

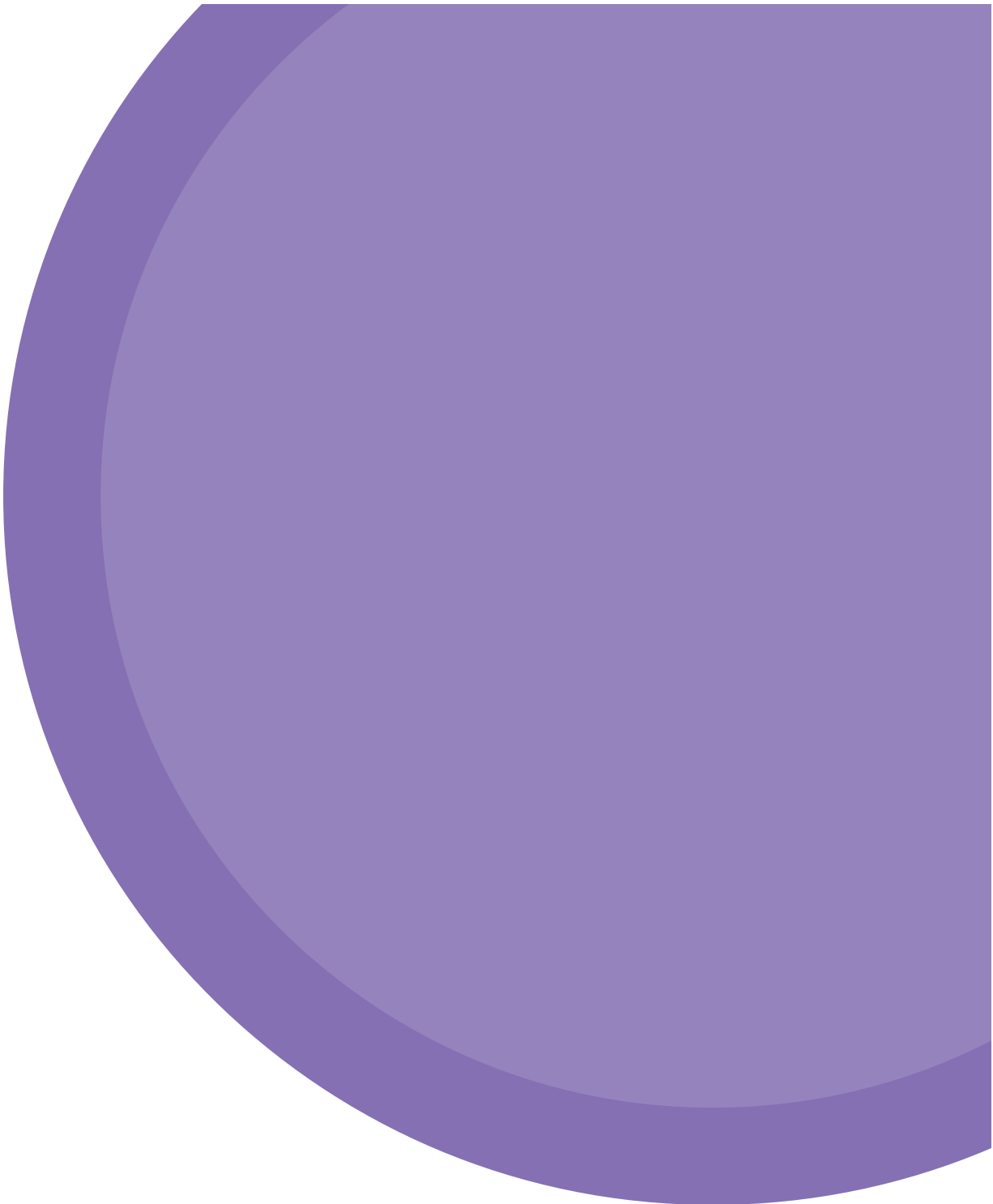
*Wexford Community  
Mental Health Services*

*A Key to Recovery*



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Mental Health Services  
A Key to Recovery*





Cover image created and designed by Service Users attending the Recreational Department, St. Senan's Hospital





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## *Introduction*

This booklet aims to give you and your family an overview of Wexford South Sector Community Mental Health Services.

The booklet is divided into two parts:

- using our services; and
- you and your mental health.

We put it together with the help of service users, carers, professionals, advocacy groups and primary care providers.

Although about one in four of us may experience some form of mental health problem in our lives, stigma can often prevent people from using mental health services. We hope that this booklet will give you the information you need to support you in managing your own care on your journey to recovery through our service.

## *Understanding this booklet*

We understand that there is a lot of information for you to take in when you are referred to mental health services. We suggest that you take your time as you read through this booklet. The mental health professionals you meet during your recovery will also be available to give more information as you need it.

Throughout the booklet, we will use the term 'service user' to describe any person who is using mental health services. The term 'carer' refers to a family member or other person who is responsible for the service user's well-being.

At the back of this booklet, you will find a section where you can make your own notes throughout your assessment and care.

If, at any time during your care, you do not understand the terms or words that someone is using, please ask them to explain what they mean. This is your right.

## *Mission statement*

Wexford South Sector Community Mental Health Team supports people with mental health problems. We value the strengths of service users and their families, and want them to take part in their care and recovery. We respect each individual regardless of their culture, ethnicity, religious beliefs and practices.







# *Using our services*

# *Accessing your community mental health services*

Your Community Mental Health Team (CMHT) is a group of professional people working in the community who have skills and knowledge that complement each other. The team will give you the care and treatment you need to help you manage your condition (see next section for an overview of the role of each CMHT member).

## *1. Getting an appointment*

You can access the CMHT in a number of ways, as follows.

### *Your family doctor or GP*

Your general practitioner (GP) is your first point of contact if you need to access your community mental health services. GPs play a key role in managing mental health problems.

