

## Useful Services

### Age UK

0800 678 1602

[ageuk.org.uk](http://ageuk.org.uk)

### CRUSE Bereavement Support Helpline

0808 808 1677

[cruse.org.uk](http://cruse.org.uk)

Local Support: 0845 2669 710

### Samaritans

Urgent Support Service: 116 123

Texting service: 07725 909090

[samaritans.org](http://samaritans.org)

### The Silver Line Helpline

0800 470 8090

### IAPT Health in Mind

01376 308704

### Action for Family Carers

0300 7708090

## Feedback

# iWantGreatCare

Transforming Healthcare



Did you receive great care today? Leave your ratings and review to let us know how we did.  
Google search: EPUT iwantgreatcare



Alternatively please send your comments, concerns, compliments or complaints to:

Janet Aker

Complaints and Compliments Dept

The Lodge, Lodge Approach

Wickford, Essex

SS11 7XX

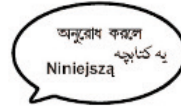
## Confidentiality

Information held by the service is treated in accordance with Essex Partnership University NHS Trust Policy. Please ask for more information if you would find this helpful.

### Patient Advice and Liaison (PALS)

If you have any concerns or need advice about accessing NHS services, you can speak in confidence to PALS on [0800 085 7935](tel:08000857935) or you can email [epunft.pals@nhs.net](mailto:epunft.pals@nhs.net)

This leaflet can be produced in large print, CD, Braille and other languages on request.



Essex Partnership University NHS Foundation Trust regards equality and diversity as integral to the way it works. Our staff will ensure that everyone is treated fairly and no one is discriminated against on the basis of their ethnicity, gender, disability, age, sexual orientation and religion or belief.

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Essex Partnership University

NHS Foundation Trust

# FIRST FUNCTIONAL INTENSIVE RESPONSE AND SUPPORT TEAM



## MID ESSEX TEAM

### Information leaflet for service users, supporters and carers

## What is the FIRST team?

The FIRST team provide intensive mental health support for older adults. We can provide interventions in your home instead of a hospital admission, with your agreement and if it is safe to do so. If you are to be admitted to hospital, the FIRST team will work closely with you, the hospital team and other agencies to plan your discharge and continue your treatment at home.

We accept referrals from health professionals who will have carried out an assessment of your needs and risks. We work alongside services you may already be getting support from.

## What does the service offer?

We will assess, treat and support you in your own home. Within the first three days, we will visit you and carry out the following:

- An assessment of your mental health needs
- A plan of care including your needs and how you can be supported at home. You and your mental health practitioner agree this

- A physical health screening
- Consent to share form

A carers assessment referral will also be offered.

Initially, you will be visited daily by a mental health practitioner. They will provide on-going support and strategies to help you to cope with the reasons contributing to you becoming unwell.

This will be reviewed twice a week and the frequency of visits can be increased or reduced, according to your needs and risks at the time.

We will be involved in your care for a limited time, on average between two to six weeks. This can be increased or decreased, dependent on the pace of your recovery.

Following treatment, we will transfer you to another service to continue the care and treatment if necessary.

## What do we do?

Under the FIRST team you will have a medical review, and your treatment plan will be regularly monitored and reviewed.

Other support and interventions we can provide are:

- Assessment and support with social and physical healthcare needs
- Practical help and support
- Anxiety management
- Carers Assessments
- Psychological services
- Relapse management including signposting to relevant agencies
- Family support/interventions

If you provide consent, we will also work closely with other professionals who are involved in your care. This includes your GP, district nurses or other physical health nurses, social care etc.

## What area do we cover?

We cover Maldon, Braintree and Chelmsford.

**Contact:** 01245 515304

8am-8pm, 7 days a week

**Out of hours:** Crisis Response Service 111 option 2