

Advocacy

If you feel that you are struggling to get your point of view across, you may wish to think about having someone to act as an advocate. To find out more please contact:

Bristol MIND: 0117 980 0370

Local information

Your care co-ordinator is:

Other people involved in your care are:



This leaflet can be provided in other languages or formats such as large print, audio or Easy read. Contact 01249 468261

Contact us

Bristol Assessment and Recovery North
The Greenway Centre
Doncaster Road
Southmead
Bristol BS10 5PY
Main Line: 0117 354 7300
8am – 8pm

Outside these times
people experiencing a crisis can call the
24-hour crisis line on
0300 555 0334.

PALS

To make a comment, raise a concern or make a complaint, please contact the Trust's Patient Advice and Liaison Service (PALS).

Tel: 01249 468261

Freephone: 0800 073 1778

Email: awp.pals@nhs.net

Lead: Team Lead
Leaflet code: AWPDec2012-252
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**Bristol
Mental
Health** : **assessment
& recovery
service**

ABOUT OUR SERVICE

What is the assessment & recovery service?

We provide assessment, treatment and support for people who have complex mental health problems.

We will help you to understand your difficulties and support you to plan treatment that might promote your recovery.

This will include looking at ways to stay well and planning for your discharge.

When do we work?

We work closely with GPs and provide routine services from 8am to 8pm, seven days a week.

Outside these times people experiencing a crisis can call the 24-hour crisis line on 0300 555 0334.

How do we work?

Our team will work closely with you and, where possible, with relatives and friends who are supporting you.

You will have a care co-ordinator who will agree a care plan with you, so that everyone is clear about your treatment and how this will help towards your recovery.

Together, we will regularly review your care plan and what support you require.

Some people need higher levels of support at times or struggle with seeking help. We can provide more intensive help when needed.

What do we offer?

Your care co-ordinator or other members of the team can offer:

- medication
- talking therapies
- help with your family relationships
- help thinking about work or training
- help thinking about your general physical health
- help to recognise the early signs of distress and to find ways of keeping you well
- support for those involved in supporting you
- information about mental health care, medication, its side effects and therapy
- information about other services that might help your recovery.

Information for family and friends

For most families, the care co-ordinator will be the main point of contact and will provide contact details.

Where possible, they will involve family and friends in the care plan, making sure everyone knows who to contact in an emergency.

Support for carers

Family members and friends involved in supporting a person with mental health needs are described as carers.

If you are a carer, you have the right to a carer's assessment. This is an opportunity to discuss with the local council what support or services you might be entitled to receive.

The assessment will look at how caring affects your life, including physical, mental and emotional needs, and whether you are able or willing to carry on caring. Please contact Bristol City Council to find out more

We can also direct you to networks in your area which offer support to carers of people with mental health needs.