

## Care plan

You were seen today by:

.....

The plan from your assessment is given below:

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

## Confidentiality

Information held by the service is treated in accordance with Cheshire and Wirral Partnership NHS Foundation Trust confidentiality policy available at: [www.cwp.nhs.uk](http://www.cwp.nhs.uk).

Please ask for more details if you would find this helpful.

The external organisations listed overleaf are independent of CWP and provided for information purposes only. CWP will not be responsible for any advice or treatment provided by these organisations.

<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@cwp.nhs.uk">info@cwp.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@cwp.nhs.uk">info@cwp.nhs.uk</a> বা কমিউনিকেশন, চেশায়ার ও উইরাল পার্টনারশীপ এনএইচএস ফাউন্ডেশন ট্রাস্ট, আপটন লী, কাউন্টেস 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@cwp.nhs.uk">info@cwp.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>જો તમારે ભાષાંતર સેવાઓ અથવા આ દસ્તાવેજની બીજી ભાષાઓમાં નકલ, ઓડિયો ટેપ, બ્રેઇલ અથવા વિદ્યાર્થ કદની છપાઈની જરૂર હોય, તો કૃપા કરીને સીડબ્લ્યુપી (CWP) ના કર્મચારીઓ સાથે વાત કરો, ઇમેઇલ કરો: <a href="mailto:info@cwp.nhs.uk">info@cwp.nhs.uk</a> અથવા આ સરનામે લખો: 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) कर्मचारीयों के साथ बात कीजिये, या ईमेल कीजिये: <a href="mailto:info@cwp.nhs.uk">info@cwp.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@cwp.nhs.uk">info@cwp.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@cwp.nhs.uk">info@cwp.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: **The PALS, Complaints & Incidents Team**, Trust Headquarters, Redesmere, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

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

© CWP NHS Foundation Trust

The information in the leaflet was valid at the date of production **Jul 208** and is due for review in **Jul 2020**.

Leaflet code: AB-AT-18-611



## Access Team

Information leaflet for people who use our services and carers

## Introduction

### What does it mean when it is suggested that I see a member of the Access Service?

*It means that your GP has recognised you may benefit from a wider assessment of your mental health needs. Seeing a member of our team may be helpful in order to talk about your feelings and what is going on in your life.*

## The service

Wirral Access Service is a specialised service which provides mental health assessment and signposting to other services, including secondary care services for mental health. These include early intervention, memory services, and referral to adult and older people mental health teams.

We are a friendly team with a non-judgemental attitude, made up of a variety of professionals with a wide range of experience in the field of mental health.

You have a right to be treated with respect and dignity whatever your reason for referral to this service.

## Referrals

If you decide to see us, we hope this will help you make sense of your situation and help other professionals understand your concerns better.

If you decide not to see us, you will still receive all care from your GP as normal. GP's will only consult our team against your wishes if they think you are not able to think clearly at that time or consider that you or someone else may be at risk.

## What we do

- We offer you a detailed assessment of your emotional, psychological, and social needs.
- Time is provided to discuss your problems with a mental health practitioner. You may bring a carer or relative with you if you wish.
- We will want to spend time listening to your difficulties and ask you about your emotional and physical health, family and home circumstances and your past.
- Together we will work through what further help you may need and draw up a care plan. This may mean referring you for counselling via your GP, referral to another specialist team or providing you with information specific to your care needs.
- We will also let your GP know of the agreed care plan and liaise with other professionals where appropriate and with your permission.

## Facts

- One in four people will experience some form of mental health condition in their lifetime
- 2 out of 3 older people admitted to a general hospital have or may develop mental health issues during their admission
- We have hundreds of referrals to our service every year with a variety of emotional and mental health issues like relationship difficulties, bereavement, anxiety, depression, memory problems and self-harm.

People who access our services are welcome to talk to the Team Manager if they are experiencing any problems with their care.

## Helpful numbers and websites

### Samaritans

For those experiencing despair, distress or suicidal feelings

0845 790 9090 | [www.samaritans.org](http://www.samaritans.org)

### MIND

0300 1232 3303 | [www.mind.org.uk](http://www.mind.org.uk)

### Citizen's Advice Bureau

08444 111444 | [www.cwcab.org.uk](http://www.cwcab.org.uk)

### Relate, the relationship people

0300 100 1234 | [www.relate.org.uk](http://www.relate.org.uk)

### FRANK

Confidential drugs information and advice 24 hrs a day

0800 776 600 | [www.talktofrank.co.uk](http://www.talktofrank.co.uk)

### Drinkline National Alcohol Helpline

Confidential alcohol counselling & information service

0800 917 8282

### Age UK

0800 169 6565 | [www.ageuk.org.uk](http://www.ageuk.org.uk)