It is important that you contact your GP if you:

- have any concerns about your mental health;
- have upsetting emotional symptoms that get in the way of your day-to-day living;
- are or feel isolated from others to a worrying degree; or
- feel that life is not worth living and have thoughts of self-harm, suicide or harming someone else.

After your talk, your GP may decide to refer you to the CMHT for expert treatment – to ‘refer’ means to send or direct you to someone else for treatment.

### *Other ways*

You can also access community mental health services through:

- the Accident and Emergency (A&E) Department at Wexford General Hospital or Waterford Regional Hospital;
- other mental health services; or
- in-patient treatment as part of a discharge plan – to ‘discharge’ means to release you from hospital.

## 2. Referral

There are two Community Mental Health Centres in south Wexford (see contact details at back of booklet):

- Maryville Community Mental Health Centre in New Ross; and
- Summerhill Community Mental Health Centre in Wexford.

Once the CMHT gets your referral letter, you will get an appointment for your first assessment. If you cannot make the appointment on the date given, it is important that you contact the correct CMHT so that you can get another appointment.

If you do not go to your first appointment, a member of the CMHT will contact you to find out why. You may get another appointment, if suitable.

- If you decide you do not want another appointment, again, it is important that you contact the correct CMHT to let us know. We will refer you back to your GP.
- If you do not go to your second appointment, we will tell the person who referred you that you did not go.
- If you miss two appointments without contacting us to cancel them, we will automatically refer you back to your GP.

## 3. Your first assessment

When you arrive at the Maryville or Summerhill Community Mental Health Centre for the first time, a number of things will happen:

- First, you will need to book in at reception and give some contact details.
- One or two members of the CMHT will then meet you and carry out your first assessment – this assessment will usually take about an hour.
- Once the CMHT completes your assessment, they will put together a Care and Recovery Plan with you – this plan will begin to address the issues that came up in your assessment.

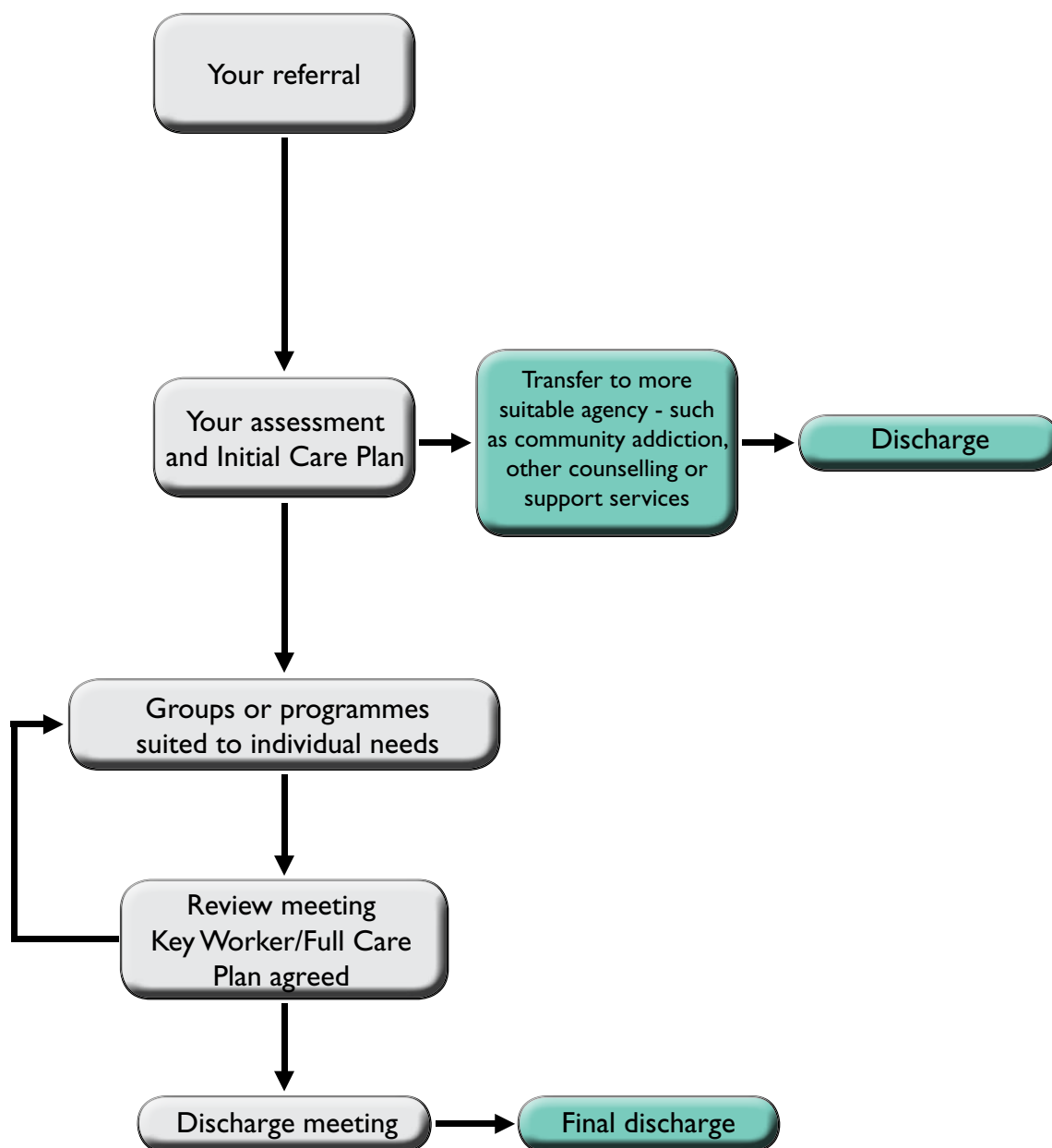
The aim of this first assessment is to:

- meet with you and, if you allow it, your family member(s);
- get background information on your personal, family and job history;
- talk about any previous medical or psychiatric history;
- talk about the current mental health difficulties that you are experiencing and the effect they are having on your life;
- talk about any risks to your health and safety and about stresses in your life; and
- look at any other difficulties that may be adding to your current mental health problems – such as housing or financial problems.

