

## Service User Feedback

"I just want to say many thanks,  
wonderful work, I feel so much better"

"The service which you have supplied me  
with has helped me a lot and I feel totally  
comfortable talking to my mental health  
worker about anything. I probably  
wouldn't be here now without your  
support...Thank you"

"I would like to thank the worker for all  
their help and support that was given to  
me. I cannot thank them enough I could  
not have managed without their help"

"I feel I was able to explain my problems  
for the first time in 19 years of a 34  
year old"

"They went over 30 extra minutes 1st  
session and didn't mind"

"The burden is lifted"

oOo



*The Leicester Homeless Mental Health Service: "Mental Health & Wellbeing" East Midlands Regional Awards winner and National Awards Finalist in 2008.*

## Homeless Mental Health Service

Phil Johnson – Senior MH Practitioner  
OSL House  
East Link  
Meridian Business Park  
Leicester  
LE19 1XU

**Tel: (0116) 2958442**

**Email: [homeless.mhs@nhs.net](mailto:homeless.mhs@nhs.net)**

Opening Hours: 8.30- 4.30 Mon- Fri  
(excluding Bank Holidays)

### In a mental health emergency

You can access support from your GP or  
Accident & Emergency Department at the  
Leicester Royal Infirmary or by calling the  
**LPT Central Access Point on;**  
**0808 800 3302**

### Other useful contacts

**SAMARITANS** – listening / support for  
people who are suicidal or going through a  
crisis **116 123** (24 hrs)  
[www.startaconversation.co.uk](http://www.startaconversation.co.uk)

**Leicestershire & Rutland Crisis House /**  
**24/7 helpline – 0808 800 3302**  
[Leicestershire.helpline@turning-point.co.uk](mailto:Leicestershire.helpline@turning-point.co.uk)

**LAMP** – useful resource for mental health  
support & information. **0116 255 62 86** (9-5)  
**SHELTERLINE** – housing advice helpline  
**0808 800 44 44**

Leicestershire Partnership   
NHS Trust



**Homeless  
&  
Worried about your  
mental health?  
Want someone to talk to?  
Need help?**

There is a mental health service for  
people in Leicester who are homeless  
(e.g. rough sleeping, hostel/refuge/B&B,  
temp staying with friends / family) or are  
within three months of commencing a  
new tenancy from being homeless.

Come and talk to the  
**Homeless  
Mental Health Service**

## Who are we?

We are small team consisting of mental health nurses, an occupational therapist, support worker, a psychologist & psychiatrist

## What do we offer?

- A mental health assessment
- Access to mainstream mental health services.
- Supportive counselling
- Brief psychological therapies
- Direction to other support services

## Who can refer?

- Anyone who is homeless (rough sleeping / sofa surfing)
- In temporary accommodation
- Within 3 months of new tenancy commencement from Homelessness
- Any person in contact with someone who is homeless

## Where to find us?

Contact us by phone directly, or present to our '**drop-in**' services within

**Y Support Project**, 165 Granby Street, LE1 6FE, (between hours of Mon-Fri 9-11am) 0116 2046223

**The Bridge**, 43 Melton Street, LE1 3NB (Tue & Thurs 10-12pm) – 0116 2221161

**No 5 Hill Street**, LE1 3PT (Wed & Fri 9-11am) 0116 4782017

This is an 'open door' service to anyone meeting the above access criteria to self-refer. If however you are already seeing someone from an LPT mental health team or a drug or alcohol worker, please discuss your needs with them first, as they may be in a better position to help you.

You can ask support staff working with you to contact us also.

In this "drop-in" service, Priority will be given to people presenting for the first time, otherwise it is on a 'first come first served' basis.

If we are unable to see you the same day, arrangements can be made to meet on another day & at other venues in Leicester can be arranged as required.

## What happens next?

### Step 1

The first meeting is for an assessment to find out about your problems and needs.

- With one of the MH practitioners
- Will usually last about an hour
- Will be aimed at your needs
- Allow you time to talk about your problems
- Identify clear achievable goals
- Refer to other services (if required)
- Make arrangements for follow up
- Advise on where to access emergency support

### Step 2

If you need on-going help, we then discuss with you and decide the best course of action to help you with either 'Informal' or 'Formal' support.

#### Informal support

You can see any member of the MH practitioner team covering the 'drop-in' sessions; this is usually for short term mental health problems such as: anxiety, low mood or stresses relating to your circumstances

#### Formal support

Members of the team share your care; it will usually be because you have a long-term mental illness such as Psychosis, Clinical Depression or Personality disorder. In this case we may arrange an appointment with our psychiatrist or psychologist for further assessment / treatment.

### Step 3

You may require further help; we can refer you on to other care / support services

- Psychologist
- Psychiatrist
- Occupational Therapist
- Talking therapies (counselling)
- Mainstream mental health services
- Crisis Resolution Team
- Social Care
- GP service
- Drug & Alcohol services
- Housing Outreach / advice services