

Useful information

Livewell Southwest is the social enterprise delivering a number of health and social care services in Plymouth and other parts of Devon.

Livewell provides services for both adults and young people and children, including mental health, district nursing, the 24/7 freephone crisis response lines and Adult Social Care in Plymouth.

Livewell is just one of the organisations providing support following the tragedy in Keyham. You can find out more about other support available from other organisations by visiting the official Plymouth Together website: www.plymouthtogether.co.uk

Contact details

For general enquiries, or to be directed to a specific service or individual, please contact our switchboard **Tel: 01752 435502**

You can find out more about Livewell Southwest and other services we run by visiting our website: <https://www.livewellsouthwest.co.uk/>

Support for those affected by Keyham



This leaflet outlines the support available from Livewell Southwest to individuals and communities impacted by the Keyham tragedy.

Please note, any referral made should include 'Keyham' to enable priority access.

Livewell Southwest First Response Crisis Line

Livewell Southwest's First Response Service is a 24/7 helpline providing advice, support and signposting for people experiencing a mental health crisis.

First Response is available to anyone in Plymouth at the time of experiencing a mental health crisis.

If you feel worried about your mental health or that of a loved one or a friend, you can call the helpline on 0800 923 9323.

You do not need to be an existing service user of Livewell.

Just call us on 0800 923 9323 if you need help 24/7.

When you call, you will be given two options:

If you are a child or young person, or you are calling about a child or young person under the age of 18, press 1. If you are an adult or you are calling about an adult, press 2.

This line is also open 24/7 to other health and care professionals and emergency responders such as the police, paramedics and GPs, if they need advice when working with an individual experiencing mental health difficulties or if you'd like to refer someone. You will be given further options once you have pressed 1 or 2 depending on who you are calling to refer.

Plymouth Options IAPT Service

Plymouth Options IAPT (Improving Access to Psychological Therapies) provides low level psychological support to anyone aged 16 plus registered with a Plymouth GP who might be struggling with things like anxiety or depression.

Livewell's Plymouth Options Service can help you to feel better and

teach you the techniques to help improve your mental wellbeing.

Plymouth Options is able to provide support via telephone appointment, video consultation or an offer of computerised Cognitive Behavioural Therapy – with minimal wait times.

The service has a new care pathway, offering priority telephone support to anyone who has been impacted or involved in the Keyham tragedy.

You can self-refer by visiting the Options website or by calling 01752 435419 or you can ask your GP to refer you.

<https://www.livewellsouthwest.co.uk/plymouth-options>

Adult Community Mental Health Teams

The Community Mental Health Teams (CMHT) offer support to people who have serious or long-term mental health conditions. In Plymouth, Livewell Southwest has two CMHTs which are mapped to mirror the locations of different GP practices around the city.

People who use the service will be consulted about all elements of their care and be actively involved in what their care plan needs to include in order to best meet their individual needs.

Referral to the CMHT is made via your GP. Once referred, you can expect to be listened to, and have any concerns taken seriously, and addressed promptly.

Adult Primary Care Mental Health Teams

The Primary Care Mental Health Team helps people experiencing common mental health problems and support those that continually 'fall through the gap' between primary and secondary services. The team aim to provide information and support to enable people to

begin to work through emotional difficulties and improve their overall health and wellbeing.

The team works in a person-centred way to ensure that the service is tailored to support the individual and their specific needs and goals.

Adult Social Care

Livewell Southwest also provides Adult Social Care Services in Plymouth on behalf of Plymouth City Council. If you think you need to talk to a social worker, or have concerns that someone you know needs support to stay well at home, your first contact will be The Advice and Information Service.

This team deals with direct enquiries from the public, housing organisations, police, primary care and other agencies. The team provides advice and guidance to people who may need care, support or treatment to prevent further deterioration.

They can help you to use all the relevant help available, such as specialist advice about housing, benefits, health and wellbeing, training and help at home.

The Advice and Information service will also look at the help and friends can provide, and they may decide that a social care assessment is required.

To contact the Advice and Information Service, call 01752 668000 and select the 'adult social care option' or you can find out more about our social care services here: <https://www.livewellsouthwest.co.uk/community-care/adult-social-care>

Plymouth Autism Spectrum Service (P.A.S.S.)

Livewell runs the Plymouth Autism Spectrum Service (P.A.S.S.), which provides post-diagnostic support for people with Autism in

Plymouth.

The service has been developed to provide a dedicated and specialist service for adults with autism, their families, health & social care services and to collaborate with community organisations within Plymouth.

The P.A.S.S. Advice Service can offer 1:2 signposting and advice for adults with autism and their families, workshops, support with accessing services, and working with community organisations.

The team can support individuals with social care, housing support, employment advice, benefits advice and accessing other services such as Plymouth Options.

To access the Advice Service you must be:

- aged 18 or over
- formally diagnosed with Autism
- registered with a Plymouth GP

The service is for adults with Autism who are not eligible to access support through the Learning Disability Service. You or somebody on your behalf can refer into the service with your consent.

You can find out more about P.A.S.S. and access the referral form here: <https://www.livewellsouthwest.co.uk/plymouth-autism-spectrum-service> by calling 01752 434033 or email livewell.pass@nhs.net

Adult Learning Disability Service

Livewell Southwest provides a specialist community learning disability service for adults with learning disabilities who live in Plymouth.

The team provides specialist assessment and intervention to support people's health related needs.

The team supports individuals, families, carers, other professionals and mainstream health and social care services to meet the needs of people with learning disabilities.

The team has many different support skills, and works with individuals to promote physical health, mental wellbeing and independence.

To find out more or refer to the team, call 01752 434033 or visit:

<https://www.livewellsouthwest.co.uk/community-care/learning-and-disability>

Children and Adolescent Mental Health Services (CAMHS)

Livewell Southwest's Child and Adolescent Mental Health Services (CAMHS) supports all children and young people between the ages of 5-18 who are experiencing difficulties with their mental health. Our services and teams are made up a number of different professions, including mental health nurses, social workers, psychologists and psychiatrists, who work together to provide an effective assessment, treatment plan and therapeutic support for individuals and their families.

You can access CAMHS via Livewell Southwest's First Response Service is a 24/7 helpline providing advice, support and signposting for people experience mental health crisis.

You do not need to be an existing service user of CAMHS Livewell to access the First Response Service. Just call us on 0800 923 9323 if you need help 24/7.

If you are a child or young person, or you are calling about a child or young person under the age of 18, you'll be asked to press 1 when you call.

This line is also open 24/7 to other health and care professionals and emergency responders such as the police, paramedics and GPs, if they need advice when working with an individual experiencing mental health difficulties or if you'd like to refer someone. You will be given further options once you have pressed 1 or 2 depending on who you are calling to refer.

The CAMHS Advice line is also available for non-urgent support to discuss what a child or young person may want/need, and to ensure that CAMHS is the correct service or to signpost to a more appropriate service. Children Young people and Families and Professionals can also access this support from CAMHS. The service is available Monday to Friday 12noon – 5pm on 01752 431613.

Our Public Health Nursing Service also has a duty health visitor available each day: 01752 434008.

Text messaging advice service is available via ChatHealth as well as online information for children and young people:

- Livewell ChatHealth 0-5 years Parents Service – 07480 635188
- Livewell ChatHealth 5-10 years Parents Service – 07480 635189
- Livewell ChatHealth 11-19 years Young Peoples Service – 07480 635198

Health for Kids – www.healthforkids.co.uk

Health for Teens – www.healthforteens.co.uk