



NHS

**Birmingham and Solihull
Mental Health**
NHS Foundation Trust

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Welcome to our Trust



LanguageLine
Solutions®

Welcome to Birmingham and Solihull Mental Health NHS Foundation Trust, where we can provide you with information and advice on mental health problems and how to manage them.

Mental health problems are very wide ranging, from the stress and worry we all experience at times, to more serious conditions that can affect the way we live.

Around one in four people will experience some sort of mental health problem at some point in their lives.

A mental health problem only becomes serious if it begins to interfere with your ability to cope or function in your everyday life. It's important to recognise when this happens so you can look for some support.

At Birmingham and Solihull Mental Health NHS Foundation 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 dedicated, specialist teams work closely with patients, their carers and families to put together a plan of care tailored for each person's needs which offers different types of support including community, inpatient and day services.

We have, and continue to develop, close links with partners from education, local authorities and voluntary organisations and work in partnership to provide integrated health and social care – a real benefit for our service users.

Being a foundation trust means we have more financial control over the services we provide, allowing us to provide even better services and to involve our local communities in the bigger healthcare decisions we make. It helps us to actively engage our staff in shaping how our Trust is run, to make sure the views of service users, their carers and families are central to everything we do.

If you would like to become a member of our Trust please visit our website www.bsmhft.nhs.uk for more information.

Privacy and dignity

Your privacy and dignity are important to us. These pledges were made in conjunction with our service users and carers.

You can always expect these 10 pledges from our staff:

1. We will ensure a safe environment for everyone.
2. We will encourage you to be involved in your care and care plan.
3. We will offer you choice and opportunities in your treatments, including medication and therapy, wherever we can.
4. We will ensure dignity, courtesy and respect for everyone we care for and work with.
5. We will ensure there will be “No decision about you, without you.”
6. We will protect your privacy, modesty and confidentiality.
7. Your compliments and comments will be gratefully received, and any concerns swiftly resolved.
8. We aim to empower you as much as we can, and support access to others who can further this.
9. We will guarantee your rights to information, advice, advocacy, and can guide you to them.
10. We will support your families, carer or support networks.

If we don't meet all of these pledges, let us know. Contact our Customer Relations Team who will listen and help you get the service you deserve. See page 5 for contact details.

If you encounter harm or abuse to yourself or others, contact our safeguarding team on 0121 301 1111. In an emergency you should use 999.

There are a lot of other organisations that are available to help and support you with any information and guidance you might need.

Sometimes it is difficult to know who are the best people to contact. We hope this information leaflet will help you make an informed decision.

Advocacy services

An advocate is independent of the Trust, and will support your views and wishes without judging you or putting forward their own personal opinion. An advocate might help you access information you need, or go with you to meetings or interviews as a supportive presence.

Any patient detained under the Mental Health Act is entitled to an Independent Mental Health Advocate (IMHA). These advocates are available across our inpatient services.

An advocate is able to support you with issues outside healthcare, such as benefits information, housing and legal matters. Speak to a member of staff who can advise you how to speak with someone from an advocacy service.

Customer Relations Team has a list of all advocacy services, or you can look at leaflet 9 in this series of leaflets.

Customer Relations – complaints and PALS

Concerns, comments or compliments

All NHS trusts have a formal complaints procedure in place. If you wish to make a complaint about our services you can contact the Trust's complaints manager either by telephone or in writing and we will do our best to sort out the problem as quickly as possible and provide you with a response which deals with your concerns.

Customer Relations are available to advise and support people on any matters relating to mental health and social services and can guide you through the different services available from the NHS. Customer relations workers are employed by the Trust, not an independent organisation.

Customer Relations are the first point of contact for information about other sources of help. They are able to listen to your concerns or queries and sort out your healthcare related problems on your behalf. They can also guide you through the complaints procedure if necessary.

Contact Customer Relations:

Customer Relations Freepost RTLY-XXHU-ULKC
Birmingham and Solihull Mental Health NHS Foundation Trust
Unit 1, 50 Summer Hill Road
Birmingham
B1 3RB

Telephone: 0800 953 0045

Text: 07985 883 509

Email: bsmhft.customerrelations@nhs.net

The NHS Friends and Family Test and real time feedback

We offer all our service users and carers the opportunity to give feedback. You may be asked to participate in a short survey, which can be completed online, by phone or in writing. The feedback you give is valuable as it helps us improve our services. We would appreciate your input.

The first question in the survey will usually be: *How likely are you to recommend our service to friends and family if they needed similar care or treatment?*

You can offer your feedback at www.bsmhft.nhs.uk.

NHS 111

NHS 111 is a telephone service staffed by nurses, giving confidential healthcare advice and information 24 hours a day.

Telephone: 111

Website: www.nhs.uk

The NHS website offers information on all conditions and health services across the UK. You can browse the health encyclopaedia, check symptoms and medications. Health advice and news is available, and you can also review services.

See Me – user involvement in our Trust

See Me workers can help you to:

- voice your opinions on mental health services
- offer feedback in real time
- join a user group or user forum
- help other users to become more involved
- represent others like yourself in meetings, training, recruitment, mental health promotion or just to network and meet other interested users
- explore recovery options at our Recovery College for All and in the wider community through local community and voluntary services.

See Me workers are engaged across most clinical services at the Trust.

Telephone: 0800 694 0212

Email: bsmhft.seeme@nhs.net

Recovery College for All

Recovery College for All offers a range of sessions that are open to our service users, their carers and families, and our Trust staff members. The sessions are all co-produced and delivered in collaboration with people who have been affected by mental health issues.

To find out more and to view the prospectus visit www.bsmhft.nhs.uk and click on the Recovery College for All logo. To book on a session call 0121 301 3992 or email bsmhft.recoverycollege@nhs.net.

Legal information

To find a solicitor please ask a member of staff who will be able to advise you.

Alternatively, consult www.gov.uk/find-a-legal-adviser or call The Law Society on 0207 320 5650.

Information leaflets

We have a range of leaflets explaining more about mental health and our Trust. Please visit our website (www.bsmhft.nhs.uk) to download a copy of these or alternatively contact our Customer Relations Team who can post copies to you.

1. Welcome to our Trust
2. How our Trust and our staff work
3. Care Programme Approach (CPA) and care support
4. Access to your care records: Your records are safe with us
5. How our inpatient and outpatient services work
6. Customer Relations – including compliments, complaints and PALS
7. Families and carers
8. Service user engagement and Recovery for All
9. Partner zone – incorporating the ‘Buzz Guide’
10. Finding information in other formats or interpreters.

Our Customer Relations Team can also help you to find further information, from reliable sources, on a wide range of mental health topics.

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

Our Customer Relations Team is available Monday to Friday, 8am to 8pm (excluding bank holidays).

Tel: 0800 953 0045

Email: bsmhft.customerrelations@nhs.net

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SMOKEFREE

We are a smokefree trust

Website: **www.bsmhft.nhs.uk**

Main switchboard: **0121 301 0000**

