Welcome Pack

Service User
This Welcome Pack has been designed to help you settle into the Lancashire Early Intervention Service.

You will find information about the service and useful contacts and telephone numbers.

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You will also receive a User Guide to help you understand what help you can get from the Early Intervention Service and how to get the best out of services.
Welcome to the Lancashire Early Intervention Service (EIS)

The Lancashire Early Intervention for Psychosis Service (EIS) aims to help people who have encountered distressing and confusing experiences that can prevent them from living the lives they want to live. Getting the right help early can allow people to understand and deal with these experiences effectively, enabling them to continue living the lives that they want to lead.

Why is Early Intervention important?
The longer difficulties are left untreated, the greater the disruption to a person, their lives and other relationships. Early recognition and treatment of difficulties improves outcomes and reduces the impact on a person's life.

Aims
Lancashire EIS provides practical advice, support, and information that allows people to develop a better understanding of their troubling experiences. The team consists of experienced mental health practitioners including Nurses, Social Workers, Occupational Therapists, Psychological Therapists, Clinical Psychologists, Support Time and Recovery Workers (STR) and Doctors.

What is Early Intervention for Psychosis?
Early Intervention teams work with young people experiencing psychosis, or those who might be considered at risk of developing psychosis, and help them and their families to lead the lives that they want to live. Early Intervention aims to promote an individual's recovery from psychosis by:
- Promoting mental health
- Encouraging social inclusion
- Reducing stigma
- Early detection of troubling experience such as psychosis
- Providing more effective treatment as early as possible

Who is EIS for?
The service is for people aged between 14 and 35 with a first presentation of psychotic experiences or those individuals who we suspect could be at risk of developing psychotic experiences. Individuals who have been treated for other difficulties, or who have previously experienced brief psychotic experiences, may also be referred for assessment by the team.

Service Improvement and Research
The views of those who experience distressing and confusing difficulties are important to us in understanding how we can improve our service. Therefore, we welcome feedback from our service users and their carers. In addition, as part of improving the overall standard of care we offer, we often take part in research projects. You may be invited to participate in these projects during your time with our service, but inclusion is voluntary and your decision not to be involved in this will not affect the support and service that you receive.
The Journey Through The Lancashire Early Intervention Service (EIS)

The Lancashire Early Intervention Service (EIS) is for young people aged between 14 and 35 who have recently been diagnosed with psychosis, and also for people who are having unusual experiences or difficulties and who may develop symptoms of psychosis.

We aim to help people recover as quickly and as well as possible, particularly by offering help early. We work hard to build supportive partnerships with the people we work with in a way that is respectful of their culture, faith, gender, sexual orientation, disability and social class.

Why do I need to see the Early Intervention service?

There are many reasons why a young person might become involved with the Lancashire Early Intervention Service but the thing that they all share is that they or other people may be concerned that they are experiencing psychosis for the first time. There are many reasons why a person might experience psychosis, for example they might have had a very difficult or traumatic experience, they may have been using drugs or substances, or they might be struggling with life's challenges. If you are unsure about what we mean by psychosis, or whether or not this might be happening to you, you can talk about this with a member of the EIS Team, who will help you make sense of what is happening.

Psychosis can be very confusing, frightening and upsetting when it happens, and our service aims to help reduce the impact it has on people's lives, recover as quickly and fully as they can, and help people reduce the chances of it happening again. Psychosis affects different people in different ways and we work flexibly to help every individual in a way that meets their needs. Although psychosis can have a big impact on people's lives it is not uncommon – for example in Lancashire alone between 200 and 250 people each year will experience their first episode of psychosis. The Lancashire Early Intervention Service is here to help those people.

How long will I see the Early Intervention service?

The Lancashire Early Intervention Service works with people for between 6 months and 3 years depending on their needs. The service is designed to support you, and where appropriate your family, partner or friends in your recovery journey.

During your time with the Lancashire Early Intervention Service we will work with you to help you develop a better understanding of your strengths, skills and resources that will help you achieve your personal and recovery goals. As a service we also work hard to help you achieve your goals, enhance your recovery and reduce the impact of psychosis might have for you socially or in work.
What do we mean by recovery?

