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| **Confidentiality**  During your assessment you will be asked to consent to information sharing on a need to know basis. Confidentiality is within the Trust and there may be times if there are concerns about risk, when your therapist will consult with another professional to further assist you. This may be your G.P. or a psychiatrist or care coordinator. It is important that throughout our contact with you we meet your needs as best we can. You will be informed if this happens. What if you need an Interpreter? Tower Hamlets is a multicultural borough and we regularly see service users from many racial, ethnic and cultural backgrounds. We pride ourselves on being an accessible psychological therapies service therefore we always use an interpreter when required. If an interpreter is needed, we will book an interpreter for you and will use the same interpreter so that you feel secure talking about your concerns during sessions. We are open to any feedback you have regarding the interpreter so that we can ensure it helps your therapy. Interpreters are bound by confidentiality.   |  | | --- | | **Contact: Tower Hamlets Psychological Therapies Service**  **Address: 1st Floor Burdett House, Mile End Hospital, Bancroft Road, London, E4 1DG**  **Telephone: 020 8223 8075** | | **Tower Hamlets Psychological Therapies Services**  **Psychological Assessment**  **and**  **Therapy**  **Information for service users referred to the service** |
| Who is this service for? This service is for adults over the age of 18 who have long-term, severe and complex mental health needs. Service users seen can experience a range of mental health concerns such as: Depression and anxiety; trauma/Post Traumatic Stress Disorder (PTSD); relationship and interpersonal problems and, other mental health difficulties.  **Referral**  You can be referred by your GP, your psychiatrist, Community Mental Health Team or other professional. It is important that you have a clear idea of the psychological problem/problems you want help with to discuss at assessment.  **What does assessment involve?**  An initial assessment may take place over one or two meetings. During the assessment, you can be seen on your own or with people important to you if you prefer. The aim of this assessment session is to determine whether psychological therapy would be helpful for you, identify the main problem or problems on which to work, and clarify which type of therapy approach may be most helpful for you. You will be asked details about the problems (when they started, how they vary, what you have tried, how you make sense of them etc.) and also about you as a person and your life experiences. It is important to understand and address current difficulties in the contexts of your background history, social, relationship and cultural factors. Such information allows us to start developing an understanding of the factors that have led to the problems you have described and the factors which may be keeping the problems going.  It may be that therapy is not needed or that therapy is not suitable for you at this time therefore the assessment may also focus on alternative means of help. If you and your assessor agree that a particular type of therapy may help to address your difficulties you will be placed on the waiting list for that treatment. | What can you expect in therapy? After you have been assessed and if it has been agreed the type of therapy that will help you with your mental health needs, you will be contacted to start the therapy. Therapy is provided mainly at the psychotherapy service based at Mile End Hospital. Therapy is usually provided weekly at the same time and the number of sessions may be agreed at the start or at intervals depending on your needs.  Psychological therapy aims to alleviate psychological distress through developing a trusting relationship with a therapist to understand problems and then find ways forward from them. Psychological therapy has been called a "talking treatment" because it is generally based on talking to the therapist or group of people with similar problems. However some forms of psychotherapy also use other forms of communication, including writing, artwork or narrative story. Psychotherapy may be practiced on a one-to-one basis or in groups.  To improve the service we provide we will involve you in evaluating the assessment and therapy you receive and the progress you make in it. At intervals you will be asked to complete satisfaction surveys giving feedback on your treatment and questionnaires monitoring changes in your wellbeing. Where appropriate you can be assisted to fill in these questionnaires. What do we expect of you? An assessment needs to be completed before therapy can start. It is important that you are motivated to attend and engage with your appointments as any mental health improvement relies on your part in the process of recovery. Receiving psychological input is a commitment and any gains achieved will rely on your attendance and working together with the therapist.  If you are unable to attend your assessment appointment, please phone the service on 020 8223 8075 to cancel or reschedule as soon as you are aware of this.  If you don’t cancel appointments or miss consecutive appointments without contact, it may result in your case being closed to the service, and you will need to be re-referred.  Your referrer will then be informed of this. |