



East London
NHS Foundation Trust

BEDFORD RECOVERY WELCOME PACK

April 2025

Contact Us



01234 880404 (Reception)

01234 880411 and 01234 880433 (Recovery UNISE)

01234 275450 and 01234 880422 (Recovery DECAR)



elft.unisehub@nhs.net

elft.decarhub@nhs.net



**Florence Ball House,
3 Kimbolton Road,
Bedford,
MK40 2NT**

Florence Ball House



Reception Area:

- On entry there is wheelchair access via a slope or steps which lead into the entrance.
- To enter you will need to buzz in and report to Reception so the clinician can be informed you are waiting.
- The space has two seating areas, including a more quiet space situated to the left as you walk in.
- The service offers free physical health monitoring for all visitors and there is a weighing machine where blood pressure and Body Mass Index (BMI) can be recorded and a thermometer for temperature readings.
 - This is free service where service users can take a reading and provide it to the medication monitoring team when asked.
- The Reception area has a water machine with cups provided as well as leaflets for local services which can be browsed while waiting or taken away with you.
- There is an accessible toilet in the Reception area and most of our clinic rooms are easily accessible.



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Types of Services



Healthcare Provision

Healthcare provision in the UK is provided by the NHS and is free at the point of access that includes but are not limited to;

- GP's
- Hospital Doctors.
- District, Community Mental Health, Practice etc. Nurses.
- Clinical Psychologists.
- Psychiatrists.
- Occupational Therapists.

Healthcare is split into three different types known as;

- Primary.
- Secondary.
- Tertiary care.

Typically, primary and secondary care is accessible through outpatient appointments and tertiary care offer inpatient services (although some facilities offer outpatient clinics).

MENTAL HEALTH HEALTHCARE PROVISION PYRAMID

The Mental Health Healthcare Pyramid is the basis of effective interactions with healthcare services. The base denotes how Service Users can seek well being and try and achieve good mental health. As you work up, the pyramid demonstrates the different services involved in sustaining mental health and wellbeing.

To access support and self-help to help manage symptoms i.e., MIND self-help guides, yoga and meditation



Bedford Adult Community Mental Health Team (CMHT)



- The CMHT is a Secondary Mental Health Service that requires a referral from a GP or other professional.
- The team supports service users with mental health difficulties in the Bedford community.
- The Community Mental Health Team aims to support service users aged 18-65 years offering assessment and interventions.
- The team consists of:
 - Consultant Psychiatrist
 - Social Workers
 - Psychiatric Nurses
 - Employment Specialists
 - Tenancy Sustainment Officer
 - Psychologists
 - Occupational Therapists
 - Support Workers
 - Autism Practitioner
 - Peer Support Workers
 - Community Connectors
 - Social Prescribers
 - Administrators
 - Physical Health Team (Nurses and Associate Practitioners)



- The team works with our Service Users to provide high quality and integrated mental health and wellbeing services.
- Interventions and treatment plans are based on the individual needs. All referrals are screened and if accepted to the team Service Users will have an initial assessment where support is discussed and planned.
- These treatment plans can change based on needs of the Service User.
- The Bedford Adult CMHT supports Service Users to understand, manage and treat mental health difficulties.
- As well as medical reviews and Care Coordinator appointments, wider support include:
 - Voiceability Advocacy offers independent support to ensure Service Users feel listened to and their rights are respected.
 - MIND BLMK and Bedfordshire and Luton Recovery College who offer groups and support for support positive mental health and wellbeing.
 - Carers in Bedfordshire.
 - People Participation offers Service Users the opportunity to get involved and have a say in how the service is run.
 - Translation services are available for Service Users who use British Sign Language and where English is not their first language.
 - All staff can access translation services via telephone calls or, by an interpreter coming to the appointment.
 - We use The Language Shop or, Big Word NHS Interpreting Service contactable on 0800 757 3053 or, 0800694 5093.

Bedford Adult Recovery Team



- The Bedford Adult Recovery Team are a service offered as part of the CMHT.
- It comprises two hubs Recovery DECAR and Recovery UNISE
 - The hubs represent **Primary Care Networks**
 - **DECAR** = De Parys and Caritas
 - **UNISE** = Unity and East
- The Recovery Team provides specialised support for Service Users by focusing on **goals and future aspirations**.
- This is done through completion of Care Plans and risk assessments to map out what is wanted and how we can support to meet these goals.
- **Care Plans** inform treatment and onward referrals for other services offered within Mental Health Teams.
- Each Service User will have an allocated Care Coordinator and Psychiatrist who will support them.