Recovery means different things to different people. It is what it means to you that is important to us. For some people recovery might be about reducing distressing experiences, understanding what might have caused them and reducing the chance of them happening in the future. For other people recovery might be about having meaningful relationships, interests or even a job, whereas for others it might be about moving on from a difficult or traumatic experience in life.

Here are a few of the things people tell us are important to them in recovery:-

- Having a sense of meaning and purpose in life.
- Managing my mental health to stay well.
- Being able to look after myself and my family.
- Getting over a frightening or confusing experience or stay in hospital.
- Feeling good about myself.
- Having hope about my future.
- Learning new ways to cope with stress and difficult feelings.
- Moving forward from past difficulties or losses.
- Having meaningful friendships and relationships.
- Having my spiritual needs recognised and met.
My Useful Contacts

It is likely that there will be times when you, your family or friends will need to speak to different members of the Lancashire Early Intervention Service.

This page lists the names and numbers of people you may need to get in touch with, as well as some other useful contacts.

Case Manager

My Case Manager is ………………………………………………………………………………………

Their mobile number is …………………………………………………………………………………

Psychiatrist

My Psychiatrist is ………………………………………………………………………………………

You can contact them through your Case Manager or through the EIS Office.

The office telephone number is ………………………………………………………………………

Duty worker

If you need to speak to someone urgently from EIS, and your Case Manager or Co Worker is not available, you should contact the Duty Worker on:-

…………………………………………………………………………………………………………………………

The Duty Worker is a member of the Early Intervention Team who should be able to give you help and advice.

They are available Monday to Friday 8am until 8pm and at weekends and Bank Holidays 10am until 6pm.
Out of hours

Outside of these hours, in a crisis or an emergency, you could contact the following:-

Crisis Team

GP

Your GP can also provide support and advice.

You may work with some other people during your time in EIS. Add their telephone numbers as necessary:-

Psychologist / Therapist

Support, Time and Recovery Worker

Other useful numbers:-

eg MIND, Connexions
**Other Resources**

The following resources may also be helpful:-

**Lancashire EIS website:**
www.lancashirecare.nhs.uk/hope-health-recovery
Information leaflets can be downloaded from this site

**Hearing Voices Network:**
www.hearing-voices.org
0114 271 8210

**Making Space:**
www.makingspace.co.uk

**Rethink:**
www.rethink.org
0845 456 0455

**Samaritans:**
www.samaritans.org
08457 90 90 90

**N-Compass North West Advocacy Service:**
www.ncompassnorthwest.co.uk
01253 362140

Please see User’s Guide for more useful websites.
Getting Involved and Having Your Say

Here at the Lancashire Early Intervention Service we value service users and carers opinions, ideas and feedback regarding quality of care and the development of the service. There are many opportunities for getting involved in the development of the service, such as:-

• Receiving feedback from time to time about developments in the service and in service user and carer participation.

• Receiving invitations to occasional events like conferences for service users and carers.

• Participating in local service user or carer groups / forums.

• Getting involved in planning or carrying out research within the Lancashire Early Intervention Service.

• Getting involved in recruiting Lancashire Early Intervention staff such as being a member of an interview panel.

• Taking part in occasional postal surveys about aspects of the Lancashire Early Intervention Service.

• Participating in occasional focus groups.

• Taking part in occasional telephone surveys about aspects of Lancashire Early Intervention Service.

• Opportunities for employment within the Lancashire Early Intervention Service.

Here is what two service users have said about helping with the development of the service:-

“To give something back was the least I could do. Giving something back was my way of saying thank you.”

“I have been involved with the Lancashire Early Intervention Service for some time now, attending various meetings and seminars. In view of this, it is not only been an extremely informative, challenging and fantastic experience, I had a voice and it was listened to!”