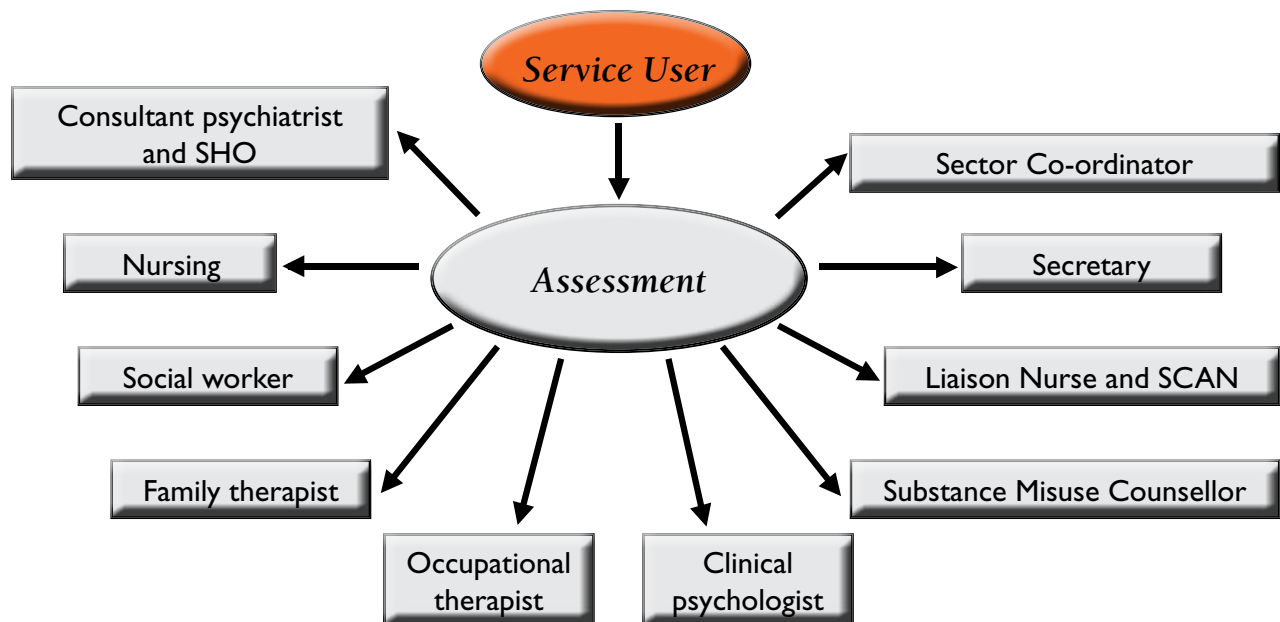
Following this assessment, the team will agree a care and recovery plan with you for a certain period of time. As part of this plan, they may refer you to other services or programmes that meet your needs and that are available within the service.

The following diagram gives an overview of how the referral process works at Wexford South Sector Community Mental Health Services.

### *Referral process at Wexford Community Mental Health Services*



## *Roles of Community Mental Health Team Members*



### *Consultant psychiatrist*

A psychiatrist is a medical doctor who assesses, diagnoses and treats mental disorders. They can treat clients individually or as part of a family unit. They can also prescribe medication if needed.

### *Senior House Officer (SHO)*

An SHO is a junior doctor training to be a psychiatrist – they move around on placements while in our service, so you may often see a different SHO.

### *Nursing*

Nursing is a caring process that aims to help service users return to full health and independence. The nursing team includes the Community Nurse, the Staff Nurse and the Clinical Nurse Manager. They work closely with service users and their families, giving care and support to meet individual needs.

### *Social worker*

A social worker is a trained specialist who helps service users and their families with their social, emotional and financial problems.

### *Family therapist*

A therapist is a trained professional who works with individuals, couples and families by using talking therapy to address issues and to improve personal and family well-being.

## *Occupational therapist*

Occupational therapists aim to help patients carry out daily tasks in their living and working environments. They help them to develop the skills to live independent, satisfying and productive lives. The occupational therapy department run a group programme including task-based groups and educational groups. Groups run in all parts of county Wexford. This group programme changes and develops according to service-user needs.

## *Clinical psychologist*

Clinical psychologists use various talking therapies and the findings from psychological research to help clients make positive changes in their lives and to improve their mental well-being. Clinical psychologists can treat clients individually, as part of the family unit and/or in a group setting. They do not have medical training and do not prescribe medication.

## *Substance Misuse Counsellor*

A substance misuse counsellor is a mental health professional who is trained to counsel, educate and improve the lives of service users with alcohol or drug addiction problems. They use confidential, one-to-one counselling to help those affected by addiction problems to achieve their goals.

## *Liaison Mental Health Clinical Nurse Specialist*

The Liaison Nurse helps and supports people who have harmed themselves. They work with the service user, their family and the relevant professionals, such as GPs and psychiatrists. They are based in the Emergency Department at Wexford General Hospital.

## *Suicide Crisis Assessment Nurse (SCAN)*

The SCAN gives a 'fast track' assessment for individuals experiencing self-harm or a suicidal crisis. People can access the service through their GP – an assessment of the person's risk and needs will be carried out at the GP's surgery.

## *Secretary*

The Secretary liaises with service users on their appointments and gives information on services.

## *Sector Co-ordinator*

The Sector Co-ordinator is a mental health professional who helps to coordinate the functioning of the Community Mental Health Centre and the delivery of services within the community.

## *Your care and recovery plan*

Your care and recovery plan is a record of the planned care and treatment that you will get.

The plan will:

- outline what we have discussed and agreed with you and others involved in your care; and
- explain what you and others will take responsibility for in your plan.

