

If You Are Not Satisfied

Most of our patients are happy with the service we provide. However, we would like to hear from you if you are unhappy. It would be helpful if you could raise any issues with our staff. If you are still unhappy and wish to make a formal written complaint, you can contact:

Patient Affairs Manager (Primary Care)

NHS Lanarkshire Headquarters, Kirklands,
Fallside Road, Bothwell G71 8BB

Phone: 01698 752 800 (Press Option 2)

Email: PatientAffairs.Primarycare@lanarkshire.scot.nhs.uk

Please note, emails from and to your private email address may not be secure.

Legal Advice

Equals Advocacy is an organisation that enables vulnerable people in Lanarkshire to have a voice and provide independent advocacy. Here you can obtain information regarding legal and financial matters and in particular advice on the "Mental Health Act Scotland 2003" and the "Adults with Incapacity (Scotland) Act 2000".

For further information, telephone
01698 327 772.

Mental Welfare Commission

This organisation is interested in all matters concerning patient welfare, for example, if you are detained under the Mental Health Act.

For further information, telephone 0131 225 7034. Or alternatively visit www.mwc.co.uk

Lanarkshire Carers

Please scan QR code for more information and to make a referral for carers support.

Or alternatively, you can contact the office on 01236 755550.



Alzheimer Scotland

For further information, telephone: 01698 337568/24 hr Dementia helpline 0808 808 3000.

Or alternatively visit www.alzscot.org

Equal Advocacy

This organisation aims to enable vulnerable people in Lanarkshire to have a voice and to provide independent advocacy.

For further information, telephone:
01698 327772/lo-call 0845 076 2262.
email: admin@equalsadvocacy.org.uk

Or alternatively visit
www.theadvocacyproject.org.uk

Lanarkshire Links

This organisation is used for Mental Health service users and carers.

For further information, telephone:
01698 265 232/265 254. Or alternatively visit
www.lanarkshirelinks.org.uk

Scottish Recovery Network

Aims to engage communities in debate about how best to promote and support recovery from long-term mental health problems.

For further information, telephone: 0300 323 9956
Or alternatively visit www.scottishrecovery.net

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Community Mental Health Team for Older People

Information Leaflet

Contact Information

Bellshill Community Health Clinic
Greenmoss Place, Bellshill ML4 1PS

Telephone: 01698 755224

WHO WE ARE

The Community Mental Health Team for Older People is made up of many different specialities.

This includes:

- ❖ Community Mental Health Nurses
- ❖ Consultant Psychiatrist
- ❖ Specialist Nurse Practitioners
- ❖ Occupational Therapist
- ❖ Clinical Support Worker
- ❖ Clinical Psychologist

WHAT WE DO

We offer a range of specialist assessment and treatment options.

The community team will work with you throughout your care within our service to promote and support recovery.

The recovery approach taken does not just involve removing symptoms, it can also involve practises based on:

- ❖ Hope
- ❖ Involvement
- ❖ Participation
- ❖ Control and Self Management
- ❖ Peer Support
- ❖ Meaningful Activities
- ❖ Employment
- ❖ Maintaining Social Networks

ELIGIBILITY

The Bellshill community mental health team for older adult provide assessment, intervention and support to people aged 65 and over who are experiencing a decline in their mental health, including dementia. Our team cover Bellshill/Viewpark locality.

HOW YOU ACCESS THE SERVICE

The Community Mental Health Team accept referrals from Health Professionals.

WHEN IS THE SERVICE AVAILABLE

Monday to Thursday 8.55am - 5pm.

Friday 8.55am - 4.30pm.

The service is closed on public holidays.

Out with normal working hours you can contact: NHS 24 on 111.

WAITING LISTS

On receipt of referral you will be placed on our waiting list.

This is normally 6 weeks or less. You will be contacted by a member of the team to arrange an appointment.

ELIGIBILITY

If you require any special arrangements for example an interpreter, someone to sign if you are deaf, assistance if you are visually impaired, please contact the department as soon as possible. For those attending our outpatient clinics or groups, the health centre has wheelchair access and lift facilities. Guide and hearing dogs are permitted.

SMOKING

Smoking or use of electronic cigarettes is not permitted in and on NHS Lanarkshire's buildings and grounds.

Smoking indoors causes harmful chemicals to linger up to 5 hours, therefore please do not let anyone smoke at least an hour before we visit.

It is never too late to stop smoking, and the best way to do it is with support from the Nurse Specialist of your local Stop Smoking Service.

Call on: 0300 303 0242 (Monday-Friday 9am-5pm) or ask us to make a referral.

CONFIDENTIALITY AND THE USE OF PATIENT INFORMATION

NHS Lanarkshire take care to ensure your personal information is only accessible to authorised people. Our staff have a legal and contractual duty to keep personal health information secure, and confidential. In order to find out more about current data protection legislation and how we process your information, please visit the Data Protection Notice on our website at www.nhslanarkshire.scot.nhs.uk or ask a member of staff for a copy of our Data Protection Notice.