



LEAFLET 9

What services are provided?

This leaflet is one of a series that have been designed to give you a better understanding of Mental Illness.

This leaflet provides information about the different mental health services that are available and an explanation of the roles of those who provide the services. It tries to follow the users possible journey through the system but please note, not everyone would need to use all of the services.

It would probably be of help if you ask a key worker to explain how this leaflet relates to you.



First point of contact

Your local GP should be the first contact point for any mental health difficulties. They are involved in the care of more people with mental health problems than any other group of professionals.

How care is provided

There are a number of ways in which care is provided. The three main systems are:

- 1 Care Management;
- 2 Community Care;
- 3 Care under Section 117 of the Mental Health Act 1983.

1 Care Management

Your Local authority has a legal duty to ensure that anyone who seems to be experiencing mental health problems is assessed, in order that they may receive care and support. People will only get treatment if they are eligible; some may have to pay.

2 Community Care

The Community Mental Health Team (CMHT) is a team of professionals which includes:

- Community Support Workers
- Advice Workers
- Psychiatrists
- Nurses
- Psychologists
- Occupational Therapists
- Social Workers

They work together and are responsible for caring, helping and treating people in the community. There is a fuller description of their roles below.

The CMHT's primary responsibility is to people with a serious mental illness. They will appoint a Care Co-ordinator (Key Worker) to each person.

THE ROLES OF KEY PEOPLE WHO PROVIDE MENTAL HEALTH SERVICES

Role of the Care Co-ordinator/ Key Worker

The Care Co-ordinator will:

- Carry out an assessment of the person's needs;
- Work with and listen to the person and their carer(s), with the aim of developing an appropriate package of care;
- Write a Care Plan and offer a copy to the person. The Care Plan is to ensure that the person's needs are being met;
- Regularly review the situation; be the main point of contact for everyone involved.

In England this process is called the Care Programme Approach.

Approved Social Worker (ASW)

Social Workers who have been given special training and are 'Approved' to apply parts or Sections of the Mental Health Act are known as 'Approved Social Workers' (ASWs).

They have special powers to:

- Carry out an independent assessment of the client's needs, based on social and medical evidence.
- Co-ordinate the assessment process with the GP, mental health professionals and nearest relative.
- The Mental Health Act 1983 assessment process requires that the ASW considers and, where possible, makes use of alternatives to compulsory admission.

If there are circumstances under which people may need treatment but because of their illness may not realise this, a doctor and social worker (in consultation with the nearest relative) can apply for a person to be admitted to hospital on an involuntary basis. This is under a Section of the Mental Health Act see (Leaflet No 7) for details.

Psychiatrist

This is a medically trained doctor specially trained to diagnose mental and physical illness and to prescribe treatment

Psychologist

These are professionals who offer particular kinds of counselling and psychotherapy such as 'cognitive behaviour therapy' – see (Leaflet 4) for details. They also advise on how to make the best use of someone's intelligence and skills when looking for educational or work opportunities.





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