Meet The Team



Care Coordinator:

- They will work with you to produce a Care Plan that represents your values and goals for recovery. They provide you with the tools to be able to think about what means most to you and what will support you best.
- Care Coordinators can support you in the following ways:
 - Providing advice, support and guidance for your mental health concerns.
 - Giving you space to think about how you can reach your goals.
 - Provide practical guidance on how to keep yourself safe and be your direct point of contact in times of need.
 - Make onward referrals for further support such as:
 - If you are struggling to get out of the house and maintain a routine, an Occupational Therapist referral could be of benefit.
 - If you want Psychological support, your Care Coordinator will use the Recovery Care Plan to develop strategies to get the most from therapy.
 - If a goal is to gain employment, your Care Coordinator will support you in referring to our Employment Specialist in order to meet this goal.

Consultant Psychiatrist:

- You will meet with a Psychiatrist to review the **Recovery Care Plan**.
- This is called a **Care Programme Approach (CPA)** review.
 - They take place every 6 months and give you the opportunity to review current needs and identify any new goals. This will be summarised in a clinic letter.
 - The CPA review is a standard review offered by the team, but we also provide medical reviews and follow ups should you be discharged from inpatient wards.

Psychologist:

- Our Psychology service will provide guidance and consultation in meetings, that can assist with care planning.
- You can be considered for Psychological Intervention following a discussion with your **Key Worker**.
- If accepted, a member of the Psychology Team will offer an assessment. This will look at goals and motivations for therapies. The team will also want you to consider what changes you would like to make and if you are ready for those changes.
- Psychology offer includes group Psychological Interventions:
 - **Dialectical Behavioural Therapy (DBT)** informed skills groups to understand traumatic reactions and learning skills for coping with those reactions.
 - Brief Psychological Interventions (3-6 sessions).
 - Individual specialist Psychological therapy (such as **Cognitive Behavioural Therapy (CBT)** or **Eye Movement Desensitization and Reprocessing (EMDR)**).
- We also run workshops and provide supervision opportunities for mental health professionals so that we can share our knowledge and skills with our colleagues.

Peer Support Worker:

- Our Peer Support Worker will offer you short term structured pieces of work that will last no longer than a period of 12 weeks at a time.
- The sessions involve working around Specific Measurable Achievable Realistic and Time specific goals or SMART goals.
- The support offered is specific to your needs, but can cover a range of tasks such as:
 - Exercising
 - Learning IT skills
 - Nutrition
 - Caring for the home
 - Budgeting
 - Emotional support
 - Social inclusion
- Support to join and attend local community groups and organisations - your Peer Support Worker will attend with you.

Occupational Therapist:

- You can be considered for support following a discussion with your Key Worker.
- Support is offered for those who are struggling to:
 - Complete daily activities.
 - Find the right balance of activities.
 - Find the right balance of self-care activities.
 - Engage in leisure activities and productivity.
- They will support you in setting recovery goals that are important to you, make tasks easier and to develop independence.
- They will support in overcoming barriers to engage in important activities for you.
- If any referral is not accepted, the team can support the Care Coordinator in signposting to any services which may be more suitable for your needs.



Employment Specialist:

- You can be considered following a discussion with your Key Worker or you can self-refer.
- We work with anyone who expresses a desire for **paid work only** and we are inclusive of backgrounds, culture and individual circumstances.
- Our aim is to help you identify your strengths and aspirations as well as any relevant health considerations.
- The role of an Employment Specialist is to be led by you and how you can identify your needs.
- Personalised service to assist you in gaining paid employment.
Voluntary work will be considered if it is a stepping stone to gaining paid employment.
 - Support to overcome barriers to paid employment.
 - Job search focus on the work that you want to do.
 - Benefits information including better-off-in-work calculations.
 - Help with CVs, job applications and covering letters.
 - Support with interviews.
 - Contacting employers on behalf of you.
 - Follow up in-work support for you and your employer if requested.

I'm very grateful for this service. Not only I have a job but as well I build up my confidence thanks to an Employment Specialist who was helping me and support me in every step of the way. Absolutely amazing service

I have working with employment and service advice in the team who give me the full support and guide me till I got my new job role, I'm happy to do my job now and feel more positive about life and I liked the service they provide me

My Employment Specialist is very professional and very helpful wants to genuinely see people back to work

I feel my Employment Specialist was amazing with all her support

My Employment Specialist always went above and beyond. Offering tailored care and support throughout all interactions.