The main aim of this plan is to meet your individual needs and to help you build a life for yourself beyond mental illness.

### *Helping your recovery*

Depending on the support you need, your care and recovery plan will include a range of ways that aim to help you on your journey to recovery. These could include:

- treatment options, including medication;
- looking at ways to prevent risk;
- assessing stress levels and coping strategies;
- looking at ways to avoid or limit drug and/or alcohol use;
- recommending leisure or therapeutic activities;
- helping you to keep relationships or get family support;
- giving you access to advocacy services;
- giving you advice on housing;
- helping you to find employment or training; or
- giving you advice on money matters, including benefits.

### *Role of the key worker*

As part of your care and recovery plan, we will put you in contact with a key worker after your first assessment. The key worker is responsible for looking after your care and recovery plan. Both you and your key worker will sign your care plan and you will keep your own copy of this plan.

The role of the key worker is to:

- bring together all of the people involved in your recovery to review your care and recovery plan, as needed;
- see what is working for you and if they need to make changes to make sure that your recovery continues; and
- meet your family or any important people in your life if you wish.

If you or your family have any concerns, you should raise them with your key worker.

If you are unhappy with your key worker, you can discuss a change with the sector co-ordinator.

## *Reviewing your needs*

Care and recovery plans need to be flexible and take account of changes during your recovery. We will regularly review your care plan with you, your key worker and other members of the team involved in your care at special review meetings.

The review involves a number of stages:

- We will invite you to the review meeting, where you will have a chance to talk about your care, the plan for recovery and how you are getting on – family members and a peer advocate (a person who speaks for you) can come to these meetings with you if you wish.
- We may change the goals agreed in your first care and recovery plan, depending on your response to treatment or other situations that could arise.
- We will hold regular review meetings to look at your progress.





## *Managing your medication*

As part of your treatment, we may prescribe you medication to treat your symptoms. You must remember to take this medication at the times and dose that your doctor prescribes.

Please note that:

- if you are prescribed medication following your assessment or at any time during your care, we will write this on a clinic card, which you will need to take to your GP;
- your GP will need to rewrite the name of the medication on a recognised prescription form – such as a form for the medical card or the Drugs Payment Scheme (DPS); and
- you will then need to take this prescription to your local chemist, which will give out the medication as your GP has directed.

You should try to use the same chemist for all your prescriptions so that they can keep a record of your medication for you. They will also be able to look out for certain medications that may interact or cause side effects with other medications that you are taking.

If you would like to know more about your medication from your mental health team, your key worker will give you a form so that you can ask for more information. Your local chemist can also advise you on your medication and how to take it.



## *Other services available to you*

### *Support programmes*

We can refer you to a programme that suits your needs after we talk to you, your key worker and other members of the team involved in your care. The focus of these programmes is to support you and your family in your recovery from mental health difficulties. Please note that we run the programmes in different sessions. They are not all available at the same time.

The types of programmes that we offer include:

- programmes seeking to prevent relapse and to encourage recovery such as the Wellness Recovery Action Plan (WRAP) and the Community Living Skills Programme (Footprints);
- the Mind Yourself scheme, which offers you a range of self-help information;
- Programmes run in collaboration with community agencies offering FETAC accredited training
- educational or therapeutic group sessions that are aided by psychology; and
- programmes helping you to develop your lifestyle and skills.
- Family or carer education and support programmes

### *Advocacy service*

We also offer access to an advocacy service. Advocacy is about having someone to help you be heard. It is about having a greater say in decisions being made about you. The Irish Advocacy Network runs a Peer Advocacy Service. A peer advocate is someone who has had personal experience of using mental health services. The advocate aims to give information, support and choice for those experiencing difficulties with their mental health and well-being.

If you are a service user of the mental health services and would like to know more about this service, you can contact the regional peer advocate on the mobile phone number shown below.

Regional peer advocate

Mobile number: 087 991 8097

Name: \_\_\_\_\_

## *Needs of carers*

Caring and supporting a relative or friend who has a mental health problem can be difficult and demanding. The relationship between the carer and service user is key in the recovery and preventing relapse.

Carers often need information to help them support their relative or friend. As a carer, you will need the consent of your relative or friend to get information on their condition and care. However, you have a right to the following information:

- contact details of the senior management involved in the case;
- contact details of the key worker;
- details on the roles and responsibilities of all members of the care and recovery team;
- information on mental health issues;
- information on care planning and recovery;
- information on how to make a complaint;
- details on the voluntary and statutory support services available; and
- details on aspects of the discharge plan that affect you.

The checklist in Annex I of this booklet gives you a list of questions that you may wish to ask.

## *What to do in a crisis*

If you are experiencing a crisis, you or your family member can:

- contact your Community Mental Health Centre – Maryville or Summerhill (see contact details at back of booklet);
- contact your GP or Caredoc (after hours service) at 1850 334 999; or
- Go to the A&E Department of Wexford General Hospital or Waterford Regional Hospital.

## *Your satisfaction*

We want to make sure that you are satisfied with every part of our service. We welcome any comments or suggestions from you on how we could improve our service. There are suggestion boxes in the Community Mental Health Centres for you to make a comment. Please read the following sections on how to make a complaint and 'helpful hints' for using our service. Your opinion and satisfaction are important to us.

### *Making a complaint*

Do not be afraid to make a complaint. You should discuss any complaints or suggestions that you or your representative may have about your care and treatment with your key worker or any member of the CMHT. You can also contact the advocacy service to help you make a complaint. We will treat all complaints seriously and sensitively and will handle them in line with local and national policy guidelines. We also have information leaflets on 'Your Service Your Say' to guide you on how to make a complaint.

