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How our Trust and staff work



How our Trust works

Our Trust serves a population of over one million people across Birmingham and Solihull. We also provide services to the wider region and nationally.

We provide a range of comprehensive, efficient and effective locally based mental health services to sustain and improve the mental health of the local population. We also provide a portfolio of regional mental health services to communities across the West Midlands and beyond. We work closely with Birmingham City Council and Solihull Metropolitan Borough Council, who provide social care services.

We work in partnership with our local clinical commissioning groups (CCGs). With them we scope the need for further investment in mental health services to secure compliance with national targets.

Crucial to the successful delivery of our services is the need to have staff with the skills and vision to address the challenges facing our organisation now and in the future.

Our performance is measured regularly by Monitor, the Care Quality Commission, Healthwatch and our local Health and Wellbeing Board.

At our Trust we provide a range of inpatient, community and specialist mental health services for service users of all ages. Together these services include elements of rehabilitation, crisis and home treatment, outreach services, early intervention, addictions, day services and mental health wellbeing.

Our staff

Here is a glossary of some of the staff you may come into contact with in our services.

Admiral nurses are mental health nurses who support carers of people with dementia within the community.

Art therapists help people to work through their personal and mental health problems by using art as a way of communicating and expressing themselves.

Care co-ordinator is the person responsible for your care when you are in the community. This is the person you will see most often. Care co-ordinators are usually community psychiatric nurses (CPNs), occupational therapists (OTs) or psychiatrists (doctors). If you only see a doctor (psychiatrist) or psychologist, then they are your care co-ordinators.

Community psychiatric nurses (CPNs) are nurses who have had specialist training in mental health. They assess your needs and develop a programme of care for you, which can include medication, counselling and therapy.

Community rehabilitation workers visit older people in their own home to help them find ways of improving their quality of life and personal safety.

Counsellors work with people to address problems in their lives. This is usually done by talking about the person's problems and feelings.

Dietitians provide advice and guidance about food and nutrition, and can help with issues related to poor appetite, weight loss, weight gain, vitamins and food supplements.

Matrons are highly trained, senior nurses whose role is to help, advise and support patients. They oversee how wards are run and make sure that patients get the best care possible.

Named nurse is the person responsible for your care if you are admitted to hospital. He or she is the person you should have the most contact with, and who you can talk to if you have any worries or questions about your treatment. You should also have another nurse for when your named nurse is not on duty.

Occupational therapists help you to learn or re-learn the skills you need to do everyday activities, such as going back to work or making better use of your time.

Pharmacists are trained experts in drugs and medicines who are legally allowed to supply them to those who need them. They may work in hospitals, GP surgeries or chemist shops in the community.

Physiotherapists help people to improve their physical health and mobility and recover from injury. This can boost a person's self-confidence and wellbeing.

Primary care mental health workers will work from your local doctor's surgery. They may be support workers, therapists or nurses.

Psychiatrists are doctors who specialise in mental health problems. They are able to diagnose your problem and might prescribe medication if necessary.

Psychologists use their specialist knowledge and skills to help reduce distress, and improve and promote people's wellbeing. They often work as part of multidisciplinary teams, offering various kinds of therapy with individuals, groups and families. These kinds of therapy involve talking about personal experiences and exploring new ways of thinking, feeling and behaving. Psychologists also carry out research and teaching, and work within different levels of an organisation to promote psychological health.

Core trainees or CT doctors are doctors who have been qualified for a minimum of two years.

Social workers provide help, advice and information on practical problems related to mental health, such as family issues or housing. They can also offer counselling and emotional support. They arrange care packages.

Student learners - our Trust offers placements for students across all healthcare professions. If you do not wish student learners to be involved in your care, please inform your named nurse or care co-ordinator.

Support workers work with people experiencing severe and long-term mental health problems who live in the community. They support people by building a close relationship with them in daily life. They focus on the whole person, looking at both health and social needs.

If you have access to the internet, you can find out more about the Trust and our services on our website www.bsmhft.nhs.uk or from customer relations (PALS) on 0800 953 0045.

If you have any queries regarding this leaflet, please call the service user, carer and public engagement lead at Trust headquarters on 0121 301 1111.

We can help you access information in other languages or formats.

Please ask a member of staff for a copy or contact our customer relations (PALS) on 0800 953 0045 or email pals@bsmhft.nhs.uk

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Reviewed March 2015

Ref: PAL0002B-032015

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Improving mental health wellbeing