

## Contacting the teams

You can contact the team 9am until 5pm Monday to Friday on 0151 488 8312.

## Where is the team based?

The Wallasey and West Wirral Adult Mental Health Service are based at the Stein Centre, St. Catherine's Hospital, Derby Road, Birkenhead, CH42 0LQ. Tel No: 0151 488 8312

## Help us to improve?

Let us know:

- what you like about your care
- what you don't like about your care
- what might work better for you

**We want to make your experience in the Wallasey & West Wirral Adult Mental Health Service a positive one!**

<p>If you require translation services or a copy of this document in other languages, audio tape, Braille or larger print, please speak to a member of CWP staff, e-mail <a href="mailto:info@cwps.nhs.uk">info@cwps.nhs.uk</a> or write to: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>যদি আপনার ট্রান্সলেশন সার্ভিসের বা এই দলিলের কপি অন্য ভাষায়, অডিও টেপে, ব্রেইল বা বড় ছাপায় দরকার হয় তবে অনুগ্রহ করে সিডব্লিউপি এর স্টাফদের সাথে কথা বলুন, ইমেইল করার ঠিকানা <a href="mailto:info@cwps.nhs.uk">info@cwps.nhs.uk</a> বা কমিউনিকেশন, চেশায়ার ও উইরাল পার্টনারশীপ এনএইচএস ফাউন্ডেশন ট্রাস্ট, আপটন লী, কাউন্টস অফ চেস্টার হেলথ পার্ক, লিভারপুল রোড, চেস্টার, সিএইচ২ ১ বিকিউ ঠিকানায় লিখুন।</p>
<p>如果您需要翻譯服務或想索取這份文件的其他語文、錄音帶、凸字或大字體版本，請向我們的職員查詢。您亦可以寄電郵至 <a href="mailto:info@cwps.nhs.uk">info@cwps.nhs.uk</a> 或寄信到 Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>গুণী তমাই ভাষান্তর সেবায় অথবা আ চরনাবেগন-নী গুণী ভাষান্তর নকল, অডিও টেপ, ব্রেইল অথবা বিয়োগে ক্র-নী চপাঠ-নী গুণী, নী কৃপা ক্র-নী সীডব্লিউপি (CWP) না কর্মচারীরা সাহে বাত ক্র-নী, গুণী ক্র-নী: <a href="mailto:info@cwps.nhs.uk">info@cwps.nhs.uk</a> অথবা আ চরনাবেগন: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>यदि आपको अनुवाद सेवाएं या इस दस्तावेज की अन्य भाषाओं में नकल, ऑडियो टेप, ब्रेइल लीपि या विशाल आकार में छपाई की आवश्यकता हो, तब कृपया सीडब्ल्यूपी (CWP) कर्मचारियों के साथ बात कीजिये, या ईमेल कीजिये: <a href="mailto:info@cwps.nhs.uk">info@cwps.nhs.uk</a> या इस पते पर लिखिये: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>Jeśli wymagane jest tłumaczenie lub kopia niniejszego dokumentu w innych językach, na taśmie magnetofonowej, w języku Braille'a lub dużym drukiem, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: <a href="mailto:info@cwps.nhs.uk">info@cwps.nhs.uk</a> lub na adres: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>Os oes arnoch angen gwasanaeth cyfiethu neu gopi o'r ddogfen hon mewn ieithoedd eraill, tâp sain, Braille neu brint mawr, siaradwch ag aelod o staff CWP, e-bost <a href="mailto:info@cwps.nhs.uk">info@cwps.nhs.uk</a> neu ysgrifennwch i: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>

## Feedback

We welcome any suggestions you have, please send your **comments, concerns, complaints** and **compliments** to: Cheshire & Wirral Partnership NHS Foundation Trust, **PALS, Complaints and Incidents Team**, Trust Headquarters, Redesmere, Liverpool Road, Chester, CH2 1BQ.

For more information see [www.cwps.nhs.uk](http://www.cwps.nhs.uk)

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Cheshire and Wirral Partnership   
NHS Foundation Trust



Adult Mental Health Service

**WALLASEY AND WEST WIRRAL  
ADULT MENTAL HEALTH SERVICE**

Care • Well-being • Partnership

## Introduction

The Wallasey & West Wirral Adult Mental Health Team is a Community Mental Health Team based at the Stein Centre, St. Catherine's Hospital, Birkenhead, Wirral. Out-patient clinics are based at the Highfield Centre, Victoria Central Hospital; Springview, Clatterbridge Hospital and West Kirby Health Centre.

Wallasey & West Wirral Adult Mental Health Service provide assessment, treatment, care and support for people with severe and enduring mental health disorders.

The team is multidisciplinary which means that we have staff from a range of different health and social care professions; this enables us to provide all aspects of care.

We offer all types of student placements and often (but only with your consent) we bring students along on visits.

## Who are we?

Our team consists of a range of staff including:

- team managers
- consultant psychiatrists
- a range of other grades of psychiatrists
- approved mental health practitioner
- clinical psychologist
- occupational therapist
- clinical co-ordinator
- community mental health nurse (CMHN)
- support workers
- administration staff

- family support worker

## What do we do?

- co-ordinate your care
- help you to get the care/services that you require
- explain your care plan
- offer a range of treatments such as medication, talking therapies, social interventions and education, and can provide you with further information on these treatments.
- visit you in a variety of places including at home
- support you to be as independent as is possible
- monitor your medication
- help you to move forward e.g. rehabilitative interventions, getting back to work or education
- help you to be less socially isolated
- monitor your needs in the outpatient department
- review your care plan regularly – any contact with you will give us a chance to review your care plan, not just at care programme approach (CPA) reviews

## What is the care programme approach (CPA)?

The care programme approach helps us to care for you effectively and involve you in your own care.

Everyone on the CPA level of care has a copy of their own care plan and has their own care co-ordinator who regularly reviews the care plan. There are two levels of care, Standard and CPA.

## Standard

This level only requires intervention from one team member and this is usually the Psychiatrist or Lead Professional. You may request a copy of correspondence identifying your care plan. Some patients are monitored by Nurse Practitioners in Practitioner Lead Clinics.

## CPA

If you are on this level, it is because you might need more intervention and therefore more team members are involved. You can move between standard and CPA depending on your needs at a particular time.