



# Welcome Mental Health Services for Older People (MHSOP)



## Who are we?

We are the Mental Health Services for Older People (MHSOP), teams of professionals who specialise in working with older people that have mental health conditions 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 inpatient units.

Our community team's aim is to support you to continue to live independently in your own home. Where this is not possible, we may offer you an admission to one of our inpatient units.

## Why have I been referred to this service?

Everybody has mental health, in the same way that everybody has physical health. It is important to know that there is help available if your health is not as good as it was. You are not alone, for example, 22% of men and 28% of women who are aged 65 and over suffer from depression, and around 15% of people who are aged over 60 have a mental health condition.

You have been referred to our service because you, or somebody close to you (for example a relative or doctor) has noticed that you might not be your 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.

## Who can make a referral?

The person making the referral to us will usually be your GP, 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 also refer yourself to our service and your relative can refer you with your permission. If the referral is not made by your GP, we may ask your GP for information about you to assist us with our assessment and care.

## What happens next?

Before your first appointment with us, you may be called by a clinician from the Single Point of Access. This is part of a triage process that supports you with information and contact numbers and answers any questions that you may have. They may also ask you, or someone close to you, for more information about the reason for your referral.

## Your first appointment

This will normally be at your home, but it could also be in one of our clinics. 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 any prescribed and non-prescribed medications
- Your spectacles
- Any hearing aids
- Your My Plan, Red Folder or Purple Folder if you have one of these. These are documents that you hold that contain information about your life, care, and treatment.
- Details of any Lasting Power of Attorney, Advanced Decisions or Advanced Care Plans (we may ask for copies)

Our clinician 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 will happen after the first appointment?

This will depend on the outcome of your appointment. It may not always be possible for the clinician to confirm the recommendation at the appointment, as they may need to discuss the information that you gave them at their team meeting. This meeting is called a multidisciplinary team meeting, or MDT/ MDM for short. This is a meeting where all professionals in the team meet to discuss the care of people. It is important as each professional brings different expertise from within their discipline to the discussion, in order to make suggestions about how we might help. The outcome might be:

- Advice on self-management
- Follow up and treatment within the service (for example medication or therapy)
- Referral to another service
- Discharge

If the outcome of your appointment is follow up, we will explain about this, and may give you further leaflets about that specific part of the service.

# Frequently asked questions

## Who is in the Community Team?

The community team is made up of Doctors, Psychologists, Nurses, Occupational Therapist, Social Workers, Support Workers and Secretarial staff.

## Tell me more about the Multidisciplinary Team

The multidisciplinary team (or MDT for short) is the collective term for all of the professionals that work in the team (listed in question 2 above). They work together as a team to provide care and treatment to people. They meet once every week to discuss care, share care plans and to share information – this meeting is sometimes referred to as an MDM, or MDT Meeting.

## Are there different parts of MHSOP, and will I need to repeat my story?

Each MHSOP Community Team has a number of parts, for example a crisis function, psychology, outpatient clinics and a care home function – each work together to provide your care. Our inpatient units also work as part of the MHSOP team, and 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.

## Will I see the same person each time?

Where possible you will see the same person, however this may not be possible all of the time. For example, you may need to see a different profession, or if you are being seen by Crisis Function they may work different hours.

## Will I need a social care assessment?

We have a Social Worker and Senior Support Workers as part of our community teams to complete social care assessments with people who have a mental health condition. If you have a dementia, we would pass your social care referral on to Adult Care Services (which is part of Hertfordshire County Council).

## **Who will my information be shared with?**

We are required to send your anonymised data to NHS digital, they are responsible for analysing data nationally to make sure health and social care services are consistently providing the best care possible for you.

We also share your anonymised data with research organisations. You can request for your data to not be shared for research purposes in line with the national data opt out. More information on the National Data Opt out is available on their website: [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters)

If you are concerned about how the Trust uses your data, please contact our Data Protection Officer Via [hpft.dpo@nhs.net](mailto:hpft.dpo@nhs.net)

More information about your rights is available via the Information Commissioner at [www.ico.org.uk](http://www.ico.org.uk)

## **What if I say no to the assessment?**

We will respect your wishes to decline to see us. However, in some situations, for example if your health is placing you or someone else at risk, we may insist using the powers given to us under the Mental Health Act to see you.

# 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: *Woods In Spring* by Denise Bowser**

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