



Northumbria Healthcare
NHS Foundation Trust

Mental Health Services for Older People

Issued by Northumbria Healthcare NHS Foundation Trust

Introduction

You have been referred into Mental Health Services for Older People in North Tyneside. People are usually referred to us by their own doctor, a hospital doctor or a social worker. People can also refer themselves although we would always try to discuss this with your doctor before we became involved.

What are the Mental Health Services for Older People?

Mental Health Services for Older People is a specialist mental health team, primarily for people aged 65 years and over. The community team is made up of a consultant psychiatrist, community psychiatric nurses, social workers, occupational therapists, a psychologist and support workers.

We see people with a range of mental health needs, for example, anxiety, depression and memory problems.

What will happen once you have been referred?

You may be seen by any person from our team for an initial assessment and, depending on your individual needs, this person may become your keyworker. Assessments are often done at your home but you can also be seen in hospital or in the out-patient department. If you have difficulty getting to out-patients and would prefer to be seen at home, please let us know.

What is a keyworker?

This is the name we give to the person who will co-ordinate your care. Your keyworker will be your main point of contact and they will be responsible to speak to other people on your behalf with your permission, such as your doctor, district nurse or the local authority.

Your keyworker is:

Telephone number:.....

What happens next?

You will be given the opportunity to discuss your needs and together with you we will assess and, if necessary, offer possible treatments or a plan to help you address these needs.

You are welcome to have a carer or friend present during our visits to you.

The results of the assessment will be discussed with a team including a consultant psychiatrist, nurses, social workers and occupational therapists.

You may be offered an appointment to see two members of our team, for example, a nurse and a doctor.

After your first visit you may then be seen by another person from the team.

What if I want more information?

You can contact us before your first appointment if you would like more information. The contact name and number should be at the top of your appointment letter.

All members of staff carry identification.

What if I am not satisfied?

If, at any time, you have concerns or queries please speak to your keyworker. If you feel that your concerns have still not been addressed please contact, in the first instance:

Senior Community Psychiatric Nurse
Telephone: 0191 293 4049

Alternative Formats

If you would like a copy of this information in large print, another language, audio tape or other format please call the Contact Centre on **03 44 811 8118**

Other sources of information

NHS 111

NHS Choices

www.nhs.uk/pages/homepage.aspx

NICE (National Institute for Health and Clinical Excellence)

www.nice.org.uk

Patient Advice and Liaison Service (PALS)

Freephone: **0800 032 0202**

Text: 01670 511098

Email: northoftynepals@nhct.nhs.uk

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General Enquiries **03 44 811 8111**

www.northumbria.nhs.uk

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