Quotes from Service Users who were supported by the Bedfordshire & Luton Employment Service

Support Worker:

- You can be considered for support from a Support Worker who can help with **Graded Exposure**, accessing the community services and appointments.
- Support Workers are fundamental to the running of the teams and can support you in the following ways:
 - **Appropriate Adult** for people undertaking interviews with the police.
 - Administrate ADHD testing.
 - Completing **risk assessments and safety plans** with you.
 - Helping to complete important paperwork such as bus passes.
 - Providing food bank vouchers.
 - Supporting with organising appointments.
 - To support people who call or visit the services urgently.
 - Supporting with Psychiatric appointments.
- Support Workers carry a caseload and work in conjunction with Care Coordinators on areas of care planning and treatment.
- Interventions can include *supporting with accessing voluntary work* and *preparatory work* to access other services such as Psychology.
- Support Workers also run groups which you can access. This includes a men's Pool group for **social inclusion**.
- Support Workers have similar roles as Community Connectors and Social Prescribers but they can visit clients in their homes.
- Our Support Workers also assist with our Physical Health Team for physical health and medication monitoring.



Community Connector:

- You can be considered for support following a discussion with your Care Coordinator.
- Community Connectors work with MIND BLMK who are linked to a range of partners to promote positive mental health and wellbeing with a variety of organisations.
- They support people with emotional, social and practical needs to access a range of local, non-medical and non-clinical services. These are designed to improve confidence, social inclusion and independence.



Social Prescriber:

- You can be considered for support following a discussion with your Care Coordinator.
- They take a non-clinical, holistic perspective on mental health and wellbeing by signposting you for support within the community.
- They aim to signpost to services to reduce social isolation.
- They source non-clinical activities to support care plan goals.
- They offer group MEET (Men. Exercise. Engage. Talk) for men aged 18-35 years every other Sunday 12pm - 4pm at Golden Gardens. Register interest MEET@Bedsrcc.org.uk



People Participation:

- People Participation is an opportunity for Service Users and carers to become involved in many aspects of the Trust Priorities.
- We want our Service Users and Carers to get the very best services.
- We can only do this by listening to you and working with you to make sure we deliver what you want. That's why your voice is so important.
- We offer training and support to help you confidently engage in the ever growing list of involvement opportunities, these include:
 - Working Together Groups (find out how you can support in shaping and developing the service).
 - Interviews (ensuring we get the right people in for the job).
 - Service User Led Accreditation (become an Assessor and evaluate different areas of the Trust Awarding Gold, Silver or Bronze).

“The audits were very interesting and it's good to know that ELFT are carrying out such important work.”

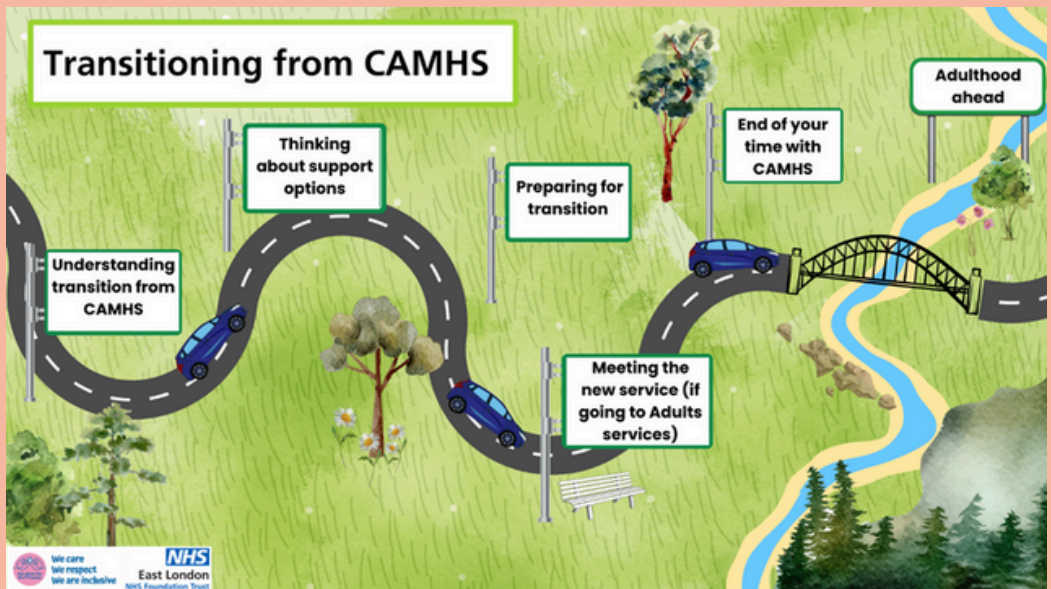


Contact Bedford People Participation Lead:
Makeda Crawlley-Wright
makeda.crawlle-wright@nhs.net

*Quote from Service User involved in
People Participation*

Transitions - Children and Adolescent Mental Health Services (CAMHS)

- The age at which children and young people move to another mental health service can differ depending on where you live. For example, some transition at 16, others at 18 or older.
- The transferring team at CAMHS work closely with Adult Services to ensure that care and treatment plans are communicated, to streamline the process and cause the least disruption to the young person.



