



# Community Mental Health Services for Older People (MHSOP) Information Leaflet



## Who are we?

We are the Community Mental Health Services for Older People (MHSOP), teams of professionals who specialise in working with older people that have a mental health condition or a cognitive disorder (i.e. dementia). We may see you in your own home, in one of our clinics or in one of our hospitals.

After your first appointment you will be allocated a care coordinator, this could be the professional who completed your initial assessment, or it may be someone different.

The professionals in the team are Nurses, Doctors, Occupational Therapists, and Psychologists. You may also be supported by a Support Worker as well.

## How the team works

The team works together to provide your care and treatment. This might mean that some professionals see you as a one off, or when required. Your care coordinator, however, will be your consistent point of contact.

Your care and treatment may be discussed at the team meeting (this is called a Multidisciplinary Team Meeting, or MDT/MDM for short), this is a meeting where all of the professionals on the team meet to discuss people's care and treatment. As each professional brings different expertise, this meeting may make suggestions regarding your care, or agree for another professional to see you. It is important to remember, your treatment, care and the people involved will be discussed and agreed with you as part of your care plan.

Many of your appointments will be in your own home, but we may ask you to come to one of our clinics or hospitals for some things. We may also offer you a consultation via video-link or over the telephone. If you would prefer not to see us at your home address, we would be happy to arrange an appointment in one of our clinics.

If we start you on medication, we will explain what it is, and what we hope it will do. We will also explain about possible side effects. If you feel that you may be having side effects, it is important that you tell your care coordinator or Doctor as soon as possible. Once the medication is stabilised, we may ask your GP to prescribe it on an ongoing basis.

If you require therapy, or a period of enhanced support from our crisis function, then we will give a leaflet that explains about that.

## **Physical Health**

We will liaise with your GP about your care with us. It is important that you let them, any other health or social care professional, and the crisis team know about any changes to your medications or care.

## **Social Care**

As a team we assess and commission care for people who have a mental health condition. Social care for people with dementia would be assessed and managed by Hertfordshire County Council's Adult Care Services. Your care coordinator can explain further.

## **Psychology or Occupational Therapy**

If you require psychological services or Occupational Therapy, your care coordinator will discuss with you, and you will be given another leaflet to explain what they do.

# 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](mailto: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](http://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](http://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](http://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](http://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](http://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](http://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@hertscc.gcsx.gov.uk](mailto:stopsmokingservice@hertscc.gcsx.gov.uk)

# Non-emergency support

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

Your local MHSOP community team's number will be on your appointment letter, our numbers are:

- East Herts (East Herts, Welwyn, Hatfield and Broxbourne)  
01707 364003
- North Herts (North Herts and Stevenage)  
01438 792190
- North West (Dacorum and St Albans)  
01442 275628
- South West (Hertsmere, Watford and Three Rivers)  
01923 837148

For social care related support please call Adult Care Services on 0300 1234 042.

# Emergency support

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

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

**Cover Artwork: *French flowers* by Denise Bowser**

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