centres and services**
  These offer services like education, employment advice and training, leisure activities, and life skills to help you become more confident and assertive while improving your skills.

- **Accommodation Services**
  We can help you find a place where you can live while learning new skills, helping you to become more confident and independent, until you feel able to move into your own accommodation, with the level of support which suits you.

- **Short Break Services**
  These can provide a break from the place you usually live, perhaps because your carer is away, or because you need extra support for a while.

- **Therapy services**
  A range of services and activities to help alleviate the effects and feelings of mental disorder and helping improve your sense of wellbeing.

CMHTs can also, when necessary, make use of specific resource of in-patient services, Crisis Resolution Home Treatment Services and Assertive Outreach Services to help support people in times of increased need.

Direct Payments

In some cases, rather than offer a service directly, we can provide a Direct Payment, which is money for you to pay for support which you arrange for yourself. Our factsheet Managing Your Care with Direct Payments and our website www.swansea.gov.uk/directpayments give more information on this option.

Carers

If you have a carer - an unpaid friend or relative who regularly looks after or supports you - we can carry out an assessment of their needs as well. You can read more in our factsheet Support for Carers of Adults and Carers’ Needs Assessments and on our website www.swansea.gov.uk/carers.

Swansea Carers Centre supports a monthly group for carers of people with mental health problems. Tel: 01792 653344.
Contact details for the Community Mental Health Teams

The Swansea area is covered by 3 teams. All offices are open:
Monday -Thursday from 9.00 a.m. to 5.00 pm
Friday from 9.00 am to 4.30 pm.

Swansea West
CMHT Area 1,
Central Clinic, Orchard Street,
Swansea, SA1 5AT
Tel. 01792 517800

Swansea Central
CMHT Area 2,
Central Clinic, Orchard Street,
Swansea, SA1 5AT
Tel. 01792 517853

Swansea North
CMHT Area 3,
Ty Einon Centre, Princess Street,
Gorseinon, Swansea, SA4 4US
Tel: 01792 545780

Independent and voluntary groups

Many independent and voluntary groups in Swansea also provide information and support for people with a mental health problem, including:

The Patients Council
An organisation working with in-patients.
Tel: 01792 516627

SNUG (Swansea Network of User Groups)
An organisation working with service users in the community.
Tel: 01792 516627

Hafal
An organisation working with people with mental disorder and their families, particularly through the Hafal Recovery Programme.
Tel: 01792 466990

Mental Health Forum and Development Service
The Forum, hosted by Swansea Council for Voluntary Service, brings together over 40 local organisations working in the field of mental health and can provide information about the full range of services that might be able to offer support.
Tel: 01792 544021

Swansea Mind Abertawe
An organisation providing a range of activities and facilities, including information, advice, leisure activities and group work.
Tel. 01792 642999

National Support

The C.A.L.L. Helpline offers confidential listening, emotional support and information on mental health and related matters.
Tel: 0800 132 737 or text Help to 81066

Time to Change Wales is a national campaign to end the stigma and discrimination faced by people with mental health problems.
Website: www.timetochangewales.org.uk

There are more links to national organisations providing mental health information, advice or support on our website www.swansea.gov.uk/mentalhealthinfo

Guides and Factsheets

The local partnership board for mental health services in has developed an 'electronic library' of self help guides www.selfhelpguides.ntw.nhs.uk/abmu/SelfHelp

For a copy of any of the Social Services factsheets mentioned in this factsheet call 01792 636902 or download from www.swansea.gov.uk/socialcarepublications.
Swansea Social Services and personal information

When you are in touch with Social Services, we will keep information about you in written records and computer files. We will keep this information confidential, except where we need to share it with people providing you with care, or to protect you or other people.

You have a right to ask to see records we keep about you.

We can give you more information about how we handle personal information. Phone 01792 636902 for our factsheet Your Personal Information, or ask the Community Mental Health Team.

Comments and complaints

We welcome any comments about our services – good or bad. We are interested to hear how we could do things better, and we like to know when we are doing well.

If you are unhappy with the services you receive, we encourage you to make a complaint. Full details are given in the factsheet Making a comment, complaint or compliment about Social Services. For more advice or information about making a complaint, you can contact our Complaints Officers on 01792 637345.

This information is also available in alternative formats, such as large print, on audio CD, in Braille, or electronically. Please phone 01792 636902 for copies.