



Community Mental Health Service for Adults  
Mental Health Service  
**Department of Health and Social Care**  
*Rheynn Slaynt as Kiarail y Theay*

## **About Us**

The Community Mental Health Service for Adults (CMHSA) consists of Health and Social Care Professionals, striving to minimise the effects of mental illness and to promote good mental health.

The multi-disciplinary team includes psychiatrists, mental health nurses, social workers, psychologists, occupational therapists, art therapist, criminal justice mental health lead and support workers.

## **Client Group**

The main focus of our service is to deliver care and support to those people who are suffering from severe and enduring mental illness. We also provide a service to some patients with short-term mental health problems.

New referrals are accepted for clients aged predominantly 18 -65 years.

## **Referrals**

Initial contact with the service is managed by the Duty and Referral Team (DART) at the Community Health Centre, Westmoreland Road, Douglas. They will direct referrals to the correct service area.

## **Liaison**

We work closely with your General Practitioner and other health care professionals.

We have close working relationships with other Health and Social Care teams such as:-

Mental Health In-patient Service  
Crisis Response Home Treatment Team  
Drug and Alcohol Team

Counselling and Therapies Service  
Child and Adolescent Mental Health Service  
Occupational Therapy

We also have links with partner agencies such as Praxis and Autism Initiatives.

## **Where and when we work**

We are available 9.00 am - 5.00 pm Monday to Friday. We try to be flexible with regard to appointment times and venue depending upon individual need.

We see people in health centre locations or their own homes.

In addition to our Douglas base we have resource centres located in the north and south of the Island.

CMHSA Base, Douglas: .....	<b>686313</b>
Mount View House, Ramsey: .....	<b>811855</b>
Bradda Resource Centre, Port Erin: .....	<b>831850</b>

In the event of a crisis outside of these hours, support will be available via the Crisis Response Home Treatment Team (CRHTT). Tel **642860**

The CRHTT operates 7 days a week and is available 24 hours per day.

An out of hours telephone service is available between 8.30pm – 7.00am. This is operated by ward staff so there may be a delay in returning your call.

This is not an emergency service but they may be able to advise you about gaining additional assistance if your situation cannot wait until the CRHTT staff are available at 7.00am.

## **What we offer**

You will be allocated a lead professional who will provide an individual assessment and plan of care designed to meet your specific needs.

The treatment and support we provide will be reviewed on a regular basis. You and your carers (where appropriate) will be fully involved in the review process.

If your lead professional is not available interim support, can be accessed.

If you are unable to keep your appointment please contact the team base on **686313** to reschedule.

## **Confidentiality and record keeping**

Information about you will be held on a computerised database. The Data Protection Act 2002 ensures your confidentiality.

Carers may be copied into your correspondence with your written permission.

## Service Improvement

We aim to deliver a high quality service. We would welcome any comments or suggestions you have to help us achieve this goal. In the first instance you should talk with your lead professional. Alternatively, you may contact the Manager of the CMHSA to discuss these issues.

## Mutual Respect

The Mental Health Service does not tolerate abuse, harassment or violence towards anyone.

We treat all of our patients with dignity and respect. We request that all team members are afforded the same courtesy.

## Spiritual and Cultural Needs

Please discuss any spiritual or cultural needs with your care team.

## The CMHSA is located on:

Level 3  
Community Health Centre  
Westmoreland Road  
DOUGLAS  
IM1 4QA

Tel: **686313**

All enquiries are responded to via the dedicated CMHSA reception staff.

Disabled access is via the main entrance. Parking is also available at the front of the building in a barriered area. An exit code is available from reception.