For further information on these opportunities please contact your EIS Case Manager or view the Lancashire EIS website. Alternatively you can contact the Lancashire Care Service User and Carer Involvement Officer on 01772 695366 to register your interest in involvement with the Trust. You can also have your say by completing comment cards or by making a complaint or compliment. Please ask your EIS Case Manager for more information.
Research opportunities in the Lancashire Early Intervention Service

There are various research projects being carried out within the Early Intervention Service, and, during your time with us you will have the opportunity to get involved if you wish to.

Why would I want to get involved?

- It gives you a chance to have your say about the Early Intervention Service and the treatment you receive from us.
- Being part of a research project can sometimes provide you with something ‘extra’ on top of the usual treatment you will receive from us. For example, you might have the opportunity to try out a different kind of therapy to that which is usually offered to our service users.
- Ultimately, you are the experts in this area, and so involving you in our research helps us to make sure we are providing the best possible treatment and service to our clients.
- The findings from our research projects help our service to develop and improve.
- Findings from our research projects are also shared with other Early Intervention and mental health services, both nationally and internationally, helping them to develop and provide better treatments too.

How Do I Get Involved?

Your case manager might approach you from time to time to talk to you about research and see whether you would like to get involved in a research project.

If you are keen to get involved, please speak to your case manager about the kind of projects we are currently carrying out in our service.

What if I don’t want to take part?

This decision is completely up to you. You are under no pressure or obligation to take part in any research if you don’t want to. This will not affect the treatment you receive from the Early Intervention Service in any way.
Frequently Asked Questions

Here are some of the questions that our service users ask us quite often. Remember, you can ask your Case Manager or other members of the Early Intervention Team if you need more information about anything. Some of this information will be covered in more detail in the User’s Guide.

Contact with the Early Intervention Service

Q. How often will I be seen?
A. This depends on your circumstances and is likely to vary depending on how you are feeling. This will be agreed between yourself and your Case Manager, written into your care plan and will be reviewed regularly.

Q. Where will I be seen?
A. Your Case Manager will talk to you and help you decide where you feel most comfortable meeting with members of the team. For example, you may prefer to be seen at home, at your GP surgery or another NHS premises.

Medical matters

Q. Where will I get my medication from?
A. Generally your prescription will come from us for a period of time, usually 3 months. We will discuss with your GP about future prescriptions.

Q. Where do I get a sick note from?
A. These are now called fit notes. Your GP will provide you with a fitness for work note. When your doctor provides you with a fit note they will advise you on one of two options. Either you will be ‘not fit for work’ or you ‘may be fit for work’.
More information can be found at www.direct.gov.uk.

Q. What if I need more information, or have worries about medication?
A. It is natural to have lots of questions about medication. Before any medication is prescribed, your Case Manager and Psychiatrist will discuss why medication may be helpful for you, any effects of medication, and how it is taken and will talk through any worries or queries you may have. You will also be given written information about medications for you to keep.

Q. If I develop other mental health problems, would they be treated by the Early Intervention Service?
A. Yes, they would. Your Case Manager and Psychiatrist will regularly discuss all aspects of your mental health with you, and provide further treatment if necessary at any point. If you were experiencing physical health problems, we would link in with your GP and they would take the lead in these.
Driving

Q. Am I OK to drive?
A. If you have been given a diagnosis of psychosis and you normally drive, you will be reminded about the DVLA requirements for all drivers. These are that you must inform them of your diagnosis, and avoid driving until they have said you can drive again. For further information please refer to the User’s Guide.

My Family

Q. Is there any support available for my family?
A. Your family will be involved with your care as much as you want. If you do want them to be involved, they will have the opportunity to speak to your Case Manager so their needs can be assessed. They will also be able to talk to team members about other support that is available outside of the Early Intervention Service. Within the service we have a monthly Family and Friends group which provides information and support to relatives and friends.

Finances

Q. Will I get help managing my finances if I need it?
A. Your needs will be assessed and this will be part of your planned care. There are various options to help you in this area and your Case Manager can discuss these with you.

Q. Do I have to pay for my prescriptions?
A. This depends on your circumstances and any benefits you receive. For example, if you are on Income Support or in full-time education, you will not have to pay for your prescriptions. Your Case Manager or pharmacist will be able to advice you.

