

# Community Mental Health Team - South Lambeth

**A service for older adults**

# Who are we?

We are a Community Mental Health Team for older adults in South Lambeth. We help people aged 65+ who are living in the community and have a mental health difficulty. We also work with people under the age of 65 with progressive memory problems. We aim to help and support people to carry on living in the community with a good standard of mental wellbeing.

We care for people with a range of different mental health difficulties including:

- depression (moderate to severe)
- anxiety and stress
- dementia and memory loss
- other mental health problems to do with mood or mental well being which may affect daily living.

The team includes:

- community psychiatric nurses
- occupational therapists
- psychiatrists
- psychologists/psychotherapists
- social workers
- support workers
- administrators.

# What can we do?

We can provide:

- psychological therapies and treatments
- help with managing medication effectively
- treatment of memory problems
- information and advice for service users, carers and families.

Where we do not offer a service ourselves, we will try to identify a professional or organisation that may be able to help and put you in contact with them.

## How to contact us

You can contact us yourself and we accept referrals from GPs, social workers, nursing homes etc. Your relatives, friends or carers can also contact us. We will ask your GP for information about you, as we need this to make sure we give you the best possible care.

You can contact us on **0203 228 8030** Monday-Friday between **9.00am and 5.00pm** for information and advice or to make a referral. In an emergency outside these hours, please contact your own GP or the Accident & Emergency Department at your nearest hospital.

# What will happen?

When we receive a referral we contact you or your carer, by phone or letter to arrange an appointment, if appropriate. A member of the team will assess you, usually at your home or at a community health centre. You may find it useful to have somebody there who knows you well to make you feel more comfortable, or if you have trouble remembering.

The assessment will probably last one hour and we will ask you different questions about:

- how you are feeling physically/mentally
- what your present circumstances are (living arrangement/work/family)
- if there are things you may be finding difficult to do
- medication you are taking
- previous or current illness.

We may also ask you to take a short memory test.

## What happens next?

Once we have met you and assessed you, we will decide how we can help you. Together with you and/or your friend, relative or carer, we will write your Care Plan. A Care Plan is an agreement between you and your health professional to help you manage your health day-to-day.

It can be a written document or something recorded in your patient notes and we will give you a copy. We will ask your permission if we need to talk to other services to make sure it is followed through. We will also let your GP know. Although some people will not need to be seen again, usually some follow-up is helpful. Follow-up visits may be in your own home or at a community health centre.

## Options available

If you'd like a large print, audio, Braille or a translated version of this leaflet then please ask us.

## Useful contact details

SLaM Switchboard: 020 3228 6000  
SLaM 24hr Information Line - Advice on how  
to access SLaM Services: 0800 731 2864  
Contact our Patient Advice and Liaison  
Service (PALS) for help, advice and information:

T: 0800 731 2864  
W: [www.pals.slam.nhs.uk](http://www.pals.slam.nhs.uk)  
E: [pals@slam.nhs.uk](mailto:pals@slam.nhs.uk)

## Complaints

If you are not happy about something but not sure if you want to make a formal complaint you can speak to a member of staff directly. Alternatively you can contact the PALS Office on freephone 0800 731 2864. If you decide you want to make a formal complaint this can be done by contacting the Complaints Department:

Complaints Department, Maudsley Hospital,  
Denmark Hill, London SE5 8AZ

T: (020) 3228 2444/2499  
E: [complaints@slam.nhs.uk](mailto:complaints@slam.nhs.uk)  
W: [www.slam.nhs.uk](http://www.slam.nhs.uk)

**[www.tfl.gov.uk/journeyplanner](http://www.tfl.gov.uk/journeyplanner)**

For the quickest way to plan your journey  
anywhere in greater London use journey planner:

**020 7222 1234 (24hrs)**