

Social Care & Housing Department

Adult Mental Health Teams



One in four people will experience a mental health problem at some time in their lives

What you need to know about our services

If you require this information
in large print, Braille or on
audiotape, please telephone
01267 228925

Information about services provided by Carmarthenshire
County Council can be found on the council's website:
www.carmarthenshire.gov.uk

SCH11/03/06/b

How can we help you?

Mental health problems are common and disabling. One in four people will experience a mental health problem at some time in their lives, and one in six people will suffer from a **significant** mental health problem. Whilst many people make a full recovery, others may need support and encouragement for long periods of time. Whatever your circumstances, we are here to help.

Our staff, together with other agencies can help you work through your problems, find ways to cope and make changes in your life.

So, if you think we may be of assistance please read the rest of this leaflet.

Who do I contact if I need help?

Our staff are based in local Community Mental Health Teams. These teams include doctors, nurses, social workers and others. Most people are referred to us by someone else such as their own doctor or another professional, but if you prefer, you can contact us yourself for advice. The addresses and telephone numbers are at the back of this leaflet.

If after getting in touch with us you are eligible for our services, we will then arrange to carry out an assessment of your needs.

How will I know if I am eligible for your services?

We will decide this by assessing your needs in the first instance. We only deal with adults of working age who are experiencing a mental illness, who have community care needs and who are eligible for the Care Programme Approach (a framework for mental health teams to assess your needs and work with you to manage your care needs). You must also be a resident of Carmarthenshire.

What is an assessment?

An assessment is basically a way of helping identify your needs. Wherever possible, it will involve you in working out what services can best meet your needs.

Sometimes we have to carry out assessments of people whose health or safety may be at risk. Specially trained Approved Social Workers carry out these particular assessments.

What services do you offer?

Some services we provide ourselves and some are provided by other agencies on our behalf. We can offer you social work support that will include meeting with a social worker who can assess your needs and help you to resolve or manage your problems. We can also put you in touch with some of the local day services that are available or arrange for care in your own home or away from home if you need it. Some of our staff also provide support with regard to your accommodation and

finances. Whatever is offered will depend on your needs, which will have been identified through the assessment.

Who will be involved in the assessment?

This will depend on the circumstances, but the main people involved will be yourself and, with your permission, anyone who helps care for you including other agencies. In some circumstances, a relative or friend who provides support and care may be entitled to an assessment of their own needs.

Much of the help we offer is arranged together with organisations such as the Health Service, Voluntary Groups and other Council Departments. This helps us to explore all possible avenues of care.

What happens to the information I give to you?

This will be used to help find ways to deal with your difficulties. We will keep records of our contact with you and will tell you if we need to share information with anyone else. If we do, it will be only with those who need to know.

What happens after I've been assessed?

If together we agree you need services, we will look at ways to arrange this and put together a plan of action. This is called a **Care Plan**. Depending on your needs, this may include talking to a member of the team about your difficulties, or getting help with other areas of your life such as how you spend your day, where you live and your income.

Will I have to pay?

Some of our services are subject to a financial charge. We will let you know at the time of your assessment if you will have to pay. If you do have to pay, we will make arrangements for you to be told how much.

Confidentiality

Much of the information you give us, or which others give on your behalf, is personal. We respect this, and we make sure confidential information is held securely, remains private and is only used to help us provide you with the services you need. We will only use your information for reasons you have agreed to and only the staff who are involved in the provision of your services are allowed access to your file.

On occasions we may be asked to share information with other professionals however, this would normally only be disclosed with your knowledge and permission in accordance with the Data Protection Act 1998.

There are some occasions when we are legally required to disclose information without your consent, for example:

- To the police or court in serious legal or criminal matters, or
- To avoid serious harm to yourself or other people.

Complaints, Comments and Compliments

We welcome your ideas and comments. If after receiving our services you are pleased with them or have views on how they can be improved, please let us know.

On the other hand, if you are not happy, you can make a complaint. Our staff will supply you with a leaflet (“**Are you happy with your services?**”) that explains how you can do this.

Where and when can I contact you?

Our staff are based at the addresses below. Following referral we will contact you within 7 days to arrange an appointment.

For Carmarthen, Whitland and Teifi areas please contact:

**Carmarthen Area Mental Health Team
Wellfield Road Resource Centre
Carmarthen
Tel 01267 236017
Wheelchair access and accessible toilet.**

For Towy Valley area please contact:

**Towy Valley Community Mental Health Team
Yr Hen Laethdy
Station Road
Llangadog
SA19 9LY
Tel: 01550 777771
Wheelchair access and accessible toilet.**

For Ammanford and the Amman Valley areas please contact:

**Ammanford Area Mental Health Team
Swn-y-Gwynt Resource Centre
Tir-y-Dail Lane
Ammanford
Tel: 01269 595473
Wheelchair access and accessible toilet.**

For Llanelli area please contact:

**Llanelli Area Mental Health Team
Brynmair Clinic
Goring Road
Llanelli
Tel: 01554 772768
Wheelchair access and accessible toilet.**

Office opening hours are 8.45am to 5pm on Monday to Thursday, and 8.45am until 4.30pm on Fridays.

For any emergencies outside office hours the number to ring is: **01267 222288.**