



<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 info@cwps.nhs.uk 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 টেইপে, ব্রেইল বা বড় ছাপায় দরকার হয় তবে অনুগ্রহ করে সিডব্লিউপি এর স্টাফদের সাথে কথা বলুন, ইমেইল করার ঠিকানা info@cwps.nhs.uk 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 info@cwps.nhs.uk 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 વિચાળ ફંદની છપાઈની જરૂર હોય, તો કૃપા કરીને સીડબ્લ્યુપી (CWP) ના કર્મચારીઓ સાથે વાત કરો, ઈમેલ કરો: info@cwps.nhs.uk 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) कर्मचारियों के साथ बात कीजिये, या ईमेल कीजिये: info@cwps.nhs.uk 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: info@cwps.nhs.uk 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 info@cwps.nhs.uk 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 and Wirral Partnership NHS Foundation Trust, **PALS, Complaints and Claims Team**, 1829 Building, Liverpool Road, Chester, CH2 1HJ.

For more information see www.cwp.nhs.uk

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Accessing adult mental health services

Using a Stepped Approach to Recovery

Access - Recovery - Review

Accessing adult mental health services

The guiding principles of the services are based on the latest **Recovery focussed practice**, which – put simply – means supporting you to be the very best that you can and want to be. Recovery is about supporting you and your carers to live a better life. Our health professionals will work in partnership with you and, if you choose, your carers, to make your recovery a reality.

CWP operates a '**Stepped Approach to Recovery**', this means you will receive the right care and support to suit you, at whatever point you are within your recovery. The service is organised into 3 'steps': Access, Recovery, and Review.

The Access Service

The Access Service provides a **single point of access** to adult mental health services provided by CWP. Your GP will have referred you if you have suffered a decline in your mental health and well-being. A team will work with you to identify the causes and support you to get back on the road to recovery.

The service includes a range of professionals, with a variety of expertise, to offer you the very best opportunity to a speedy recovery. On receipt of referral, the team will carefully assess your health and decide where and how CWP can best support you. This could mean you:

- **move back** to your GP, with a recommendation for the primary care approach that would best support your recovery for example counselling or Cognitive Behavioural Therapy (CBT) which is a "talking treatment" to help you understand and cope with your problems.
- **remain** with the access service for further assessment or brief interventions to help you on the road to recovery.
- **move** to the recovery team or the review team.

Moving to the Recovery Team

You will be allocated to a care co-ordinator. This is a mental health professional from within the team, who will be your main contact and have a clear overview of all aspects of your care and support.

You will see your care co-ordinator as much as you need to dependent on what you both decide. This meeting will may take place in a clinical setting, or at home, whichever is seen as beneficial to your recovery. The emphasis is on increasing your independence, by placing you more in a position of control of your own recovery, with the help and guidance of our trained professionals.

You may have regular out-patient appointments with a doctor in addition to your meetings with your care co-ordinator. If you need to be seen more often than scheduled this can be arranged.

Moving to the Review Team

Appointments with a senior mental health practitioner will be arranged with you. Senior mental health practitioners have a good knowledge of what is on offer to you in your local community to aid your recovery, and they will help you to link into the services most suited to your own goals and aspirations.

If your mental health should take a dip, a senior mental health practitioner will be able to quickly discuss this with one of our experienced doctors and an appointment with the doctor can be arranged if needed.

When you move on in your recovery and your health and well-being improves further, it will be time to discharge you from CWP services back to the care of your GP and back to getting on with your life.

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