### *Helpful hints*

- If you have any physical illness, it may be helpful to tell the staff at the centre before you come for your appointment. For example, if you have diabetes, it may be helpful to bring a light snack and some medication with you.
- If you find it difficult to use the waiting room, please let the staff at the centre know so that they can make other arrangements for you.
- Please treat staff and other service users with respect. The centre operates zero tolerance to violence and aggression or any anti-social behaviour.
- If you have any special needs or need wheelchair access, please tell the staff at the centre before you come for your appointment.
- The Community Mental Health Centres get many reports and produce in-house material on promoting mental health. Please ask any staff member for this information and they will help you to find it. We also have a list of highly recommended books available from the local libraries through the Mind Yourself Scheme. Please ask staff at the centres for more information on this.
- If you have children they are welcome at the centre – but they should be supervised and not disrupt staff or other service users at the centre.

## *Other issues*

### *Confidentiality*

By law, the staff of the CMHT at Wexford Mental Health Services must keep your personal information private. However, there may be times when we need to share your information with other professional services or agencies, for example if there is a concern that:

- you may harm yourself;
- another person is at risk of harm; or
- a child is at risk of harm.

### *Students*

Wexford Mental Health Services give clinical experience to students from all healthcare backgrounds. We encourage users of the service to allow students to study or take part in their care. Students are the next generation of healthcare professionals and the experience they gain makes them better practitioners. We accept that this may be difficult for you. A team member will ask your permission for a student to be present.

### *Interpretive service*

If you are not a native English speaker and have difficulty speaking or understanding English, we offer an interpretation service to meet your needs. This service should suit most situations and staff at Maryville or Summerhill Community Mental Health centres will arrange it in line with the policy of the Health Services Executive (HSE).

### *Smoking*

Please note that you are not allowed to smoke at the Community Mental Health Centres. This is in line with health and safety rules and is in the interest of staff, service users and their families.

### *Parking*

Parking in some mental health centres is limited but street parking is available. Please contact the relevant mental health centre for more information on this.



# *You and your mental health*

# *A guide to mental health*

The second part of this booklet gives you an overview of the most common types of mental illness. This is only a general overview – you can get more detailed information on the different types of mental illness from your mental health team.

## *What is mental illness?*

About one in four individuals will experience mental health problems at some point in their lives. We can all feel anxious, sad, stressed or depressed from time to time, but usually we get 'back to normal' quite quickly. However, for some of us, these feelings may be much stronger or can last longer, seriously affecting our ability to cope with everyday life. We may also experience extreme mood swings, feelings of insecurity or hear voices that no-one else hears.

Like physical illness, mental illness can be mild and easily treated, or more serious and need longer treatment. There are many different types of mental illness and people react to their illness in different ways. Most people become well again with the right treatment and support.

The following is a summary of the main mental health disorders. For further information on or help with these disorders, contact the relevant agencies listed in the 'Contact details' section of this booklet.





# *Depression*

Depression is a common problem but can be a serious illness. Men and women can both suffer from depression. Stressful life events can trigger depression – such as relationship problems, the death of someone close to you or losing your job. However, sometimes there is no obvious cause. You should not ignore depression – it is an illness that can be treated.

## *Symptoms*

- Feeling that life has little to offer and that things will never get better
- Constantly having negative thoughts, feelings of guilt and worthlessness
- Withdrawing socially from others
- Losing interest in enjoyable activities
- Changes in eating and sleeping patterns
- Difficulties in concentrating or making decisions
- Loss of energy, tiredness and constant feelings of sadness, anxiety or ‘emptiness’

## *Treatment*

- ‘Talking therapies’ or counselling
- Learning special coping techniques
- Anti-depressant medication
- Meeting others who have experienced the illness – for example, going to a support group can help to reduce feelings of isolation and lets you hear how others have coped and recovered from their illness

## *Support agencies*

Grow and Aware – see contact details in next section



# Schizophrenia

Schizophrenia is quite a common mental disorder that affects about one in every 100 people during their lifetime. It usually occurs in people's late teens or early 20s. Most people diagnosed with schizophrenia continue to have problems but can usually have long periods of good functioning. The symptoms of schizophrenia may occur separately, together or at different times.

## Symptoms

- Distorted thinking, making it hard for you to tell the difference between reality and what you are imagining
- Strong feelings of panic, anger or depression
- Feelings of elation or becoming overly active
- 'Positive symptoms' – for example hallucinations, delusions and paranoia
- 'Negative symptoms' – for example, slowness to move, think, speak or react

## Treatment

- Counselling – this can help you come to terms with your diagnosis and recognise factors that may lead to a relapse, such as stress or not taking your medication
- Anti-psychotic medication – some form of medication is essential for most people, but this should be combined with education about the disorder
- Emotional support and help – this can help you to learn how to manage any ongoing symptoms

Up to 20% of people diagnosed with schizophrenia recover completely – most people experience noticeable improvements and can live productive and fulfilling lives. It is essential to avoid illegal substances such as cannabis if you are diagnosed with schizophrenia.

## Support Agencies:

Shine / GROW – see contact details in next section

## *Bi-polar disorder*

Bi-polar disorder – also known as manic depressive illness. Bi-Polar disorder usually involves periods of deep depression or very excited behaviour known as ‘elation’. While most people with this condition may continue to have difficulties, some may have long periods of good functioning.

### *Symptoms*

- Extreme changes in mood – involving episodes of extreme highs and lows that may occur directly after each other, with periods of stability in between
- Periods of elated mood or a ‘high’ phase – symptoms may include becoming very active, hearing or seeing things that others cannot, feeling overly confident and doing things that are out of character, being irritable or overly talkative and having difficulty sleeping
- Periods of depression or a ‘low’ phase – symptoms may include feeling taken over by despair, guilt and feelings of worthlessness, feeling tired all the time, losing interest in activities you usually enjoy, having sleep problems and having suicidal thoughts

### *Treatment*

- Counselling – can help you come to terms with your illness and learn how to recognise triggers, mood patterns and practical ways to prevent a relapse
- Mood-stabilising medication – reduces the likelihood of regular episodes and helps to stabilise moods; works well alongside counselling

### *Support agencies*

Recovery Inc and Shine – see contact details in next section.

