

# Mental health services for adults

## Working with partners to deliver mental health services in Rhondda Cynon Taff

Mental ill health is very common and can affect people of all ages. A quarter of people will experience mental health problems or mental illness at some point in their lives, which can have an enormous effect not only on themselves but family, friends and work colleagues. Severe and enduring mental ill health is much rarer and only one person in fifty will be diagnosed with an illness of this kind.

We have developed a partnership approach, involving the NHS, Social Services and the Third Sector (voluntary, “not for profit” organisations and charities) to deliver better mental health services and promote positive attitudes towards mental health, reducing stigma and discrimination.

This factsheet will give you information about services available for people living with poor mental health in Rhondda Cynon Taff.

Contact details of all the organisations mentioned are given at the end of the factsheet.

### Primary Care

Primary mental health support services operate within or alongside existing GP practices. Services can include individual assessment for mental health, short term interventions such as counselling, stress management, information and advice not only to individuals but to other primary care workers (e.g. practice nurses) to enable them to support people with mental health problems. If you have concerns about your own mental health or someone else's, such as family members, you need to contact your GP.

In many cases, this primary care response to improve your mental health will be sufficient. However, if you're experiencing more severe or enduring mental health problems, you can be referred to a Care and Treatment Planning Team.

When Care and Treatment Planning services work with you, their aim will be to help you in your recovery, improve your quality of life and promote your independence.

## Secondary Care

**Community Mental Health Teams** provide secondary mental health services to adults, from 18 years, who have complex mental health needs requiring skilled interventions which exceed what the primary care service can offer. There are three teams based in Rhondda, Cynon and Taff Ely. The teams include a mix of workers, including psychiatrists, psychologists, social workers, community psychiatric nurses, occupational therapists and support workers.

**Older Persons Mental Health Teams** provide secondary mental health services to older adults (over the age of 65) with mental health needs, or people with dementia (of any age). The teams include a mix of health professionals, including psychiatrists, psychologists, community psychiatric nurses, occupational therapists and support workers. There are three teams based in Rhondda, Cynon and Taff Ely.

**Care and Support Teams** in Rhondda Cynon Taf work with adults who need care, support or protection, as well as carers. This includes older adults with mental health needs, as well as people with dementia. There are six locality teams, covering the whole of the Rhondda Cynon Taff area.

