

## How to contact us

Support and Recovery teams work Monday to Friday from 9am to 5pm excluding bank holidays

## Support and Recovery teams

### ARMAGH

Ashleigh House, St. Luke's Site  
Tel: 028 3756 5009

### DUNGANNON

Coronation Building  
South Tyrone Hospital  
Tel: 028 3756 5746

### CRAIGAVON/PORTADOWN/ LURGAN/BANBRIDGE

Trasna House,  
Connolly Place, Lurgan  
Tel: 028 3834 7537

### NEWRY/MOURNE

Daisy Hill Hospital  
Mental Health Department  
Tel: 028 3083 5026



## What if I have a comment, suggestion, compliment or complaint about the service?

- > **Talk** to the people directly involved in your care
- > **Ask** a member of staff for a feedback form, or complete a form on the Trust website; [www.southerntrust.hscni.net](http://www.southerntrust.hscni.net) (click on the 'Contact Us' tab)
- > **Get Involved** - you can help doctors, nurses, social workers and other health care staff in the planning, development and evaluation of Southern Trust services. Speak to the person who is responsible for your care or register online; [www.southerntrust.hscni.net/about/1593.htm](http://www.southerntrust.hscni.net/about/1593.htm)

Personal and Public  
Involvement (PPI)



Involving you,  
improving care

[www.thementalhealthforum.co.uk](http://www.thementalhealthforum.co.uk)



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Southern Health  
and Social Care Trust

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# MENTAL HEALTH SUPPORT AND RECOVERY TEAM



INFORMATION LEAFLET

## Introduction

This leaflet aims to provide you, your family and friends with answers to the common questions that people ask when they have been referred to mental health services.

You can obtain additional information leaflets about the services we offer from a member of staff. These may include information about diagnosis, treatment options, psychological therapies and medication

## I have been referred to Support and Recovery. What does this mean?

The purpose of Support and Recovery is to support people living in the community. The service is for adults aged 18 and over, with severe and enduring mental health difficulties.

Your referral will be discussed with the Consultant Psychiatrist and the multidisciplinary team which includes a number of professional staff such as Community Psychiatric Nurse (CPN), Social Worker (SW), Psychology staff, and Occupational Therapist (OT). Depending on your needs you will be allocated a key-worker who will work Collaboratively with you using a recovery approach to help you identify your personal goals.

## What happens after I have been referred?

You may be assessed by a Consultant Psychiatrist. Depending on your current needs, the Consultant Psychiatrist may go through treatment and/or medication options with you. You will have the choice to decide which treatment you would like to engage in, if any, and the consultant may signpost you. This could include, keyworker, support worker, peer support worker, clinical psychologist, psychological therapies and group therapy work.

## What can I expect from the team/ service?

You can expect a multi-disciplinary approach with you at the centre of all decisions made in relation to your care. Support & Recovery service provides you with the support and resources to promote recovery and wellbeing when you are experiencing mental health difficulties.

## Recovery Approach

We have adopted the Recovery Approach in our work. Staff will work with you to develop a care plan which helps you towards your recovery. Recovery is a personal, unique process and we will help you to meet the goals you have set for yourself.

## Useful helpline numbers

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### DUTY SYSTEM

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For those experiencing a crisis and are known or on a waiting list to Support & Recovery Team - please access the Duty System at your local team.

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### EMERGENCY SERVICES

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Police, Ambulance service,  
Fire brigade, Coast guard;  
999, or 112, or 101 or non-emergency

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### LIFELINE

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24 hour support for those in  
distress or despair

Tel: 0808 808 8000

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### SAMARITANS

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Listening ear to those in distress

Tel: 116 123

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### SOUTHERN AREA OUT OF HOURS GP

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After 6pm daily and all day Saturday,  
Sunday and bank holidays

Tel: 028 3839 9201



**Promoting Hope,  
Opportunity and  
Personal Control**