# *Borderline personality disorder*

Borderline personality disorder (BPD) is an emotional disorder, whereby the person experiences very unstable moods, interpersonal relationships, self-image and behaviour. This instability often disrupts the person's family and work life, long-term planning and own sense of identity. BPD is more common among young women and there is a high rate of self-injury without intent to commit suicide. With support, many people improve over time and can eventually lead productive lives.

## *Symptoms*

- Intense bouts of anger, depression and anxiety, lasting only hours or at most a day
- Impulsive aggression, self-injury and drug or alcohol abuse
- Feelings of worthlessness, of being misunderstood or mistreated, of boredom and emptiness
- Sense of isolation and lack of social support, sometimes resulting in frantic efforts to avoid being alone
- Other psychiatric problems, particularly bi-polar disorder, depression, anxiety disorders, substance abuse and other personality disorders

## *Treatment*

- Group and individual psychotherapy – may be helpful for this disorder
- Medication to target specific symptoms shown by the individual – for example, antidepressant drugs and mood stabilisers for depression or antipsychotic medication if the person's thinking is distorted

## *Anxiety Disorders;*

Anxiety disorders are common and are characterised by constant worry and anxiety over many different activities and events. Although anxiety can be present for many people in response to stressful events, where it becomes excessive it may indicate the presence of an anxiety disorder which may require further investigation and treatment. Among the different types of Anxiety Disorders, the most common include:

## *Panic Disorder:*

Panic disorder is characterised by unexpected and repeated episodes of intense fear accompanied by physical symptoms that may include chest pain, heart palpitations, shortness of breath, dizziness and abdominal distress. Although these symptoms are distressing and sometimes frightening panic attacks are not dangerous

## *Phobias:*

A phobia is an excessive or unreasonable fear of an object, place or situation. Social phobia or Social Anxiety Disorder is characterised by overwhelming anxiety and excessive self-consciousness in everyday social situations.

## *Post Traumatic Stress Disorder (PTSD):*

PTSD is an anxiety disorder that can develop after experiencing or witnessing a terrifying event or ordeal in which grave physical harm occurred or was threatened. Symptoms such as nightmare, flashback, concentration difficulties and sleep disturbance are some of the symptoms experienced.

## *Treatment for Anxiety Disorders may include :*

- Anxiety Management
- Cognitive Behaviour Therapy
- In some cases medication



# *Obsessive compulsive disorder*

Obsessive compulsive disorder (OCD) is an anxiety disorder where the person experiences frequent and distressing thoughts known as 'obsessions' and habitual behaviours or 'compulsions'. These obsessions and compulsions are difficult to control and can cause a lot of stress for the person and their family. OCD affects about one in 30 people. It usually starts in childhood or adolescence but continues into adulthood.

## *Symptoms*

- Common obsessions – such as a fear of germs or dirt, imagining that you have harmed yourself or others, distressing sexual thoughts or urges, being preoccupied with religious or blasphemous thoughts
- Common compulsions – such as frequent washing, checking, counting and cleaning

## *Treatment*

- Group or individual self-help techniques
- 'Exposure therapy' – where the person with OCD is encouraged to repeatedly face up to situations that trigger their obsessive thoughts
- 'Response prevention' – where the person is encouraged to stop carrying out their compulsive rituals and to put up with the discomfort they feel as a result, which gradually lessens with time
- Medication to treat OCD

## *Eating disorders*

Eating disorders are complex conditions that can affect people of all ages, both men and women. The term 'eating disorder' refers to a wide range of disturbed eating behaviours. Psychiatrists recognise three types of eating disorders: anorexia nervosa, bulimia nervosa and binge eating disorder. People can develop these disorders as a means of coping with unmanageable feelings – this can seriously disrupt their eating patterns and lead to a variety of physical effects. We have listed the common symptoms of each disorder below.

### *Anorexia nervosa*

- Trying to reach a body weight that is much lower than the right weight for your age, sex and height
- Constantly thinking about food and the need to lose weight
- Distorted body image, where the person sees themselves as being fat and overweight even when they are seriously underweight

Note: This disorder can be life threatening if you become severely underweight.

### *Bulimia nervosa*

- Repeated episodes of binge eating – that is, eating way more food than a person would usually eat at one time
- Self-induced vomiting, over exercising and the misuse of laxatives and diuretics to make up for binge eating

### *Binge eating disorder*

- Repeated episodes of binge eating, but without purging (affects 4% of people)

### *Treatment*

- A multi-disciplinary approach to treatment – for example, involving counselling, nutritional advice, psychiatric assessment and hospitalisation
- Self-help strategies
- Treatment that addresses the root cause of the eating disorder
- A personalised and holistic approach to treatment – as eating disorders are highly individual conditions, this approach is vital to guarantee a full recovery

### *Support agency*

Bodywhys – see contact details in next section

# Contact details

## National support agencies

### **Al-Anon**

Function: Provides support and understanding for families and friends of problem drinkers in an anonymous environment

5 Capel Street

Dublin 1

Tel: 01 873 2699

Website: [www.al-anon-ireland.org](http://www.al-anon-ireland.org)

Email: info @al-anon-ireland.org

### **Alateen**

Function: Alateen is for young people aged 12-17 inclusive, who are affected by a problem drinker

Tel: 021 431 1899

Website: [www.al-anon-ireland.org](http://www.al-anon-ireland.org)

### **Alcoholics Anonymous**

Function: Supports individuals through mutual support to achieve and maintain sobriety

Tel: 01 842 0700

Website: [www.alcoholicsanonymous.ie](http://www.alcoholicsanonymous.ie)

### **ACCORD**

Function: Provides a Marriage and Relationship Counselling Service

Tel: 01 505 3112

Website: [www.accord.ie](http://www.accord.ie)

