



Hertfordshire
Partnership University
NHS Foundation Trust

Welcome to the Integrated Care Team



Our  values
Welcoming Kind Positive Respectful Professional

Who are we?

Our Integrated Care Mental Health team (ICT) are a team of professionals who specialise in working with people who have long term physical health conditions, including frailty, which may be impacting on their mental health. The team will see you in your own home.

Our team aims to support you to continue to live independently in your own home.

Why am I seeing the Integrated Care Mental Health Team?

Everybody has mental health, in the same way that everybody has physical health. Physical and mental health are linked and therefore it is important to consider both in your care and to know that there is help available if your health is not as good as it was.

You have been referred to our service because you, or somebody close to you (for example a relative or a healthcare professional) has noticed that you might not be usual self, for example you might be low in mood, have negative thoughts about life, or hearing or seeing things that other people aren't.

The person making the referral to Integrated Care Team may be your General Practitioner or another healthcare professional, who may have already looked into your physical and mental health, and may have also tried some treatments. It is important to know that you can refer yourself to our service. Your relative can also refer you with your permission. If the referral is not made by your General Practitioner, we may ask your General Practitioner for information about you to assist us with our assessment and care.

Your first appointment

Your first appointment will normally be at your home, we would encourage you to be supported at the appointment by a relative or a person who knows you well.

We would also like you to have with you:

- A list of prescribed and non-prescribed medications
- Your spectacles
- Your hearing aids
- Your My Plan, Red Folder or Purple Folder if you have one of these.

We will discuss many things with you, for example your current situation and concerns, your past and how you have lived your life, your physical health and your social circumstances; this is to find out what is important to you. All the information you share will be treated confidentially and respectfully and will assist in helping you plan for a positive outcome.

What happens next?

This will depend on the outcome of your appointment. It may not always be possible for person seeing you to confirm the recommendation at the appointment, as they may need to discuss the information that you gave them at their multidisciplinary team meeting, they would explain this to you.

The outcome might be:

- Advice on self-management
- Follow up treatment such monitoring medication or talking therapy. We aim to complete any treatments within 6 to 12 weeks.
- Referral to another service
- Discharge

If the outcome of your appointment is for a referral to another service, we will explain about this, and may give you further leaflets about that part of the service.

Frequently asked questions.

Who is in the Integrated Care Team?

The mental health team is made up of mental health Nurses, mental health Occupational Therapists and a Psychology team. We work alongside Social Workers, Physiotherapists, physical health Occupational Therapists, District Nurses, Matrons, and General Practitioners, all of who may be involved in your care.

Will I need to keep repeating my story?

We all use the same electronic patient record. You should not need to repeat yourself, but different professionals may discuss your story with you and build upon it.

I need a social care assessment?

We would pass your social care referral on to Adult Care Services (which is part of Hertfordshire County Council) however we can work alongside them

What if I say no to the assessment?

We will respect your wishes to decline to see us. In exceptional circumstances, for example if your health is placing you or someone else at risk, we may use powers given to us under the Mental Health Act to see you.

Non-emergency support

**For all queries or mental health support, we have one number –
0800 6444 101**

The Integrated Care Tram contact number is 01707 364003

Urgent support

**For all queries or mental health support, we have one number
– 0800 6444 101**

Or call NHS 111 option 2

**In an emergency, please call 999 or make use of your local A & E
service.**

Useful contacts and support organisations

- **Mental Health Help Line**
Tel: 0800 6444 101
- **Herts Help** – Local advice information and support to make life easier, including advocacy support.
Tel: 0300 123 4044
Email: info@hertshelp.net
- **Carers in Herts** – Support and information for family and friends who look after someone.
Tel: 01992 586969
Website: www.carersinherts.org.uk
- **Age UK** – Charity dedicated to helping everyone make the most of later life. Tel: 0800 169 2081
Website: www.ageuk.org.uk
- **Alzheimer's Society** – Charity for support of people with memory concerns and their carers.
National Dementia Helpline: 0300 222 1122
Local office number: 01707 378365
Website: www.alzheimers.org.uk
- **Adult Care Services - part of Hertfordshire County Council** – Local authority assessment of care needs ie; home carers, day care, equipment, carers assesments, etc
Tel: 0300 123 4042 / 4043
- **MIND** – Charity providing advice, information and support to empower anyone experiencing a mental health problem.
Tel: 0300 123 3393
Website: www.mind.org.uk
- **SANE** – Charity working to improve the quality of life for anyone affected by mental illness.
Tel: 0300 304 7000 (*SANEline 4.30pm – 10.30pm daily*)
Website: www.sane.org.uk
- **Change Grow Live (CGL)** – Hertfordshire's Drug and Alcohol Recovery Service for adults (their friends, families and carers) who would like support for their drug or alcohol misuse.
Tel: 0800 652 3169
Website: www.changegrowlive.org
- **The Samaritans** – Charity providing confidential emotional support for people experiencing feelings of distress or despair.
116 123 (*Freephone, 24 hours, 365 days a year*)
- **Hertfordshire Stop Smoking Services** – Service that offers professional specialist advice and support to smokers.
Tel: 0800 389 3998
or 01442 453071
Text: SMOKEFREE to 80818
E-mail: stopsmokingservice@hertsc.gov.uk

Cover Artwork: *Water Mill* by Anthony Cleynert

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