Community Mental Health Service for Adults

Mental Health Service

A copy of this document is available in large print or audio format upon request

Community Mental Health Service for Adults
Department of Health and Social Care
Community Health Centre, Westmoreland Road
Town, Isle of Man, IM1 4QA

Tel: (01624) 686313
Web: www.gov.im/dhsc

© Crown copyright 2015

November 2015
Version 3
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 and parking is also available at the front of the building.
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.

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. Our service includes Next Step, a work rehabilitation and social enterprise service.

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
Low Intensity Therapy Service
Child and Adolescent Mental Health Service
Counselling 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: 686313
Mount View House, Ramsey: 811855
Bradda Resource Centre, Port Erin: 831850
Next Step 616686

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 between the hours of 7.00am – 8.30pm.

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.