

Communication

Somerset Community RightSteps encourages a culture of proactive communication with all partner organisations. As such, team members will be expected to develop close working relationships with practice staff and to be available for informal communication in surgeries on a weekly basis.

Additionally, GPs will be informed in writing at all stages of an individual's care and any significant developments from referral to discharge. Patients who self refer can request that their GP is not informed of that referral. Each case will be risk assessed.

Each team will have a named GP Liaison Worker with overarching responsibility for effective communication with GP practices and their staff.

A liaison general practitioner will also support communication with the GP population of Somerset.

Data Collection/Management

All patient data including referral, assessment, demographic data and case notes will be stored and managed on a secure central database.

Somerset Community RightSteps is required by both the Strategic Health Authority and NHS Somerset to collect and report certain Key Performance Indicators and Minimum Data Sets. This information will be collected by staff at each intervention and stored on the secure central database.

This leaflet can be provided in other formats or languages on request

If you have any questions about the service, please contact your local Somerset Community RightSteps team:

Somerset Community RightSteps
Bracken House
Crewkerne Road
Chard
TA20 1YA

Somerset Community RightSteps
Priory Park
Glastonbury Road
Wells
BA5 1XJ

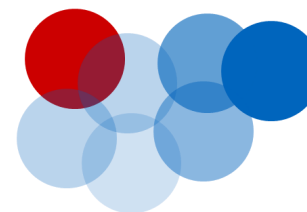
Somerset Community RightSteps
Park Gate House
East Reach
Taunton
TA1 3EX

Somerset Community RightSteps
Benjamin Holloway House
West Quay
Bridgwater
TA6 3HW

01460 238710

or email

Rightsteps@somcomhealth.nhs.uk



NHS

Somerset Community Health

Somerset Community RightSteps

... to Emotional Health and Wellbeing



An information leaflet for health professionals

**TURNING
POINT
RIGHTSTEPS**
turning lives around

SREC
SOMERSET RACIAL EQUALITY COUNCIL

mind

What is Somerset Community RightSteps?

Somerset Community RightSteps to Emotional Health and Wellbeing is a new service providing Improving Access to Psychological Therapies (IAPT) compliant stepped care interventions to individuals experiencing some form of emotional/psychological distress.

Who Provides the Service

The service will be provided by Somerset Community Health, who will be responsible for the management, clinical leadership and clinical governance of the service. Specifically, they will offer Step Three interventions including:

- Cognitive Behavioural Therapy
- Other NICE compliant Psychological Therapies
- Both can be delivered in the form of brief short term and longer term intensive sessions

Steps One and Two of the model will be provided by Turning Point as well as Mind and Somerset Racial Equality Council (SREC) who will offer:

- Initial assessment
- Advice and information leaflets
- Access to appropriate books via local libraries
- Exercise referral
- Guided self help
- Employment support
- Computerised CBT
- Telephone support
- Skills Workshops
- Signposting to other organisations
- Community Mentoring
- Drop in sessions

Where will the service be offered

The service will be offered in a range of locations. One to one interventions will continue to be embedded in GP practices and will be offered in these locations in the vast majority of cases.

Additionally there will be the opportunity for individual and group interventions to be offered in other community locations.

How can you refer to the service?

You can refer to Somerset Community RightSteps through the Choose & Book system. Patients can then telephone a countywide contact number and specify when they would like to be assessed and by which locality team. Alternatively individuals can self refer by calling

01278 727447

or email

Rightsteps@somcomhealth.nhs.uk

What happens next?

Following referral individuals will be able to arrange an initial telephone or face to face assessment. This, in addition to your referral letter, will ascertain the level of intervention required and the individuals will be allocated to the appropriate step accordingly.

If throughout the course of the intervention the level of need changes, then the individuals may be stepped seamlessly up or down the model. This may include onward referral to Secondary Care Mental Health Services and other sources of support as required.

Staff and Team Structure

Service leadership will be provided by a Head of Service supported by a Clinical Lead.

The service will be divided into four locality teams: Mendip, Sedgemoor, Taunton Deane and South Somerset.

Each team is led by a clinically and managerially experienced team leader who will be responsible for the day to day operational management of the service.

Each team consists of fully qualified and trainee cognitive behavioural therapists as well as other psychological therapists offering Step Three interventions.

Additionally, teams will comprise of trainee and qualified Wellbeing Coordinators (WBC) responsible for offering Step One and Two interventions.

Each team member will be assigned a certain number of surgeries and will be primarily responsible for offering interventions to those surgery populations. This will essentially mean that each surgery will have its own specific team members, both WBC's and cognitive behavioural/psychological therapists embedded within the surgery.

Additional services such as community mentoring, self care groups and BME drop ins will be provided by employees of Mind and Somerset Racial Equality Council (SREC).

Somerset Community Health provides NHS services in Somerset and is hosted by Somerset Primary Care Trust.