Transition planning can include:

- Advice and information on education (possible **Education, Health and Care needs assessment**)
- Benefits discussion for young people and parents/carers.
- Exploring eligibility for **Disability Living Allowance (DLA)** and **Personal Independence Payment (PIP)**.
- Transitioning from school into work.
- Moving away from home.
- Getting involved in courses and community groups.

Other Services



Recovery College:

- We offer a wide range of FREE health and wellbeing courses and workshops every term, both online and in person throughout the county. We are open to everyone over 18 living and/or working in Bedfordshire and Luton.
- You are free to choose which workshop you would like to access. Please feel free to invite your friends and family to access the Recovery College too.
- Check out the new prospectus via the website
 - <https://www.elft.nhs.uk/services/bedfordshire-and-luton-recovery-college>

Bedford Beacon:

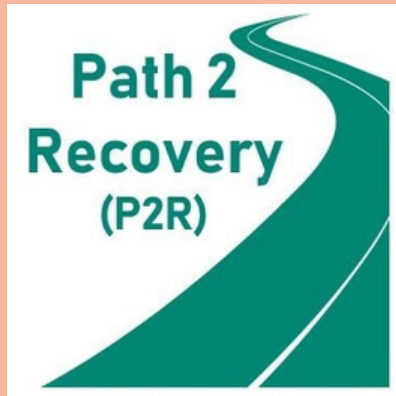
- Takes place at Recovery College on Thursday's 5pm - 9pm
- Anyone can join to meet people, learn, share or just have a hot drink.
- This friendly space has lots to offer with fun activities such as creative writing, cooking, quizzes, arts and crafts just to name a few. Give us a call to find out more or just come along and see what we have to offer.

Be first to receive our regular updates. Email us at elft.recoverycollege@nhs.net



Pathway to Recovery (P2R):

- P2R is a one-stop service that provides drug and alcohol advice, treatment and support to adults whose lives are affected. The support can include the whole family. We provide an integrated service with a range of expertise available in one place.
- We will not judge you. We will treat you with respect. We will support you to make the life changes that you want to make.



There are 2 hubs for P2R which cover both Bedford Borough and Central Bedfordshire.

Bedford Borough:

21 The Crescent
Bedford
MK40 2RT

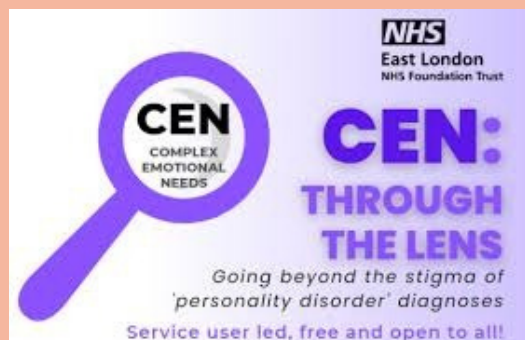
Central Bedfordshire:

67 High Street North
Dunstable
LU6 1JF

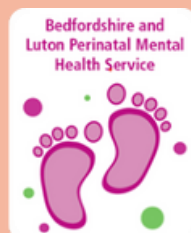
Open Mon – Fri 09:00-17:00hrs
(closed weekends and Bank Holidays)

Complex Emotional Needs Service (CENS):

- CENS is a multi-disciplinary specialist team that works across Bedfordshire and Luton, incorporating Bedford Borough Council, Central Bedfordshire Council, and Luton Borough Council. They aim to improve community-based care for people with Complex Emotional Needs associated with a diagnosis of 'Personality Disorder'.
- The team operates as a hub, in-reaching to the community mental health services to offer specialist advice, training, consultation and supervision to other professionals and colleagues.
- Mental Health Team can refer service to CENS for more specialised support for Service Users with Complex Emotional Needs.
- CENS also facilitates a monthly support group for carers, family and friends, providing a safe and confidential space to access information about Complex Emotional Needs associated with 'Personality Disorder';
 - Carers who are willing and motivated to learn new skills can access a 12-week Psychoeducational 'Family Connections' programme that enables them to better care for themselves and their loved ones.



Perinatal Mental Health Team:



- We offer support to individuals in Bedfordshire and Luton experiencing moderate to severe mental health issues in the perinatal period (conception to baby's first birthday). As well as those with a diagnosis of Bipolar, Schizophrenia, Schizoaffective Disorder or previous Psychosis who may be currently stable, but are at a higher risk of becoming unwell during this time.
- We can offer specialist medical reviews with a Doctor or Pharmacist, 1-1 support with an allocated Clinician, an array of groups including a walking group and psychologically informed groups, Nursery Nurse input, work around bonding, organising Mother and Baby Unit admissions and can work alongside CMHT input.
- We also offer a preconception service for individuals on medication, under CMHT or with high risk diagnoses. This comprises of a 90 minute appointment with a specialist Perinatal Doctor.



