



Hertfordshire
Partnership University
NHS Foundation Trust

Psychological Service

Part of

Mental Health Services for Older People



Psychological Assessment, Treatment,
Consultation, Training and Research.



Our  values
Welcoming Kind Positive Respectful Professional

What is the Psychological Service?

We provide psychological services for older people in the community and their carers.

Our team is made up of Psychologists and Psychology Assistants who provide assessment and treatment of psychological problems relating to ageing.

They work with the whole team and other organisations.

Sometimes this may include a longer assessment with you, to develop a plan, together with you about the best ways to support your needs.

This may be for:

- Severe depression, anxiety and psychosis, sometimes related to earlier traumatic events or experiences.
- Psychological complexities of late life which may be related to lifelong problems with relationships or with managing emotions.
- Managing complex cognitive and physical health problems.
- Complicated trauma and bereavement.

How do we provide this support?

- Individual sessions at home.
- Individual sessions in an outpatient clinic or community setting.

All sessions can be offered via video consultation or face to face

Frequently asked questions

How do I get referred to a Psychologist?

Your care-coordinator or psychiatrist will discuss with you the possibility of seeing a psychologist. If the team providing your care think that this might help you, you may get a leaflet like this to help you make a decision. Whether you see a psychologist or not is completely up to you. Your care will not be affected if you choose not to.

How will I get to see a Psychologist?

After a referral has been made by the team, you will get a phone call and a letter to make arrangements to see a Psychologist. Your care co-ordinator and the team may continue to look after you while you see a Psychologist. When making an appointment with you, the Psychologist will offer you a choice of options for contact with them. They can make an appointment for you at a Trust clinic, at your home or see you by using a video-link. Any problems with hearing, seeing or other sensory or other issues (e.g. need for toilet breaks) will be explored with you and accommodated as far as is possible..

What will happen when I see the Psychologist?

When you meet up with the Psychologist, they will talk with you, ask questions, listen carefully and clarify with you what psychological worries and concerns you have. Together you will work out how best they may be able to best help you. They might also ask you to fill in some questionnaires or other papers but you don't have to do this, or answer particular questions if you don't want to. You may decide together that it would be helpful for the Psychologist to talk to a carer, relative or other important person in your life, to understand your concerns better. It is your choice whether you want them to or not. It may take more than one meeting with the Psychologist but, early on, they will agree

with you a plan of action to go forward with. This could include no further contact, a “wait and see” approach or you agreeing to meet for psychological therapy. Any treatment of your problems will be carefully considered in accordance with your preferences and will be regularly reviewed by you both.

What will happen to any conversation and other information that I talk about in my time with the Psychologist?

What you talk about with your Psychologist remains confidential to the team. The Psychologist will only break confidentiality if you tell them that you want to hurt yourself or someone else. The Psychologist will make notes on the electronic case note system used by the Trust (it’s called PARIS). Other people in the team looking after you will have restricted access to those notes. The Psychologist will write reports and letters to relevant people (e.g. your GP) but you will see these as well and the Psychologist will discuss them with you. The Psychologist will seek your permission before talking to people outside the team (e.g. a relative) and you can say no to any such request.

What happens if I have an emergency?

We are a 9am-5pm, Monday to Friday service. Your Psychologist will discuss arrangements for contact outside of your booked sessions with them. Any out of hours contact or when your Psychologist is unavailable will be provided by the team who is looking after you or by their emergency arrangements.

What if I want to make a compliment or comment about the service or want to raise a concern?

You can do this with your Psychologist if you want to. If you don’t, then you can ask to speak to that person’s supervisor. You can also use a “Have your Say” card which can be found in any of the Trust’s offices or you can talk to the Trust’s Patient Advice and Liaison service (PALS) at any time.

What treatment do you offer?

- Formal Psychological Therapy for
 - traumatic experiences such as childhood or domestic abuse.
 - severe and persistent depression and anxiety.
 - emotional stability difficulties and psychosis.
- Memory and Health interventions
- Neuropsychological rehabilitation for complex cognitive conditions
- Psychological interventions for older people experiencing physical and emotional difficulties in the context of poor physical health
- Psychological support for carers of people with complexities of ageing

Contact details for each Area

- 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

Referral Details:

Referrals will be discussed within the Multidisciplinary Team meeting.

Cover Artwork: *In the Woods* by Denise Bowser

This piece is part of Hertfordshire Partnership University NHS Foundation Trust (HPFT) Art Collection www.hpft.nhs.uk/art-project

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www.hpft.nhs.uk

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