

You can find out more about the Trust and its services online at: www.kmpt.nhs.uk

If you want to ask questions about anything to do with your care or the Trust, please ask a member of staff.

Patient Advice and Liaison Service (PALS)

You may have some concern about your care and treatment, but feel unable to speak to our staff providing your care. You may just want some information about local health services. You can contact the confidential Patient Advice and Liaison Service (PALS). The PALS Team is available to help you with any health difficulties you may have. The PALS Team can be contacted by calling free: 0800 587 6757 (west Kent and Medway) 0800 783 9972 (east Kent) You can also e-mail: pals@kmpt.nhs.uk

Complaints and Compliments

If you are pleased with our service, or unhappy, please talk to our staff – we welcome your feedback. If you wish to see your compliments officially recorded or you wish to make a formal complaint, you can write to our Chief Executive. All complaints will be carefully listened to and thoroughly investigated. Write to: Chief Executive, Trust HQ, 35 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4AX. A further leaflet, *Your Right to Complain*, is also available to help explain this process.

Comments on this leaflet

If you wish to comment on this leaflet call 01732 520441 or e-mail communications@kmpt.nhs.uk

If you require any information about the Trust, its services or your care, please ask our staff to arrange for some information to be provided in your preferred language.

Bengali

ট্রাস্ট, এর সার্ভিসসমূহ বা আপনার কেয়ারের (যেক্ষেত্র) ব্যাপারে আপনি কোন তথ্য চাইলে, অনুগ্রহ করে আপনার পছন্দসই ভাষায় কিছু তথ্য সরবরাহের আয়োজন করার জন্য আমাদের কর্মীদের বলুন।

Chinese

如果你需要什麼訊息有關這個基金信託會、它為你提供的服務或你得到的照料，請向我們的工作職員要求將一些相關訊息翻譯成你能閱讀的語言。

Polish

Jeśli potrzebujesz informacji na temat Trustu, zakresu naszych usług lub otrzymywanej opieki, poproś kogoś z personelu o udostępnienie informacji w Twoim języku.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਟ੍ਰਸਟ ਬਾਰੇ, ਇਸ ਦੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ ਜਾਂ ਤੁਹਾਡੀ ਕੀਤੀ ਜਾਂਦੀ ਦੇਖ-ਭਾਲ ਬਾਰੇ ਕਿਸੇ ਵੀ ਪ੍ਰਕਾਰ ਦੀ ਜਾਣਕਾਰੀ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਤੁਹਾਡੀ ਪਸੰਦ ਦੀ ਬੋਲੀ ਵਿੱਚ ਜਾਣਕਾਰੀ ਪ੍ਰਦਾਨ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰਨ ਲਈ ਵਿਰਧਾ ਕਰਕੇ ਸਾਡੇ ਕਰਮਚਾਰੀਆਂ ਨੂੰ ਪੁੱਛੋ।

Turkish

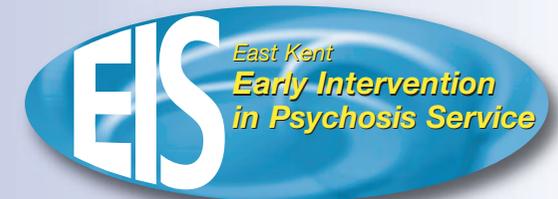
Trust (Vakıf), sunduğu hizmetler veya size verilen bakım hakkında bilgi edinmek istiyorsanız, lütfen personelimizden size tercih ettiğiniz dilde bilgi sağlanması için istekte bulunun.

If you require this leaflet in another format or language please speak to one of our staff or call Communications on 01732 520441.

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The East Kent Early Intervention in Psychosis Service



A brief Guide to The Early Intervention Service

The Early Intervention Service is a specialist team that works with young people who might be experiencing symptoms of psychosis for the first time. Psychosis is the term used to explain a number of experiences including:

- hearing "voices"
- having unusual or frightening ideas
- loss of energy or drive.

Psychosis can produce a change in thinking (eg jumbled thoughts), feelings (eg feeling low or lacking emotion) and behaviour (eg isolating yourself). It is most common for these problems to begin in young people aged between 14 and 35 years. We see many people who are experiencing them and there is much that can be done to help make a very good recovery.

Our assessment period is usually over an eight week period. We will then offer care and support for you and your family for up to three years. If during the assessment period we find that we do not have the expertise to help and support you, we will arrange for you to be seen by a service that can help.

Who does the team work with?

We work with young people in east Kent aged between 14 and 35. Most of the people we work with are living in their own homes, but we also work with people if they are in hospital.

Who is in the team?

Our community team includes a full range of mental health professionals. Team members from all professional backgrounds have specialist training and experience in working with young people with significant mental health problems.

What are the team's aims?

- To promote as full a recovery as possible from the mental health problems you are experiencing.
- To help you get back into routines of purposeful and rewarding activity, including education, training, work and recreational activities.
- To work with you and your family to reduce the likelihood of a future major relapse of significant mental health problems.
- To help you and your family to become well-informed about mental health problems and how to cope with them.

What happens during the assessment?

When you are referred, we usually meet with you (and, if you choose, your family), a few times to decide whether you are likely to be appropriate for our service. We then carry out a thorough assessment of your needs, problems, resources and circumstances in order to understand the nature of the problems you are experiencing. Most people meet several different members of the team during this period although you will be allocated a care co-ordinator who will manage your care and be your primary contact person.

During the assessment phase we will ask you to tell us about your experiences, problems and background. If it's okay with you, we will arrange to meet with your family and other key people in your life during this period. We may also arrange some physical investigations at this stage to make sure no significant physical health problems are present. Maintaining client confidentiality is taken very seriously in our service.

What happens after the assessment?

Ongoing assessment, intervention and evaluation is continuous for a period of up to three years. We will discuss with you a Care Plan based on your needs. This will be reviewed regularly and will be adapted to the stage of recovery you have reached. Among the types of help we can offer are:

- Emotional and practical support in coping with mental health problems and the social difficulties that often go with them.
- Specialist psychological assessment and treatments.
- Prescribing and monitoring medication.
- Help with drug and alcohol problems.
- Support in remaining in or getting back into work and/or education.
- Continual support for families/relatives and close friends. We are very aware that psychosis has an impact on families and close friends, not just the individual.

Recovery

- Research shows that most people make a very good recovery.
- Getting help early usually makes recovery quicker and reduces disruption to people's lives.
- We try to offer everyone a treatment package tailored to their individual needs – it's helpful to find out as much as possible about mental health problems and types of help so you can make informed choices.

Contact details:

Eastern and Coastal Offices
Littlebourne Road
Canterbury
Kent CT1 1AZ
Phone: 01227 812390