We are based at John Bunyan House in Bedford at present, but due to covering all of Bedfordshire and Luton, we offer home visits and video appointments.



01234 263642 or elft.blperinatal@nhs.net

Bedfordshire and Luton Eating Disorders Service:

Our aims are to improve the health + wellbeing of the community by:

- Reducing Eating Disorder symptoms and distress.
- Improving functioning, safety, and quality of life.
- Using evidence-based treatments as recommended by NICE guidelines.

We treat adults aged 18+ who:

- Are registered with a Luton/Bedfordshire GP.
- Meet the diagnostic criteria for an Eating Disorder.

What we treat:

- Eating Disorders of varying complexities and severity including:
 - Anorexia Nervosa.
 - Bulimia Nervosa.
 - Binge Eating Disorder.
 - T1DE (Type 1 Diabetes and Eating Disorder).
 - OSFED (Other Specified Feeding or Eating Disorder).

What is offered:

- Initial assessments to understand current concerns and background information to develop a treatment plan.
- Using therapies to lessen symptoms and distress caused by Eating Disorders.
- Psychiatric review to assess medical risks, comorbidities and medication management.
- Dietician support to agree personalised changes to eating to expand and normalise nutritional intake.
- Carer support.
- Gatekeeping for Specialist Eating Disorders Unit (SEDU).

Additional Support:

- Group yoga therapy.
- Caraline - a charity we work with in partnership to support individuals and/or carers with Eating Disorders.

Psychological Therapies:

- Cognitive Behavioural Therapy (CBT) for Eating Disorders.
- The Maudsley Model of Anorexia treatment for adults.
- Specialist clinical management.
- Guided self-help.

Referral details:

To help us assess clients as quickly as possible, we require some information about their physical health (such as blood test results and blood pressure measurements). We therefore recommend that they obtain a referral from their GP. They will have the relevant form detailing specifically what we need, and will therefore be the most appropriate person to obtain this information.

Clients must be registered with a GP in Luton/Bedfordshire:

- We are based at Mountbatten House, Dunstable – LU6 3HD and Kempston Clinic, Kempston – MK42 8AU.
- Medical Monitoring only (in addition to the above) Enhanced Services Centre, Bedford – MK40 2NT and Leighton Road Surgery, Leighton Buzzard – LU7 1LB.

Testimonials from Service Users

We were able to avoid a hospital admission

I now feel able to work towards a more fulfilling life

The therapists are warm, compassionate, and non-judgemental

I felt validated, heard, and seen as a person

The medical team are sensitive in their approach to physical monitoring

The dietetic team were the first to give me a positive experience regarding food

The admin team are always friendly, welcoming, and willing to answer any questions

Voiceability Advocacy:

- Advocacy within Bedfordshire (Bedford Borough and Central Bedfordshire), offering Non-Statutory Advocacy and Statutory Advocacy.

Non-Statutory:

- General Advocacy, supporting adults 18+ that have a care or support need to have their voice heard with certain issues, such as Child Protection processes (except in Court), and Housing.

Statutory:

- Independent Mental Capacity Advocacy (IMCA) – Support for someone who lacks mental capacity to make a decision about Serious Medical Treatment, Safeguarding, Long Term Accommodation and Care Reviews, where there is no family or friends that are appropriate to consult.
- Independent Mental Health Advocacy (IMHA) – Advocacy for people sectioned under the Mental Health Act, also for people who are subject to Community Treatment Orders, or Guardianships.
- Relevant Paid Persons Representative (RPPR/RPR) – Advocacy for people who lack capacity and are restricted under a Deprivation of Liberty Safeguard within a care setting.
- Care Act (ICAA) – Support for people 18+ who would have substantial difficulty understanding information or presenting their views, at Care Reviews, throughout Safeguarding processes and planning for their care and support.



