Community Mental Health Teams for elderly people

Written in consultation with patients and carers
All our publications are available in other formats
Introduction

The Community Mental Health Team offers a comprehensive local mental health service for people living in Ayrshire and Arran aged 65 years and over, and those of any age who have memory difficulties.

Our service is available from 9am - 5pm service Monday to Friday, excluding public holidays. We accept referrals from all sources, but your family doctor (GP) will always be informed before our visit.

This booklet gives you an overview of the team members you may meet, and what service they can provide. They may not all be involved in your individual plan of care.

Visit our website: www.nhsayrshireandarran.com
We aim to provide:

• A team approach to assessment, treatment and management of mental health problems and risks.

• Individual and group structured programmes for people who experience problems such as depression, bereavement, anxiety, memory difficulties, phobias, psychosis, stress, mood disorders, drug and alcohol dependency and associated problems.

We work with other agencies such as social work to meet the needs of the individual and their carer.

How you can help your team member

• Please telephone if you are unable to keep an appointment.

• Please tell us of any changes in your circumstances, for example change of address or admission to hospital.

• Please ask the visiting team member for identification.

• We will ask your permission before we bring a student with us on visits.
Community Psychiatric Nurse (CPN)

The CPN aims to provide you with care which is in keeping with your personal mental health needs. Following assessment, the nurse will discuss your health problems with you and will draw up a plan of care for you both to agree on. This will be reviewed at agreed times and if appropriate, with your permission, involve your family. The CPN can provide treatments for specific mental health problems, which can include:

- Promotion and ways to maintain your mental health
- Specialised individual or group therapies, such as memory management, life skills and coping skills
- Providing advice, information, counselling, support and education to patients and carers
- Administering depot injection and monitoring medication
- Someone to advocate (speak) on your behalf.

Community Psychiatric Nursing Assistant

The nursing assistant works under the supervision of the CPN. They can help you maintain daily living skills, such as cooking, hygiene and social interaction. Nursing assistants provide support to patients and their carers, within individual and group settings.

They report any changes to other team members, as appropriate, ensuring they are kept up-to-date with your progress.
Team secretary

The secretary’s role is to provide a support service to the team. Duties include being the first point of contact on the telephone, processing referrals of patients to the team, typing letters, arranging / cancelling appointments, filing patients’ records and other administrative tasks.

Dietitian

State registered dietitians working within the team aim to provide you and your carer with the information on how to achieve the ideal nutritional intake by:

- Assessing nutritional intake
- Identifying older people at nutritional risk
- Providing dietary advice and guidance to help patients, relatives and carers.

Our commitment is to improve nutrition in older people with mental health problems, and to raise awareness of nutritional issues, both with you and other professionals involved in your care.
Physiotherapist

Physiotherapists aim to promote the independence of people with physical difficulties associated with physical or mental illness. They carry out assessments of mobility (movement) and physical difficulties as well as the home environment, in order to give advice and provide walking aids and other appropriate equipment. Exercise programmes are used to improve balance, co-ordination and mobility. Physiotherapists also provide education to staff and carers on moving and handling, home exercise, footwear and seating.

Speech and language therapist

Speech and language therapists assess and give advice on communication and swallowing difficulties.

Communication - Formal assessment and discussion with family and carers will be carried out.

Advice may include:

• Therapy tasks

• Ways in which to communicate best with the individual

• The use of other methods to assist more effective communication, for example the use of pictures and symbols.

Swallowing - Advice may include the following:

• Safest methods of eating and drinking

• Possible changes to the consistency of foods or drinks.
**Occupational therapist**

Occupational therapists are trained to assess the patient’s mental and physical wellbeing. They take an overview of the day-to-day activities and look at ways to promote safety and independence. Following assessment, they may be able to help you with:

- Personal care skills
- Home management skills
- Community / living skills
- Social / leisure skills
- Coping skills.

**Pharmacist**

The pharmacist is available to offer advice to patients and their carers and to other professionals. Services we can provide include:

- Home visits
- Information and review of medication, side effects and their management
- Advice on dosage and drug interactions
- Management of problems with taking medication for example eyesight, memory, physical disability
- Managing problems with obtaining supplies of medication
- Advice for patients with complex needs
- Group talks, training or patient education.
Social worker

The social work department aims to help you have a say in what is happening in your life. We may be able to assist you with matters such as:

- Arranging home care support
- Arranging day care or respite care
- Assistance with welfare benefits or housing issues
- Offering carers support and information
- Offering information regarding alternative care
- Monitoring the delivery of care to make sure your needs are met.

Psychologist

You may be referred to a psychologist for an assessment which helps identify problems you may have with memory or problem solving. This may involve questions and puzzles.

You may also be referred if you are experiencing anxiety or depression for one of the ‘talking therapies’. This is in order to help re-establish a balance in your thinking, helping you to understand and manage your depression more effectively.

These types of therapies can be combined with other treatments, such as anti-depressants and other interventions, by team members, for example group work.
Consultant psychiatrist
The consultant of old age psychiatry is a medically trained specialist and will see patients, at the request of their family doctor (GP) or other hospital consultants. This can be done at home, at outpatient clinics or at a day hospital. The consultant can provide:

- A diagnosis if the patient has a mental health problem
- Further assessment and treatment for mental health problems and monitor treatment outcomes with the help of other team members
- Assessment of risks related to mental health problems
- Advice on legal aspects related to mental health problems
- A specialist memory clinic with assessment, diagnosis and provision of appropriate treatment.

Memory clinic
The Memory clinic aims to:

- Provide an assessment, diagnostic and treatment service to those people with significant memory problems
- Offer flexibility to the individual’s own care packages and to provide guidance and support to the family / carer
- Provide further assessment and treatment of other psychiatric disorders.
Mental Welfare Commission
The Commission is required under the Mental Health Act to enquire into any case where it appears to the Commission that there may be ill treatment, deficiency in care or treatment, or improper detention of any such person suffering from mental health problems, or where the property of any such person may be exposed to loss or damage. It is also required to regularly visit patients who are likely to be kept in hospital, or who are subject to guardianship or community care orders.

Mental Welfare Commission for Scotland
K Floor, Argyle House, 3 Lady Lawson Street
Edinburgh, EH3 9SH
Service user and carer advice line: 0800 389 6809
Telephone 0131 222 6111  Fax 0131 222 6112/3
Email enquiries@mwcsscot.org.uk
Website www.mwcscot.gov.uk
Protecting patient information

Everyone working within the NHS has a professional and legal duty to keep information about patients confidential and only share this information in line with the Caldicott Principles, recommended by the Caldicott Committee.

The Caldicott Committee was set up to review all patient identifiable information passing from NHS organisations to other NHS and non-NHS bodies for purposes other than direct patient care, medical research or where there is a statutory requirement for information. The Caldicott Principles are:

- Justify the purpose.
- Do not use patient identifiable information unless it is absolutely necessary.
- Use the minimum necessary patient identifiable information.
- Access to patient identifiable information should be on a strict need-to-know basis.
- Everyone should be aware of their responsibilities.
- Understand and comply with the law.

If you would like to know more about how we protect patient information, please contact our Caldicott Guardian:

Dr Robert Masterton, Executive Medical Director, Ayr Hospital, Dalmellington Road, Ayr, KA6 6AB
Telephone 01292 610 555 or 01292 610 510
Email robert.masterton@aaaht.scot.nhs.uk
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