### **Alzheimer Society of Ireland**

Function: Provides support and services to those affected by Alzheimers disease or dementia and their carers

43 Northumberland Avenue

Dun Laoghaire

Co. Dublin

Tel: 01 284 6616

Helpline: 1800 34 1341

Email: info@alzheimer.ie

Website: [www.alzheimer.ie](http://www.alzheimer.ie)



### **Amen**

Function: Provides a confidential helpline and support service for male victims of domestic abuse and their children

Tel: 046 902 3718 and 086 794 1880

Website: [www.amen.ie](http://www.amen.ie)

### **Aware**

Function: Supports individuals who are directly affected by depression

72 Lower Lesson Street

Dublin 2

Tel: 01 661 7211

Helpline: 1890 30 3302

Email: [info@aware.ie](mailto:info@aware.ie)

Website: [www.aware.ie](http://www.aware.ie)

### **Bodywhys – The Eating Disorder Association of Ireland**

PO Box 105

Blackrock

Co. Dublin

Tel: 01 283 4963

Helpline: 1890 20 0444

Email: [alex@bodywhys.ie](mailto:alex@bodywhys.ie)

Website: [www.bodywhys.ie](http://www.bodywhys.ie)

### **CARI**

Function: Supports children, families and groups who have been affected by sexual abuse

Tel: 1890 92 4567

Website: [www.cari.ie](http://www.cari.ie)

### **Childline**

Function: To empower, support and protect young people. (Childline is a part of the ISPCC)

Tel: 1800 66 6666

Website: [www.childline.ie](http://www.childline.ie)

### **GLEN (Gay and Lesbian Equality Network)**

Function: works to achieve equality and inclusion for lesbian, gay and bisexual people in Ireland and protection from all forms of discrimination

Website: [www.glen.ie](http://www.glen.ie)



## **GROW**

Function: Supports individuals through mental health difficulties

Grow Centre

11 Liberty Street

Cork

Tel:086-7706064

Helpline: 1890 47 4474

Email: [info@grow.ie](mailto:info@grow.ie)

Website: [www.grow.ie](http://www.grow.ie)

## **Headway – Acquired Brain Injury**

Function: Works to assist individuals and their families rebuild their lives following injury through rehabilitation services and support.

1–3 Manor Street Business Park

Shea's Lane off Manor Street

Dublin 7

Tel: 01 810 2066

Helpline: 1890 20 0278 (Monday to Friday, 9am–5pm)

Website: [www.headway.ie](http://www.headway.ie)

## **Immigrant Support Unit**

Function: Provides information and supports to immigrants - enhancing their lives and contribution to the communities they live in.

Edmund Rice International Heritage,

Centres Ltd

Mount Sion,

Barrack St,

Waterford

Tel:051 85 2564

## **Irish Advocacy Network**

Function: Provides a Peer Advocacy service for individuals with mental health difficulties

c/o Healthcare Unit

Rooskey

Co. Monaghan

Tel: 047 38918

Email: [admin@irishadvocacynetwork.com](mailto:admin@irishadvocacynetwork.com)

Website: [www.irishadvocacynetwork.com](http://www.irishadvocacynetwork.com)

### **l life**

Function: National suicide prevention helpline

Helpline: 1800 24 7100

Text: 51444

Website: [www.l life.ie](http://www.l life.ie)

### **Mental Health Commission**

Function: Foster and promote the establishment and maintenance of high standards in the delivery of mental health services

St. Martins House

Waterloo Rd

Dublin 4

Tel: 01 636 2400

Email: [info@mhcirl.ie](mailto:info@mhcirl.ie)

Website: [www.mhcirl.ie](http://www.mhcirl.ie)

### **Mental Health Ireland**

Function: National voluntary agency which aims to support persons with mental illness, their families and carer's

Mensana House

6. Adelaide Street

Dun Laoghaire

Co. Dublin

Tel: 01 284 1166

Email: [info@mentalhealthireland.ie](mailto:info@mentalhealthireland.ie)

Website: [www.mentalhealthireland.ie](http://www.mentalhealthireland.ie)

### **National Office for Suicide Prevention**

Function: Coordinates nationally suicide prevention strategies.

Tel: 01 635 2139 or 01 635 2179

Website: [www.nosp.ie](http://www.nosp.ie)

### **National Service Users' Executive**

Function: Supports service users/carers and their families involvement in all aspects of mental health service provision

91 Leopardstown Avenue

Blackrock

Co. Dublin

Tel: 085 121 2386 or 085 121 2399

Website: [www.nsue.ie](http://www.nsue.ie)

**Parentline**

Function: offer support, guidance and information on all aspects of being a parent

Carmichael House

North Brunswick Street

Dublin 7

Tel: 1 890 92 7277

Email: [info@parentline.ie](mailto:info@parentline.ie)

Website: [www.parentline.ie](http://www.parentline.ie)

**Recovery Inc**

Function: Self Help Group - focusing on recovery methods for improved mental health

PO Box 2210

Dublin 8

Tel: 01 626 0775

Email: [info@recovery-inc-ireland.ie](mailto:info@recovery-inc-ireland.ie)

Website: [www.recovery-inc-ireland.ie](http://www.recovery-inc-ireland.ie)

**Samaritans**

Function: Provides confidential and emotional support for people who experience feeling of distress and despair

112 Marlborough Street

Dublin 1

Helpline: 1850 60 9090

Email: [jo@samaritans.ie](mailto:jo@samaritans.ie)

Website: [www.samaritans.org](http://www.samaritans.org)

**Shine**

Function: Supporting people affected by enduring mental ill health

38 Blessington Street

Dublin 1

Tel: 1890 62 1631

Website: [www.shineonline.ie](http://www.shineonline.ie)

Email: [info@shineonline.ie](mailto:info@shineonline.ie)