Contact Information:

Helpline: 0300 303 1660
helpline@voiceability.org
www.voiceability.org

Self-referral for General Advocacy via the Helpline phone, email or website

Breathing Space:

- The Debt Respite Scheme (Breathing Space) gives someone the legal right to legal protections from creditors.
- Two types of breathing space:
 - A standard breathing space.
 - A mental health crisis breathing space.
- Standard breathing space:
 - Available to anyone with a debt problem.
 - Legal protection from creditor action for up to 60 days.
 - Including:
 - Pausing most enforcement action.
 - Pausing contact from creditors.
 - Freezing most interest and charges on debt.
- Mental health crisis breathing space:
 - Only available for someone receiving mental health crisis treatment and has stronger protections.
 - Lasts as long as crisis treatment, plus 30 days.
- Standard breathing space referrals are accepted following advice from a debt advisor.
- Mental health crisis breathing space referral is accepted by an Approved Mental Health Practitioner (AMHP) who confirms mental health crisis treatment.
 - In order for this to be considered, your Care Coordinator would fill out a referral for breathing space to the AMHPs.





Service User Network (SUN)

What is SUN?

- A new, open access, community-based, facilitated peer support service for adults experiencing difficulties with Complex Emotional Needs often associated with a diagnosis of 'Personality Disorder'.
- Offering regular facilitated peer support groups where members are encouraged to both give and receive support. Once registered, you can attend as many or as few groups as is helpful.

Who can attend?

- SUN groups are open to those with Complex Emotional Needs, aged 18 years and over, registered with a GP in Bedfordshire or Luton.
- SUN members do not need to have a formal diagnosis of 'Personality Disorder' to access the service.
- Those accessing SUN groups may typically experience a range of longstanding challenges including:
 - Difficulty managing intense emotions
 - Uncertainty about who you are and/or your direction in life
 - Lots of ups and downs in your relationships with others
 - Frequent feelings of emptiness and loneliness
 - Intense fear of abandonment
 - Impulsivity and self-destructive behaviours (e.g. enduring suicidal thoughts, self-harm, addiction, gambling etc.)

Contact Information:

Email: SUN@mind-blmk.org.uk

To self refer: <https://external-forms.viewsapp.net/forms/v/c6d4a006-811e-4f80-ab20-747ac7b9c1a6>



Interpreting Services:

- All our Service Users or their carers have the right to effective communication in a form, language and manner that enables them to understand the information provided. Where necessary and reasonably practicable, this includes the right to a competent interpreter.
- The interpreter is responsible for assisting in the interview, interpreting accurately, maintaining confidentiality, advising on cultural differences, declaring if they are known to the Service User, where appropriate.
- Interpreters facilitate communication between people who do not have language in common. They provide the opportunity for every Service User to experience the same level of care.
 - By ensuring the best Service User outcomes.
 - By ensuring positive Service User experience.
 - By facilitating communication to all involved.
 - By working towards fostering trust and maintaining confidentiality.
- For all appointments where an interpreter is required staff can arrange the following:
 - Face-to face interpreting where an interpreter is physically present.
 - Telephone interpreting whereby an interpreter conferences in a Service User.
 - Video interpreting to support appointments which need to be remote.
 - On demand services where emergency calls can be facilitated.
 - Translation of documents into any language.
 - British Sign Language and non-spoken communications.



Outreach Music Group (OMG):



- Non - profit Service User led community group formed in 2017.
- Under the ethos of "Creative Empowerment Through the Medium of Music & Arts".
- OMG work in collaboration and partnership with Bedfordshire and Luton Recovery College.
- The group is open to people experiencing mental health issues and those out of work.
- We run projects and workshops in the community and online, giving people space to create, write, record, engage and link in with other persons with a passion for music and creative arts.
- We then support our clients to use music and art as a form of therapy and recovery. We also provide the following training, workshops and courses:
 - Creative writing.
 - Drama.
 - Philosophy group.
 - Music production skills.
 - Showcasing events and organising events where participants can express their creative skills.
- We think its important for people's creative skills and output to be heard so we support persons to promote their music via live performance, social media, networking and supporting their understanding of how the music industry work.

B Positive CiC (Community Interest Company)

B Positive CiC is a safe place to support your mentale well-being in a welcoming, relaxed and non-judgmental environment. This is a fully inclusive group for adults over 18+ of all genders, disabilities, cultures, religions, beliefs and sexual orientations. We offer anxiety management, goal setting, meaningful connections, peer support, strategy planning, signposting, confidence building and the ability to be able to speak openly and be listened to. Our aim is to support the community to develop skills so they belong and thrive in their community. The group will allow you the opportunity to: Connect with others with similar lived experiences. Express yourself in a way you feel comfortable. Speak in a relaxed environment and be actively listened to by others. Have the ability to express yourself freely whether by laughing crying, or having fun. Give you the opportunity to grow. Be yourself and allow positivity into your life. Enable creativity to support yourself and those in the community.

Sessions are held at The Holt Room, St Andrews Church, Kimbolton Road MK40 2PF, every Thursday, 7:30 - 9:30pm.

