



# *SOCIAL POLICY SERVICE GUIDE*

## **SERVICES FOR ADULTS WITH A MENTAL HEALTH PROBLEM**



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West Lothian  
Community Health and Care Partnership




# Mental Health Team

## For adults with a mental health problem

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### 1. Our contact details and location:

<p>Community Mental Health Team 25 North Bridge Street Bathgate EH48 4PJ</p> <p>Tel. 01506 776799 Fax. 01506 776939</p> <p>Mon-Thur, 8.30am-5.00pm Friday, 8.30am-4.00pm</p> <p>How to find us – please phone above for directions.</p> <p>Travel information: 01506 777840</p>	
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### Out of hours contact details:

In the event of an out of hours emergency, please contact the Social Care Emergency Team immediately – Tel. 01506 281028 or 281029. Fax number 01506 281045.

There is also evening and weekend crisis support at home for people with severe and enduring mental health problems.

## 2. Do you need help to read this document?

If you cannot read or speak English, the council can provide this information in a variety of ways:

- ◆ Braille – for people who are visually impaired
- ◆ British Sign Language – for people who are hearing impaired
- ◆ Tape – for people who cannot see or read
- ◆ Other languages – such as Urdu or Cantonese

If you need help to read this, please contact us at the above address.

## 3. Our Values and Aims:

The Community Mental Health Team provides health and social work services for you if you are experiencing difficulties due to having a diagnosed, severe and enduring mental health illness. We offer practical support to help you stay in your own home and to help you work towards a healthier lifestyle.

We will work with you to:

- Help you to maintain your independence and look after yourself
- Build up self-esteem and confidence
- Help you decide what to do if you have a problem or can't cope with things
- Improve your quality of life

Some of the things we do:

- Visit you as required to suit your individual needs
- Monitor your mental health and medication
- Encourage and support you to increase contact with other people and groups
- Provide you with education and information about health and social issues
- Provide you with help to improve your living environment and other things you do in your daily life
- Offer support and advice to your family and carers

We do many other things as well and work with you, one to one, to work out what your care needs are.

## 4. Partnership working:

We are a joint service provided by West Lothian Council Social Work and Lothian NHS, as part of the Community Health & Care Partnership (CHCP). The service is available to you if you are aged 16 to 65 years, you have been diagnosed as having a severe and enduring mental illness and you live in West Lothian.

You will normally be referred via an existing Health or Social Work person already involved in your care – e.g. your doctor, consultant psychiatrist or social worker.

We work closely with health, housing, employers, colleges and organisations run by, or for, people with mental health needs.

West Lothian Council provides all the social assessment services and some of the day care and support. We also work with selected voluntary and independent agencies and provide housing, day and support services right across West Lothian.

## 5. Advice, advocacy and information:

A range of helpful information, printed leaflets and factsheets are provided by west Lothian Council and are available on the [council's website](#). You can also ask for information at your local social work centre, council information office, health centre or library.

Other information sources include:

- West Lothian Council Customer Service Centre - Tel. 01506 775000
- NHS Lothian – St.John's Hospital, Livingston – Tel. 01506 523000
- West Lothian Mental Health Resource Service - [weblink](#)
- Mental health topics on the Health Scotland website - [weblink](#)

## 6. Support for carers:

Carers have the right to be consulted and can ask for an assessment of their own needs. Carers can have a say in any services or plans made for the person they care for. Services provided by [West Lothian CHCP](#), [Carers West Lothian](#), [Crossroads](#) and other agencies include:

- Information and support for carers
- Overnight respite
- Home based respite (sitting service)
- Voluntary support groups

## 7. What services are provided in West Lothian?:

People with mental health problems are valued citizens and make use of all the services across West Lothian. Some people with mental health problems need help to use these services. We also have residential and day support services provided just for people with mental health problems.

If you would like to use a service, you may need to have an assessment first. Please [contact us](#) immediately.

Some of the services are listed below – others may be available, so please ask us.

- Strathbrock Mental Health Resource Centre
- Bathgate House
- Deanburn Centre
- Whitburn Club

These services provide a range of daytime resources and therapeutic activities across West Lothian.

