

Registered Charity no. 1085491

Local offices:
01992 586969 – Hertford

contact@carersinherts.org.uk



Factsheet MH8 – Useful Information

Hertfordshire Partnership University NHS Foundation Trust (HPFT) is responsible for services throughout Hertfordshire, their first point of contact is:-

Single Point of Access (SPA) Phone: 0300 777 0707 between 0800 and 1900 hours

This is the contact for referrals and Mental Health advice for members of the public including family carers, GPs and other professionals in the statutory and voluntary sectors.

SPA is the number to call if you are not already in contact with HPFT and you, a friend or relative are experiencing mental health problems, this includes those who have been discharged from services and have become unwell. Those service users who are currently receiving a service from HPFT should contact their care coordinator directly. Your call to SPA will be answered by trained professionals who will ask you a few questions to assess your needs; you may then be referred to the appropriate local mental health service or signposted to other services that may be able to help.

Out-of-hours Mental Health Helpline – 01438 843322 between 1700 and 0800 hours Monday to Friday and all day, Saturday, Sunday and Bank Holidays.

Please refer to our fact sheet MH3 for details of this service

Community Services Provided by HPFT –

Wellbeing Team - (formally known as The Enhanced Primary Mental Health Service - EPMHS) delivers Improved Access to Psychological Therapies (IAPT) in Hertfordshire. The service provides psychological interventions for people with mild to moderate depression and anxiety disorders including Panic, Obsessive Compulsive Disorder, Generalised Anxiety, Post Traumatic Stress and Health Anxiety. There is now a psychiatrist and social work support within the teams – people can self-refer or be referred by GP, family/carers/friends via SPA.

Support and Treatment Team - working with people experiencing mood disorders, mild to moderate depression, personality disorders, neuro-developmental conditions such as Asperger's and Attention Deficit Hyperactivity Disorder.

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*The information contained on this sheet is correct at the time of issue.
Carers in Hertfordshire takes no responsibility for any inaccuracy in facts supplied to them*

April 2014

Targeted Treatment Team - working with people experiencing disorders associated with psychosis – e.g. Schizophrenia, severe depression and Bi Polar (manic depression).

These Community Teams are based in ten main buildings or **Hubs** located across Hertfordshire – across the county. Current locations as follows:

1. North East Quadrant: Saffron Ground in Stevenage and Centenary House in Hitchin
2. North West Quadrant: 99 Waverley Road in St Albans and St Pauls in Hemel Hempstead
3. South West Quadrant: Colne House in Watford and the Civic Offices in Borehamwood.
4. South East Quadrant: Rosanne House in Welwyn Garden City and Oxford House in Bishops Stortford, Cygnet House in Ware and Holly Lodge in Cheshunt.

In addition there are some smaller offices or **Spokes** where service users can be seen closer to home.