Each session is different but have included:

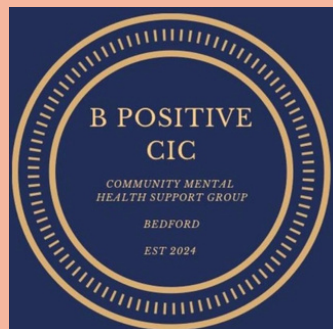
- What's in the box?
- Social evenings.
- Positive thinking and wellbeing sessions.
- **Positivity jars.**
- Safety planning and grounding.
- **Sensory boxes.**

Contact Information:

<https://www.bpositive.me/>

bpositivebedford@gmail.com

Facebook: B Positive CiC





We are excited to invite
you to

SOCIAL INCLUSION GROUP **CONNECT · CREATE · GROW**



WHERE? Florence Ball House Reception Area



WHEN? Every Thursday | 10am – 12pm



WHAT'S HAPPENING?



Warm Welcome



Tea, coffee, biscuits and friendly chats.



Occupational Therapy Activities.

Build skills and confidence in a safe space.



Gardening Sessions

Get your hands dirty at Allen Park off Old Ford End Road
ACCM-UK, Akafo & Christ the King Church all age
community growing spaces.

MONTHLY HIGHLIGHTS



2nd Thursday:

Citizen Advice Bureau Drop-In (offering
practical advice and support).



Last Thursday:

Lauren's Craft Corner – creative projects for all
levels.



Safety Information:

If you feel you need urgent help you can access support in the following ways;

- If you ring 01234 880404 during office hours (Monday – Saturday 9-5) there will be a Duty Mental Health Worker available for you to talk to.
- Contact the Samaritans on 116123 which is a Freephone number
- Attend your nearest BLMK Mind Café, their opening times are 5pm – 11pm for face-to-face support, full details of venues can be found at <https://www.mind-blmk.org.uk/how-we-can-help/crisis-support/>.
- If you feel you are in urgent need of mental health support out of hours contact NHS 111 mental health option, they will offer advice and guidance inclusive of signposting to other supportive services, referrals to your local crisis team or recommend your attendance to Accident and Emergency.

How to make a complaint or compliment the service:

We apologise for any delays you may have accessing services. If you have any other questions or concerns, then our Patient Advice and Liaison Service (PALS) team are there to help. They can provide confidential help, advice and information and can be contacted on Freephone 0800 013 1223 or via email on elft.palsbedsandluton@nhs.net.



East London
NHS Foundation Trust

Glossary

Primary Care Network (PCN):

PCNs are led by Clinical Directors who may be a GP, General Practice Nurse, Clinical Pharmacist or other clinical profession working in General Practice.

All GP Practices in Bedford area are part of a PCN and our service is split to reflect this.

Caritas and De Parys are under our DECAR Hub

Unity and East are under our UNISE Hub

This is to ensure more continuity of care for Service Users; however, should a Service User move and change GP practice a change of team and change of allocated worker may be necessary.

Recovery UNISE:

GP Practices: Cauldwell Medical, Putnoe Medical Centre, Great Barford Surgery, Sharnbrook Surgery, London Road Surgery, Linden Road Surgery, Harrold Medical Centre, Goldington Avenue Surgery and Priory Medical Practice.

Also, any person in residence in Bedford not registered with a GP.

Recovery DECAR:

GP Practices: Queens Park Surgery, Cater Street Surgery, King Street Surgery, Ashburnham Road Surgery, Wootton Vale Surgery, Shortstown Surgery, The Village Medical Practice (Great Denham), The De Parys Group.

Care Coordinator:

A Care Coordinator will work with a Service User to ensure the following dimensions are maintained to help promote recovery and positive wellbeing.

1. Health (management of health and/or symptoms).
2. Home (stable and safe place to live).
3. Purpose (meaningful activities, job, school, volunteering to enable participation in society).
4. Community (fostering relationships and social network to provide support and hope).

Recovery Care Plans:

The principle of a Recovery Care Plan uses the 10 fundamental components of mental health recovery:

- Self-Direction – Service Users determine own path for recovery.
- Individualised and person-centred – base on Service User's preferences, experience and cultural backgrounds.
- Empowerment – Educated and supported in the process and encouraged to participate.
- Holistic – Embraces all aspects of life: housing, social networks, education, mental health and health care treatment and family supports.
- Non-Linear – Based on individual growth, setbacks and learnt experience.
- Strengths-based – Valuing and building on multiple capacities, resilience, talents, coping-strategies and recovery moves towards creating supportive, trust-based relationships.
- Peer Support – Interaction with others to give a sense of belonging.
- Respect – Eliminating discrimination and stigma and the encouragement of self-acceptance and regaining self-belief.
- Responsibility – Personal responsibility for own self-care and recovery journey, to self-identify coping strategies and healing processes to promote their own wellness.
- Hope – Essential and motivating message for a positive future. Using the above a Care Coordinator will work with a Service User to develop a person-centred, holistic Care Plan to support recovery and identify the tools to lead full, satisfying lives.