## 8. Make plans for your future:

Support is available to help you achieve your goals, whatever your interests and level of ability:

- Care management – you can have an assessment by a social worker and a review of your needs when they change
- Your care plan is a place to write down what you want to do and how we will help you to achieve your goals
- Direct payments can be used to hire your own care staff

There are lots of things to do in West Lothian. Here are a few ideas to get you started;

- Work and job placements - [Intowork](#) provides supported employment placement opportunities to prepare people for employment
- Volunteering – using your skills to help the community
- [Leisure, sport and the arts](#)
- Social groups and activities for all ages and interests
- [Befriending](#) – a way of making new friends and getting out and about
- [College](#) – lots of full or part time courses in West Lothian or nearby
- Day support services – social work or independent support services with a choice of workshops, outreach and other activities

## 9. Find a place to stay – short term or long term:

There are choices about where to live, It's worth planning a move well in advance. It can take time to put together the right package of support. The options include:

- Support in the family home
- A place of your own or with friends
- A care home
- Moving to a different home
- Short term respite at Cardeas House
- Health & Homeless Team based within the council includes two community psychiatric nursing staff

Ask your social worker about the choices you may have.

## 10. Keep well and healthy:

People with mental health problems may have other health needs. Most regular health services can be accessed through your family GP and health centre.

There is also a team of NHS staff in West Lothian (the Community Mental Health Team) who provide specialist advice for people with mental health problems. They can be contacted on 01506 433348.

- The Community Mental Health Team can arrange a full health check up

- There are a number of NHS beds at St.John's Hospital for people who need in-patient assessment and treatment
- The Choose Life group has piloted suicide prevention training and supported initiatives for younger people, adults and older people at risk of committing suicide

## 11. Useful links and telephone numbers:

Benefits advice helpline	0800 88 22 00
The Care Commission	0845 60 30 890
NHS 24 Scotland	08454 24 24 24
West Lothian Council Customer Contact Centre	01506 775000
Scottish Association for Mental Health	0141 568 7000 email: <a href="mailto:enquire@samh.org.uk">enquire@samh.org.uk</a>

Please note that information and external weblinks can become out of date very quickly. If you wish to comment or enquire about any of the information contained in this guide, please contact [John MacMillan](#), Team Manager.

Text phones offer the opportunity for people with a hearing impairment to access the council.

**The Text Phone number is  
18001 01506 464427**

A loop system is also available in all offices.

Information is available in Braille, on tape, in large print and community languages.

Please contact the Interpretation and Translation Service on **01506 775000**.

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.

الرجاء الإتصال بخدمة الترجمة على الهاتف 01506 775000

এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ইন্টারপ্রেটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলিঃ 01506 775000

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部，電話：01506 775000

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਨੈਤਰੀਨ ਦੇ ਪੜ੍ਹਣ ਵਾਲੀ ਲਿਪੀ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ ਇੰਟਰਪ੍ਰੈਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ : 01506 775000

یہ معلومات بریل (اندھوں کے رسم الخط)، ٹیپ، بڑے حروف کی طباعت اور کمیونٹی میں بولی جانے والی زبانوں میں دستیاب ہے۔ براہ مہربانی انٹرپرائٹنگ اینڈ ٹرانسلیٹنگ سروس سے ٹیلیفون نمبر 01506 775000 پر رابطہ قائم کریں۔

Informacje te mogą być przełożone na język Braille'a, dostępne na taśmie magnetofonowej lub wydane dużym drukiem oraz przetłumaczone na języki mniejszości narodowych. Prosimy o kontakt z Usługami Tłumaczeniowymi pod numerem 01506 775000.

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[www.westlothian.gov.uk](http://www.westlothian.gov.uk)

If you have used the Council's complaints procedure, and you are still unhappy, you can pass your complaint, within a year, to the Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh EH3 7NS  
Tel: 0800 377 7330

Email: [ask@spsa.org.uk](mailto:ask@spsa.org.uk)