

North Hackney Recovery Team

North Hackney Community Mental
Health Team (CMHT)

A photograph of a sunset over the ocean. The sky is a mix of blue, orange, and yellow, with some clouds. The water is dark blue. A green wavy graphic element is at the bottom of the image.

Supporting recovery and wellbeing, identity, hope
and choice in the community

North Hackney Recovery Team
Vivienne Cohen House
The Lodge
2 Crozier Terrace
Homerton, E9 6AT

Tel: 0207 275 1000

What is North Hackney Recovery CMHT?

North Hackney Recovery CMHT provides a specialist service for adults aged 18-65 years who require a period of support maintaining their mental wellbeing & benefitting from the interventions offered by the team. We will work collaboratively with you to manage the challenges in your life, by offering support and treatment to promote your recovery. The team is made up of a number of professionals, including, administrative workers, doctors, nurses, occupational therapists, peer support workers, psychologists, social workers and support workers. Initial appointments are usually at our team base but in some instances may also be arranged within your home.

When do we work?

The recovery team operates **Monday to Friday 9am-5pm**; however we can offer appointments outside of normal office hours if required.

How can the team help me?

The team can offer a range of interventions or treatments including:

- ▶ Joint assessment and care planning
- ▶ Talking therapies
- ▶ Medication
- ▶ Support for your family or friends who may be helping you.
- ▶ Help thinking about your general physical health.
- ▶ Support to recognise possible early warning signs of distress and developing techniques to manage this and staying well.
- ▶ Support finding training, employment and meaningful activities.
- ▶ Support to be a part of your community and learning new skills.

What will happen at my first appointment?

You will be seen by an experienced mental health worker/ doctor from the team who will ask you questions about the difficulties you have experienced, or might be experiencing. During this appointment you will work together to identify the best options to help address these experiences:

- ▶ **Your values** - the things you would like us to know about you, so we can respect these values in our work with you.
- ▶ **Your treatment preferences** - how you would like us to provide any treatment or care.
- ▶ **Your strengths** - so we understand what you are good at and what support you have in your life or would like to have.
- ▶ **Your goals** - what matters to you, so that we can work together around these.

Do you need to do anything before you come?

- ▶ Please think about what would be useful for us to know about your values, treatment preferences, strengths and personal goals.
- ▶ If you want to, please write something down to show us when we meet, this will help us to know what you want from our service.
- ▶ If you're not being asked about areas important to you, please try to remind us what you want us to help you with.
- ▶ If you are allocated a care coordinator you will have meetings where we make care plans based on your recovery plans and your goals. Please tell us if we've misunderstood your goals or are not working in the best way with you.

Help for Carers

Where appropriate, relatives and carers can be a part of the initial assessment. We aim to support carers, friends and families by providing you with information for local carers support networks, where you can receive a Carer's assessment to support your needs as a Carer.

Telephone: Hackney Carers Centre: 0208 533 0951

Fax: 0208 985 0639

Emails: info@hackneycarers.org.uk

Website: www.hackneycarers.org.uk

Advocacy

If you want support in getting your point of view across you may wish to have someone with you to act as an advocate. This can be a family member or friend. MIND has an Advocacy Service and can provide a worker to support you.

Telephone: 0208 9854239

Emails: services@cityandhackneymind.org.uk

Website: www.cityandhackneymind.org.uk

Confidentiality

We will not share any information that you give us without discussing with you first and getting your consent. The only exception to this is if we consider that your life or the wellbeing of someone else could be at risk.

Feedback

If you are not happy with the service provided, speak to the team manager in the first instance. They will try to resolve any concerns. **You can contact our confidential PALS (Patient Advice & Liaison Service) on 0800 783 4839 or email: PALSandComplaints@elft.nhs.uk. To make a complaint or a suggestion, call: 0800 085 8354 alternatively you can write to:**

Consumer Relations, FREEPOST RLSH-BBHX-ZRRU, Trust Headquarters, 9 Alie Street, London E1 8DE

Crisis Network

In addition to services at the team base, there are networks of services for those who are experiencing increased distress and want to avoid a mental health crisis.

City & Hackney 24 hour Mental Health Crisis Helpline

Telephone: **0208 432 8020**

Walk-in Crisis Café

An open door, drop-in service providing light refreshments. The Café offers a safe supportive and therapeutic environment promoting independence, opportunities and recovery for people with mental health issues. The Café is at 15a Homerton Row next to the Homerton University Hospital site and is open **Monday to Thursday from 6.00pm-9.00pm, and from midday to 4.00pm on Saturdays.**

Mobile: **07938 554 298**

Email: wellbeingnetwork@cityandhackneymind.org.uk

Service User Network (SUN)

Support, workshops and strategies to help you manage during a crisis and put together a plan that best meets your needs. The Service User Network supports individuals to develop effective ways of coping, to prevent a crisis developing and reduce emergency A&E visits. For individuals who experience frequent mood changes, emotional instability, self-harm and /or who have thoughts of suicide.

Telephone: **07508 842 688**

Email:

SUN.referrals@elft.nhs.uk

Location of **North Hackney Recovery CMHT:**

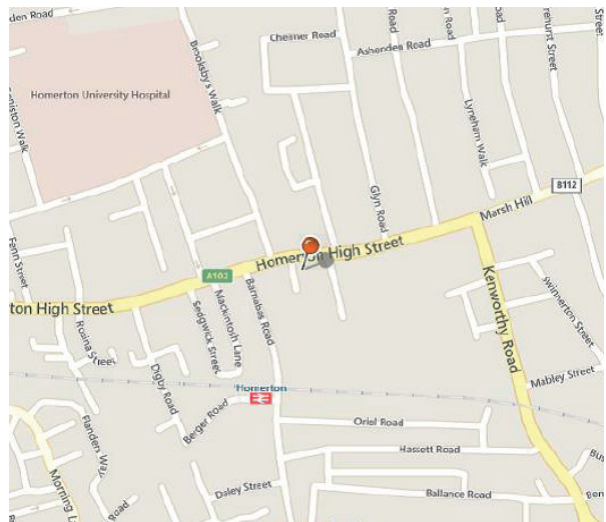
**Vivienne Cohen House,
The Lodge,
2 Crozier Terrace,
Homerton, E9 6AT**

Tel: **0207 275 1000**

Fax: **0207 275 1001**

Bus Stop: **Glyn Road**

Buses: **236, 276, 308,
488, W15**



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