Work

Q. What do I need to tell an employer about my mental health?
A. Talk to your Case Manager about this. They can support you with managing your current employment or helping you to find work and apply for a job when the time is right. More information is available in our leaflet ‘Work and Mental Illness: Getting back to work’. This can be downloaded from our website www.lancashirecare.nhs.uk/Hope-Health-Recovery or alternatively ask your Case Manager for a copy.

Social

Q. I’m worried about how other people will react to me, and what I should tell them.
A. One of the challenges in recovering from a mental health problem is dealing with the reactions of other people. Your care Case Manager will be able to advise and help you deal with this.
Sharing Information

It is important that our staff know as much about your mental and physical health as possible so that we can give you appropriate care and attention.

Sharing Your Information with Relatives, Family and Friends

Relatives, friends and carers will only be kept up to date about the progress of your treatment if you have agreed to this and a record has been made of this agreement. If you change your mind this agreement can be withdrawn and your new decision will be recorded.

Young People Aged 16 or Over

Young people aged 16 are classed in law as adults and they have the right to confidentiality. If a 16 year old asks a health professional to keep their information confidential, even from their parents, then that wish will be respected.

Information Sharing

We do not disclose information without your written permission to third party organisations, eg police, housing.

Occasionally there are exceptional circumstances that mean we have to, such as when you or someone else is at significant risk of harm, or where the law requires such information to be disclosed.

If we have to disclose personal information we ensure that it remains secure.

If you require further information please speak to your care Case Manager.

Access to Health Records

You are entitled to access your health records under the provisions of the Data Protection Act 1998.

Your Case Manager will be able to advise you on how to do this.
Rights and Responsibilities

Service User Responsibilities

Hope

• Become involved with the service and your assessment and contribute to your care plan so it reflects your aims and aspirations.

• Keep in touch with your case manager and co-worker.

Health

• Discuss any concerns you may have with your case manager or co worker. This may be relating to your treatment or social circumstances.

• Contact your case manager or the duty worker if you have any concerns regarding your medication such as prescriptions, further supplies or unwanted side effects.

• Attend for blood tests and physical examinations as required. Your case manager will remind you when these are due.

• Inform DVLA of your situation and medication.

Recovery

• Inform your case manager or co worker of any changes in your personal circumstances such as change of address.

• If unable to keep an appointment for whatever reason to contact the care worker to rearrange.

• Take responsibility for the safe storage of your medication. You are advised to keep your medication in a lockable cupboard and kept out of reach of children.

• Inform your case manager or co worker if you are going away on holiday. You are advised to arrange adequate holiday insurance cover.
Service Users Rights

- To be treated with consideration and respect, without bias or discrimination, maintaining personal dignity at all times.

- To receive a full assessment of your individual needs.

- To be afforded privacy and confidentiality in all your interactions with staff, and to receive a full explanation of any circumstances in which information will be divulged to others.

- To receive adequate information (including treatment, prognosis, risks, side or after effects and any alternate treatment or procedures) to enable you to give informed consent for the interventions offered to you.

- To be allocated a named case manager who will be primarily responsible for your care.

- To request a change of case manager if a therapeutic relationship is not forming with the case manager allocated at the start of your treatment.

- To ask for a second opinion if you are unhappy with the prescribing decisions taken by your prescriber at the service.

- To nominate a family member, friend or advocate to participate in the decisions regarding your health care.

- To complain and be informed of the complaints process.

- To expect all your personal records to be held by the service in a safe and secure manner.

- To be offered the services of a trained interpreter, if required.

- To expect the services you receive to be provided in an environment that meets all reasonable requirements for safety.
Service Responsibilities

- To offer regular appointments with a key worker at a convenient time and to attend promptly. (Should the service be forced to cancel an appointment you can expect to receive a minimum of 24 hours notice. Where this is not possible you should receive a full explanation).

- To actively involve you in your assessment and in the agreement of your individual care plan this will reflect your personal treatment goals. Regular reviews are your opportunity to raise any concerns or dissatisfaction you may have with the support you are receiving and to negotiate changes.