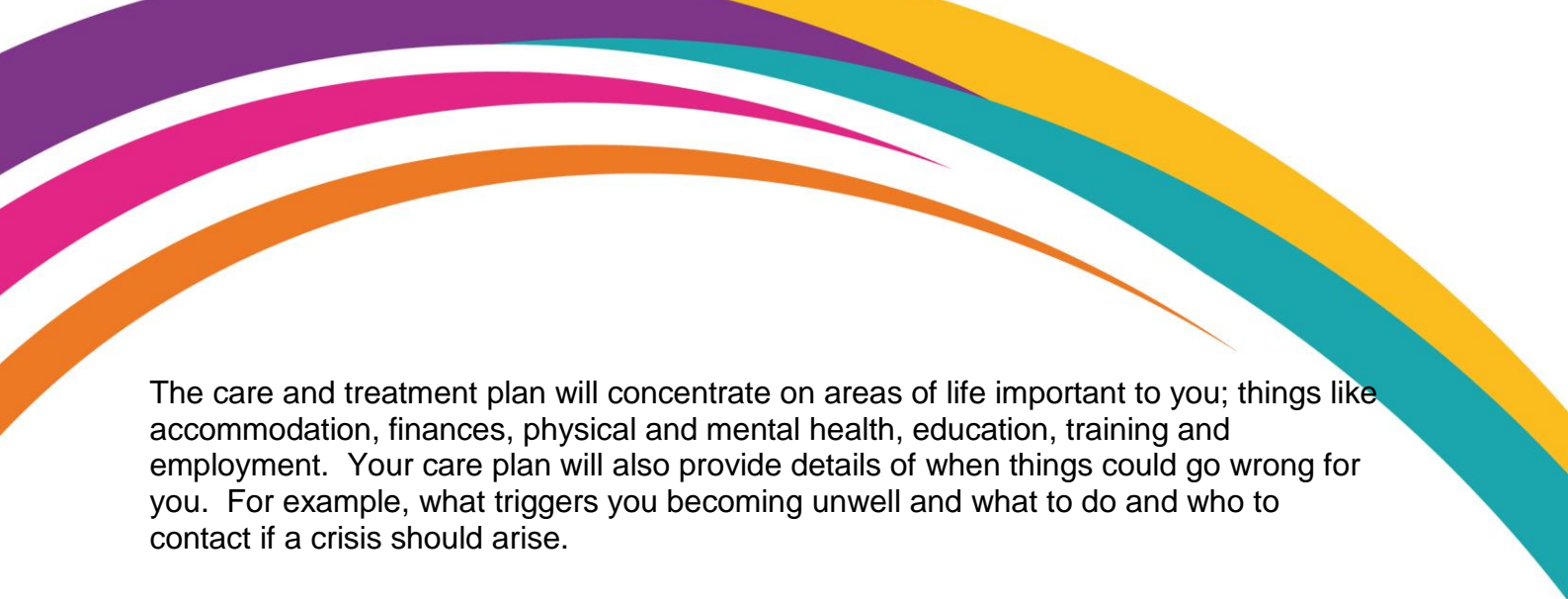
## How to get help

Referrals to the Community Mental Health Teams should be made by your GP, although you can contact the teams directly by post or fax or by telephoning the duty officer at the relevant base (see contacts at the end of this factsheet). If the duty officer is unavailable at the time of phoning, we will take a message and you will be contacted later.

All referrals will undergo a screening process based on the information received. If the referral isn't deemed appropriate for the Care and Treatment services, the person making the referral will be notified in writing within 10 days with reasons for non-acceptance. Further advice about appropriate alternatives will be provided where appropriate.

If you receive services from the Community Mental Health Team, you can expect to receive an **assessment**, carried out by a member of the team. This gives you an opportunity to talk to a professional about the difficulties you're experiencing, what you want to happen and what you'd like to achieve. If you are a carer to someone with mental health issues, you're entitled to an assessment of your needs in your own right.

Following assessment, if we decide you need our support, you will be allocated a **care co-ordinator**. Your **care co-ordinator** will draw up a **care and treatment plan** with you that will describe the outcomes and goals you wish to achieve and who will support you in this.



The care and treatment plan will concentrate on areas of life important to you; things like accommodation, finances, physical and mental health, education, training and employment. Your care plan will also provide details of when things could go wrong for you. For example, what triggers you becoming unwell and what to do and who to contact if a crisis should arise.

Your care coordinator will be responsible for co-ordinating your care, keeping in touch with you on a regular basis and reviewing your needs and goals identified in your **care and treatment plan**. This information will be important if your care co-ordinator is not available as it enables other professionals to respond appropriately in their absence.

## Reviewing your care

A **review** will be called to look at how your care and treatment plan is working and whether it is meeting your needs, desired outcomes and goals. A review must be held annually. As people's circumstances are different, more than one review may be held within a year.

