

YOUR OPINION MATTERS

We expect our staff to behave in a professional and courteous manner at all times. If at any time you are concerned about your treatment by our staff, please do not hesitate to contact the CMHT manager to discuss this.

We welcome your views on the services we provide. If you would like to comment, make suggestions or make a complaint, please speak to the person you normally see or ask to speak to the CMHT manager.

MENTAL WELFARE COMMISSION (MWC)

The MWC is interested in matters concerning patient welfare, for example, if you are detained under the Mental Health (Care + Treatment) (Scotland) Act 2003. For further information, you can contact them on Tel no. 0131 313 8777 or alternatively visit their website: www.mwc.co.uk

SPECIAL ARRANGEMENTS

Please contact us before your appointment if you require additional support such as an interpreter or someone to sign if you are deaf.

CONTACT INFORMATION

CMHT East Kilbride
Level 4
Hunter Community Health Centre
Andrew Street
East Kilbride G74 1AB
Tel no. 01698 753947

Opening Hours

Monday to Thursday 9am - 5pm
Friday 9am - 4.30pm

Extended hours

Monday to Friday 8.30am - 6.30pm
Saturday - Sunday 8.30am - 4.30pm

NHS inform - The national health information service for Scotland.
www.nhsinform.co.uk
Tel No: 0800 22 44 88

If you need this information in another language or format, please e-mail: Translation.
Services@lanarkshire.scot.nhs.uk



www.careopinion.org.uk

Pub. date:	February 2022
Review date:	February 2024
Issue No:	03
Dept:	CMHT
Clinical Lead:	



Welcome to East Kilbride Community Mental Health Team (CMHT)

Information for You

Welcome to East Kilbride
Community Mental Health Team.

This leaflet aims to provide you with the answers to the common questions that people ask when they have been referred to a Community Mental Health Team.

WHAT WE DO?

We provide community based services to people aged between 16-65 who are experiencing mental health issues. The CMHT is a multi-agency team of mental health professionals such as community mental health nurses, social workers, occupational therapists, support workers, administration workers, psychiatrists and psychologists.

If you are referred to the CMHT this is usually done, with your agreement, through your GP, or you may be referred through the A&E department at the local hospital if you have experienced a crisis.

You may wish to write down any questions you have for us before your appointment.

HOW CAN YOU HELP ME?

You will be invited to attend an appointment with a member of the team who will assess your mental health needs.

If you and the assessor feel that we can help you, follow-up care will be arranged to discuss the possible treatment and support options available. We will agree a care plan with you; this might involve referring you to other services or support agencies.

RECOVERY APPROACH

We have adopted the Recovery approach in our work. Staff will work with you in developing a care plan which works towards your recovery from illness to wellbeing.

Recovery is a personal, unique process, and we will help you to meet the goals you set for yourself. This might include getting back to work, learning new skills, or being involved in your local community.

You can expect care that is person centred, and does not discriminate against your culture, ethnicity, gender, age, sexuality, religion or disability.

STUDENTS

The CMHT has a responsibility for the training of professionals and may request that students are involved in your care at some stage. Your consent to this will be sought and you are entitled to refuse. Please discuss any concerns with team member.

CONFIDENTIALITY

Staff must keep your details of care confidential. However, they also have a duty to share information related to your care with the CMHT with your GP Practice and any other health professional looking after you.

It can be helpful to share information with your family and carers; we will always discuss this with you first and will be guided by you

in most cases. However, if staff are concerned about your safety or that of others; they may have to share confidential information with others on a need-to-know basis, but they will always inform you that this is the case and seek your permission where possible.

Your records are also stored electronically. This is a secure system which cannot be accessed by anyone that is not involved in your care.

CARERS

People who give you regular support may be described as carers; they may be family members or friends. They will be anxious to know how you are and how they can support your care. It is helpful for us to know who they are and for us to talk to them and give them general information with your consent.

Carers may also need support themselves and they are entitled to what is called a Carers Assessment. It is also important for us to know if there are children or young people who you parent, care for or support. We can make sure that they are offered help and support as this may be a difficult time for them too.

WHAT HAPPENS IN A CRISIS

The CMHT provides an Extended Hours Service (EHS) that may be accessed via GP, A&E or by self-referral if you are actively involved with the CMHT.