- To offer you regular access to a medical review.

- To review your care with the full multidisciplinary team to ensure the most appropriate responses to facilitate the best outcomes for you. This will include your GP to advise them of your prescribed medication in order to prevent the possibility of undesirable interactions with any medications they may be prescribing and also to ensure all medication prescribed is appropriate to your stated care plan goals.

- To obtain your informed consent to any and all interventions provided.

- To provide you with competent care.

- To treat you with dignity respect and courtesy.

- To underpin all practice with regular risk assessment and review.

- To provide you with information about what to do in a crisis.
# Compliment Form

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<td></td>
<td>Male</td>
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<tr>
<td></td>
<td>Female</td>
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**Details of Compliment:**

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Please hand to a member of Staff or forward to the Compliments and Complaints Department, Lancashire Care NHS Foundation Trust, Sceptre Point, Sceptre Way, Walton Summit, Bamber Bridge, Preston, PR5 6AW for reporting purposes.

**Thank You**
## COMMENT FORM

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You may hand this form to a staff member who will then forward it to the Compliments & Complaints Department. Alternatively, please return this form free of charge to:

Response Service No NWW6653
Compliments & Complaints Department,
Lancashire Care NHS Foundation Trust
PO Box 592, Sceptre Way, Bamber Bridge, Preston, PR5 6ZX

Thank you
## Complaint/Concern Form

### Details of the Service User

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<td>Address:</td>
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<td>Post Code:</td>
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<td>Telephone Number:</td>
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<tr>
<td>Ethnicity:</td>
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<td>Date of Birth:</td>
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<tr>
<td>Clinician:</td>
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<tr>
<td>Location:</td>
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<td>Patient’s Consent:</td>
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### Details of the Complainant (if different to above)

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<td>Ethnicity:</td>
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### Details of the Person Completing the Form

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<td>Position:</td>
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<tr>
<td>Ward/Site:</td>
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<tr>
<td>Contact Number:</td>
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**Please complete details of the complaint overleaf (& any resolution if resolved)**

On the day of the complaint, this form must be completed and a copy sent to the Compliments & Complaints Manager, Sceptre Point, Sceptre Way, Walton Summit, Bamber Bridge, Preston, PR5 6AW.

Telephone: 01772 695315/0808 1441010
Fax: 01772 401006
Email: complaints.department@lancashirecare.nhs.uk
### Details of the Complaint/Concern


### Details of the Resolution
(if Concern resolved)


**Signature of the Complainant/Staff Member:**

**Signature of the Patient:**
Feedback Questionnaire

We would be grateful if you could complete this short questionnaire 3 months after receiving this Welcome Pack.

Please give the completed questionnaire to your Case Manager who will then forward it to the team administrator on your behalf.

1. Did you find this Welcome Pack helpful?       YES ☐  NO ☐

2. Did you find the information easy to understand?    YES ☐  NO ☐

3. Is there too much information?        YES ☐  NO ☐

4. Is there too little information?       YES ☐  NO ☐

5. Is there anything else you would like to see included in the Welcome Pack?

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6. Any further comments or suggestions?

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Thank you for completing this questionnaire. This will help with future service developments.
Other sources of information:

The Mental Health Helpline
This provides an information and listening service for people in Lancashire. It is available between 7:00pm and 11:00pm Mondays to Fridays and from 12:00 noon until 12:00 midnight on Saturdays and Sundays. Freephone 0500 639000.

Customer Care
If you wish to pay a compliment about the Trust's services, make a comment, raise a concern or complaint, please contact the Customer Care Department on 01772 695315, freephone 0808 144 1010 or email customer.care@lancashirecare.nhs.uk

If you have problems reading the print we can provide this leaflet in large print, audio book or Braille.

copies of this leaflet are available from:

Lancashire Care NHS Foundation Trust
Sceptre Point, Sceptre Way,
Walton Summit, Preston PR5 6AW
Tel: 01772 695300
Email: communications@lancashirecare.nhs.uk
Website: www.lancashirecare.nhs.uk