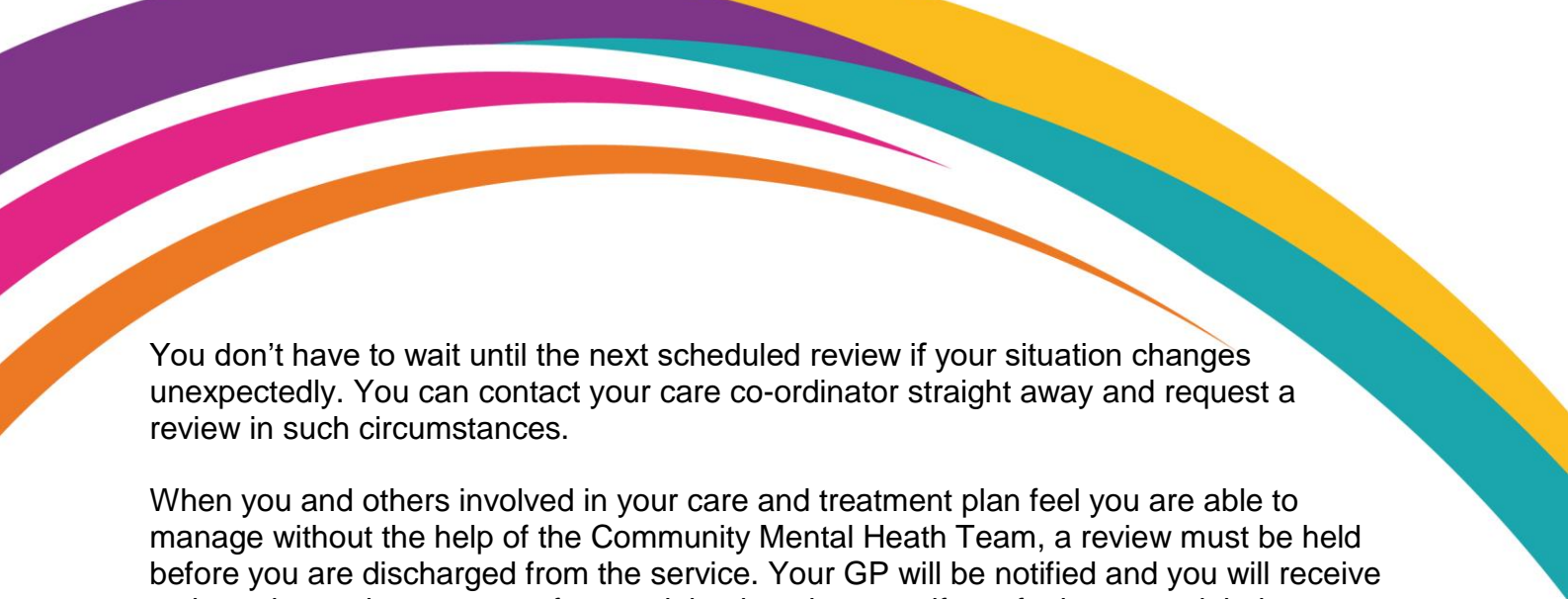
Your care coordinator will:

- Invite people who are important in helping you achieve your goals to attend the review or send a report
- Talk to you about how many people you feel comfortable with attending your review
- Ask you how well you think your care and treatment plan is supporting you.

Changes can be made to your plan where necessary.

You don't have to wait until the next scheduled review if your situation changes unexpectedly. You can contact your care co-ordinator straight away and request a review in such circumstances.

When you and others involved in your care and treatment plan feel you are able to manage without the help of the Community Mental Health Team, a review must be held before you are discharged from the service. Your GP will be notified and you will receive a clear plan on how you can fast track back to the team if you feel you need their support again in the future if this falls within 3 years from your date of discharge.



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## **Help in a crisis**

Like many other illnesses, your mental health can be unpredictable and a situation may begin to worsen suddenly, often when regular services are unavailable and the need for a timely response is of the essence. Crisis teams are available 24 hours a day covering the Cwm Taf area. These teams have registered professionals working in them such as consultant psychiatrists, and psychiatric nurses. They provide assessments to those people who are in crisis with their mental health. The team will assess whether an individual can be supported at home or needs to receive further assessment in hospital. You can refer yourself whether or not you are known to a Community Mental Health Team. Other health and social care professionals can also refer. If an individual is not known to a Community Mental Health Team we would advise them to speak with their GP first who can advise on appropriate action.