## *Local support agencies*

**Addiction Support** - Community Based Drugs Initiative

Tel: 053 912 1691

**Aiseiri Addiction Treatment Centre**

Roxborough

Wexford

Tel: 053 914 1818

**Alzheimer Society**

Room 15

IFA Centre

Enniscorthy

Co. Wexford

Tel: 053 923 7575

**Carers' Association**

Carers Resource Centre

Henrietta Street

Wexford

Tel: 053 914 0511 or 914 0512

**Citizens Information Centre**

Tel: 053 914 2012

**Comhar Adult Service** - For people who have experienced childhood abuse

Helpline: 1800 23 4118

**Compassionate Friends** - provides support/listening ear to families who have experienced the loss of a child of any age

Ardross

New Ross

Tel: 086 382 2624

Email [compassionatefriends@gmail.com](mailto:compassionatefriends@gmail.com)

Website: [www.compassionatefriendsireland.ie](http://www.compassionatefriendsireland.ie)



**Community Care**

Grogans Road  
Wexford  
Tel: 053 912 3522

**Console** - Suicide bereavement support

14 Francis Street  
Wexford  
Tel: 053 912 2787  
Helpline: 1800 20 1890

**Corn Market** - Addiction Counselling

Tel: 053 914 4931

**Family Life Service** - Counselling Service

St. Bridget's Centre  
Roches Road  
Wexford  
Tel: 053 912 3086

**FDYS** - Youth Service

Francis Street  
Wexford  
Tel: 053 912 3262

**GROW**

Ormonde Home  
Barrack Street  
Kilkenny  
Tel: 056 776 1624

**Hope Cancer Support Centre**

Weafer Street  
Enniscorthy  
Co. Wexford  
Tel: 053 923 8555

**Irish Wheelchair Association**

Lochrann House  
Cinema Lane  
Wexford  
Tel: 053 915 2645

**Men Overcoming Violence (MOVE)**

Tel: 053 914 2076  
Mobile: 086 107 5449

**Money Advice Budgeting Service (MABS)**

Tel: 053 914 1811  
Website: [www.mabs.ie](http://www.mabs.ie)

**National Association for Deaf People**

Lochrann House  
Wexford  
Tel: 053 915 2645

**National Council for the Blind**

Lochrann House  
Cinema Lane  
Wexford  
Tel: 053 912 2131

**Parentline (Parents under stress)**

Function: Provides information and a listening ear to anyone in a parenting role  
Helpline: 1890 92 7277

**Rape and Sexual Abuse Support Services**

Clifford Street  
Wexford  
Tel: 053 912 2722  
Freephone: 1800 33 0033

**St. Vincent de Paul** - Tackles poverty in all its forms through the provision of practical assistance to those in need.

Tel: 051 85 7112

**Wexford Library ('Mind Yourself' information)**

McCauley's Car Park

Redmond Square

Wexford

Tel: 053 912 1637

**Wexford Self-Harm Intervention Programme (SHIP)**

Function: Supports people who engage in self harm

Tel: 053 917 4050

**Wexford Suicide Bereavement Support Service**

Helpline: 1850 201 249

**Wexford Women's Refuge**

Distillery Road

Wexford

Tel: 053 912 1905





## *Appendix 1: Checklist*

We have put together this checklist to help you get all of the information you need about your diagnosis and treatment. Please tick the questions that you wish to ask.

You may not want to ask all of the questions listed or may have other questions. Either way, these questions should give you some pointers to help you prepare before you meet your key worker and the mental health team.

### *About the illness*

- What is the problem?
- If no diagnosis has been made yet, what are the possibilities?
- Why has this happened?
- Will I get better?

### *If a diagnosis has been made*

- What are the symptoms?
- What do you know about the cause of this disorder?
- What is likely to happen in the future?
- Will it get better or worse?
- Where can I get written information about this disorder?

### *About the assessment*

- What assessments have already been done?
- Will I need any other assessments?
- Have you found any physical problems? If so, what will need to be done?
- Have you taken into account my culture and background?

### *Care and recovery plan*

- What is a care and recovery plan?
- Am I on a care and recovery plan?
- Will I be involved in a care and recovery plan?

### *About care and recovery*

- What are the aims of care and recovery plans?
- What is a key worker?
- What role will the key worker play in my care?

*Managing the medication*

- Why have you chosen this particular medication?
- How long will I have to take the medication for?
- Are there any other medications that I can use if this one does not work?
- What symptoms might mean that the dose should be changed?
- What should I do if I get unpleasant side-effects?
- What will happen if I stop taking the medication?
- Can you give me any written information about this medication?

## *Appendix 2: Service user satisfaction questionnaire*

Please read the following questions and tick **one** answer for each question.

**1. How satisfied were you with the amount of information you had before you used the service?**

Very satisfied  Satisfied  Not satisfied

**2. How satisfied are you with the way we managed your mental health difficulty?**

Very satisfied  Satisfied  Not satisfied

**3. How satisfied are you with the length of time that you had to wait for your appointment?**

Very satisfied  Satisfied  Not satisfied

**4. How satisfied are you with the chances given to you to become involved in your own care and treatment plan?**

Very satisfied  Satisfied  Not satisfied

**5. Did you feel we respected and supported you in your journey to recovery?**

Very satisfied  Satisfied  Not satisfied

**Please comment below on what you most liked and least liked about the service.**

A large, empty rectangular box with a thin black border, intended for the respondent to provide their comments on the service.

**Thank you for taking the time to answer this questionnaire.**

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## *Community Mental Health Centres*

Maryville Community Health Centre

Cross Street

New Ross

Co. Wexford

Tel: 051 42 5648

Opening times: 9am–5pm (Mon-Fri)

Summerhill Community Mental Health Centre

Summerhill

Wexford

Tel: 053 912 3899

Opening times: 8.30am-5pm(Mon-Fri)

9am-5pm (Sat/Sun)











[www.hse.ie](http://www.hse.ie)

Tel: 051 42 5648

053 912 3899

053 924 3200

Reference No. 04-11-0004



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