Using these fundamentals, a Care Plan is formulated with a Service User to promote positive wellbeing.

Care Programme Approach (CPA):

CPA is a framework used in mental health services to coordinate care for individuals with Complex Needs. It involves assessing, planning, and reviewing treatment, care, and support in partnership with the individual, their family, and other relevant professionals. The CPA aims to ensure a person-centered approach, promoting recovery and social inclusion.

Dialectical Behaviour Therapy (DBT):

DBT is a type of talking therapy based on the principles of Cognitive Behavioural Therapy (CBT). Where it differs, DBT is for people who feel emotions very intensely and aims to help a person to understand and accept difficult feeling; learn skills to manage these feelings; become able to make positive changes in your life.

'Dialectical' means trying to understand how two things that seem opposite could both be true. For example, accepting yourself and changing your behaviour might feel contradictory. But DBT teaches that it's possible for you to achieve both goals together. (N.B., the service offers DBT-skills based therapies).

Cognitive Behavioural Therapy (CBT):

Cognitive Behavioural Therapy (CBT) is a type of talking therapy. It's a common treatment for a range of mental health problems. CBT teaches you coping skills for dealing with different problems. It focuses on how your thoughts, beliefs and attitudes affect your feelings and actions.

Eye Movement Desensitization and Reprocessing (EMDR):

Eye Movement Desensitization and Reprocessing (EMDR) is a Psychotherapy technique used to treat trauma and Post Traumatic Stress Disorder (PTSD). It involves guiding clients through side-to-side eye movements (or other bilateral stimulation like tapping or sounds) while they think about traumatic memories. This process helps the brain reprocess and integrate the traumatic information, reducing emotional distress and allowing for better mental health and wellbeing.

Graded Exposure:

Graded Exposure is an evidence based treatment used to tackle avoidance of feared situations, activities or objects due to anxiety. It works through a process called habituation, a gradual reduction in the physical sensations of anxiety.

Key Worker:

The term Key Worker is sometimes used instead of Care Coordinator and this relates to another professional working with you i.e., Support Worker, Occupational Therapist etc.,

Appropriate Adult:

An "Appropriate Adult" is a term primarily used in the context of British Police procedure, referring to a responsible adult (aged 18 or over) who supports a child or vulnerable adult during interactions with the Police. This includes being detained or interviewed under caution. The role of an Appropriate Adult is to safeguard the person's rights, welfare, and interests, ensuring they are treated fairly and can effectively participate in the process.

Risk Assessment and Safety Plan:

In mental health, a risk assessment evaluates an individual's likelihood of harming themselves or others, while a safety plan is a proactive strategy to manage crises and reduce the risk of harm. Risk assessment focuses on predicting potential harm and developing a management plan, while safety planning is a collaborative process to identify triggers and coping mechanisms.

Social Inclusion:

Social inclusion in mental health refers to the ability of individuals with mental health conditions to fully participate in society and community activities, just like those without such conditions. It's about ensuring people have opportunities, dignity, and the chance to enjoy a fulfilling life. This includes access to resources, support systems, and a sense of belonging.

Education, Health and Care Needs Assessment:

An Education, Health and Care (EHC) Needs Assessment, when it relates to mental health, is a process to determine the specific needs of a child or young person, including their educational, health, and social care requirements, particularly concerning their mental wellbeing. It's a comprehensive evaluation that explores how those needs impact their overall wellbeing and what support is needed to help them achieve their personal outcomes.

Disability Living Allowance:

Disability Living Allowance (DLA) is a UK benefit for individuals under 16 with a disability or health condition who need extra help with care or mobility. It's not means-tested, meaning income or savings don't affect eligibility. DLA has two components: the care component and the mobility component, and individuals can receive one or both.

Personal Independence Payment:

Personal Independence Payment (PIP) is a benefit for people between the ages of 16 and pension age who need help taking part in everyday life or who find it difficult to get around.

Positivity Jars:

A positivity jar is a container filled with notes, objects, or quotes that evoke positive feelings and memories. It's designed to be a resource for times when you're feeling down, needing a pick-me-up, or just want to remember the good things in your life. The jar is a visual reminder of positive experiences and achievements, helping to counteract negative thoughts and emotions.

Sensory Boxes:

Sensory bins and sensory boxes are often large containers filled with a variety of objects, sensory play materials and messy play items, designed to simulate a range of senses.