## **Treatment under the Mental Health Act**

A small minority of people with mental health problems need to spend some time in hospital. Some of these people will be voluntary patients known as informal patients. In rare cases, where there is a need to safeguard an individual's safety and wellbeing, this may result in an admission to hospital without that person's consent. Those who are required to be treated compulsorily under the Mental Health Act 1983 are known as formal patients.

Cwm Taf has hospital assessment wards for older people (over 65 years) with mental health needs and those with dementia as well as assessment wards for younger adults.

Following assessment and prior to discharge from hospital, all patients will receive a Care and Treatment Planning review and care and treatment plan so that appropriate services are in place to meet your needs on returning home.

## **The Independent Mental Health Advocate**

If you're an in-patient in any hospital or other registered establishment, being treated for a mental health disorder, you will be entitled to access the service of an Independent Mental Health Advocate (IMHA). The advocates act to ensure the patient's voice is heard. In cases where patients do not have the capacity to instruct them, they will represent their rights and past wishes of the patient.

## **If you are unhappy with the service you receive**

All agencies delivering mental health services will try hard to meet your expectations by providing the best possible care to meet your needs. We understand that you may not agree with everything that is said or done and sometimes things might go wrong. You have every right to question decisions made by the service provider and let them know if you are not happy with anything. Finding out if you are pleased or disappointed with the service will help organisations to improve the way they help you and others in the future.

For more information, ask a member of staff or ring the appropriate agency and ask for details of their complaints procedure.

## **Paying for adult social care services**

There may be a cost for the social care services provided to people over 18 years old. This will depend on your income and savings and we will tell you about these charges before we do anything.

You can get more information about paying for services from our factsheet entitled 'Charging for Non Residential Social Services'.

## **Arranging your own care**

Following an assessment you may wish to find out about Direct Payments. Instead of providing services ourselves, it may be possible for you to arrange your own services to meet your assessed needs. An independent organisation, the Dewis Centre for Independent Living, runs a support service that provides information, training and advocacy to help service users and carers to make full use of the scheme

You can be considered for Direct Payments if you are:

- 16 years old or over or
- a parent of a disabled child, to assist you with your parenting responsibilities

For more information ask for our Direct Payments fact sheet.

For further information about Direct Payments or independent advice, contact:

**The Dewis Centre for Independent Living**

Amber House, Upper Boat Business Park, Upper Boat, Pontypridd. CF37 5BP  
Tel: 01443 827930, email: [info@dewiscil.org.uk](mailto:info@dewiscil.org.uk), website: [www.dewiscil.org.uk](http://www.dewiscil.org.uk)

**Contacts**

**Adult Community Mental Health Teams (under 65 yrs of age)**

**Rhondda** - Municipal Offices (Blue Building), Pentre Tel: 01443 424350

**Cynon** - Ysbyty Cwm Cynon, Mountain Ash Tel: 01443 715100

**Taf** - Ty Draw, The Avenue, Pontypridd Tel: 01443 486856

Office hours are Monday to Thursday 8.30am – 5.00pm & Friday 8.30am – 4.30pm

**Crisis Teams**

**Cynon** – Prince Charles Hospital Merthyr Tydfil Tel: 01685 721721  
Ext 26952 / 26953

**Rhondda & Taf** - Royal Glamorgan Hospital Llantrisant Tel: 01443 446388

**Older Persons Mental Health Teams (Health staff)** and those with dementia, regardless of age

**Rhondda** - Ysbyty George Thomas Wellbeing Centre Tel: 01443 443033


**Cynon** - Ysbyty Cwm Cynon, Mt Ash Tel: 01443 715100

**Taf** - Ty Elai Tel: 01443 444495

To contact Adult social care (over 65 years of age) please call First Response on 01443 425003 Monday - Friday 8.30 - 5pm or 01443 743665 outside these hours

This information can be made available in other formats large print, Braille and other languages on request

To comment about this factsheet or any other information received from social services,



please email [socialservices@rctcbc.gov.uk](mailto:socialservices@rctcbc.gov.uk)  
or call 01443 425003.