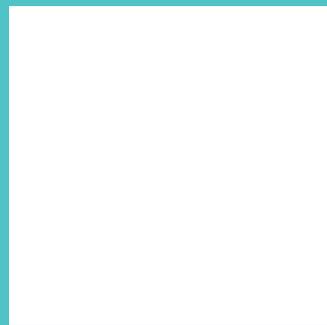


WELCOME TO NSTEP

NORTHAMPTONSHIRE
SERVICE FOR THE
TREATMENT OF
EARLY PSYCHOSIS.



📞 01536 410141
🌐 nhft.nhs.uk



#weareNHFT

NEW CLIENT PACK

We are a multi-discipline team of consultants, clinical psychologists, community mental health nurses, occupational therapists, support, time and recovery workers, employment specialists and peer support workers. Northamptonshire Healthcare NHS Foundation Trust (NHFT) is a training Trust, so from time to time student nurses and doctors may be present at your appointment, this does not affect your confidentiality or treatment.

WHAT DO WE DO?

We are an early intervention service who work with people aged between 14 to 35 who are experiencing the first episode of psychosis. We are a countywide service and work from an evidence-based approach to intervention, incorporating low dose anti-psychotic medication, psycho-education, medication management, cognitive behavioural therapy (CBT), family intervention and relapse prevention. Our aim is to help people at their first point of psychosis so the chance of relapse is smaller and you can get back to feeling better quicker.

WHO ARE WE?

PSYCHIATRISTS

The psychiatrists will work closely with you and the N-STEP team, providing advice and time to discuss your mental health. If medication is prescribed to you, the Psychiatrist will make sure it is right by having regular review appointments, as well as talking to your GP so you receive the best care from all providers.

NURSE/CARE CO-ORDINATORS

The nurses in our team will coordinate your care. They will be extra support whilst you are with us, making sure you are receiving the best possible treatment. Your care co-ordinator will also be on hand if you need access to stress management, information, support with your medication and relapse prevention to ensure you are safe and to help you look at activities that may be rewarding to you as you recover.

CLINICAL PSYCHOLOGISTS

Our psychologists offer face to face talking therapy which might be in the form of CBT for psychosis. The Psychologist will meet with you individually and/or your family depending on what is needed. A wide range of themes

and issues can be discussed including making sense of psychosis, coping and managing stress and anxiety, understanding how early life experiences might relate to your psychosis and how to deal with voices and feelings. Psychology can be a significant help for you to move forward on your journey to recovery.

OCCUPATIONAL THERAPISTS (OT'S)

Our OT's are here to help with any practical or vocational problems and assess where appropriate.

SUPPORT, TIME AND RECOVERY WORKERS (STAR)

STAR workers offer practical support and time to aid your recovery journey. Offering a more social and informal approach facilitating social recovery groups.

EMPLOYMENT SPECIALISTS

As part of a client's recovery plan the employment specialist supports the client back to work or education.

PEER SUPPORT WORKERS

With lived experience of mental illness, the peer support workers can offer creative coping strategies and practical help.

UNDERSTANDING YOUR EXPERIENCES

WHAT DOES IT MEAN TO EXPERIENCE PSYCHOSIS?

Many people with psychosis experience the symptoms, however please remember, we are all unique, therefore so are symptoms. If you are not feeling exactly the same as what is stated below and if you feel distressed, please do not worry, just talk to your care co-ordinator.

Psychosis is a condition that affects a person's ability to know what is real versus what is not real.

Psychosis is not, having a usual thought from time to time which can be pushed out of mind easily – this does not mean the person is experiencing psychosis.

Psychosis is sometimes having trouble figuring out what is real. Suppose those unusual thoughts won't go away, and the person gets confused about what is real and what isn't. The person may feel confused and frightened and it may become difficult to do things that once were enjoyable and easier. A number of distressing changes can happen when a person is experiencing psychosis, including:

AUDITORY HALLUCINATIONS AND HEARING VOICES

Hallucinations can be frightening, make you feel nervous and paranoid, and can come in many different forms. As stated above, everybody is different so hallucinations can be different.

Hearing voices in the mind is the most common type of hallucinations with people who are experiencing psychosis. The voices can be critical, complimentary or neutral, and may make potentially harmful commands or engage you in conversation. They may even give a running commentary of all your actions. The experience can be very distressing but not always negative, some people who hear voices get used to them and may consider them part of their life. It is also not uncommon for clients who have recently experienced bereavement to hear the voice of their loved one.

HOLDING BELIEFS THAT OTHERS AROUND YOU DO NOT SHARE

People experiencing psychosis can sometimes hold strong beliefs about the world around them that family and friends may not hold, for example; someone else is controlling your thoughts or MI5 are conspiring against you - these are called delusions. If they are about other people trying/wanting to harm you, this may be referred to as a paranoid delusion. If the beliefs are that you are special, they have sometimes been called grandiose delusions.

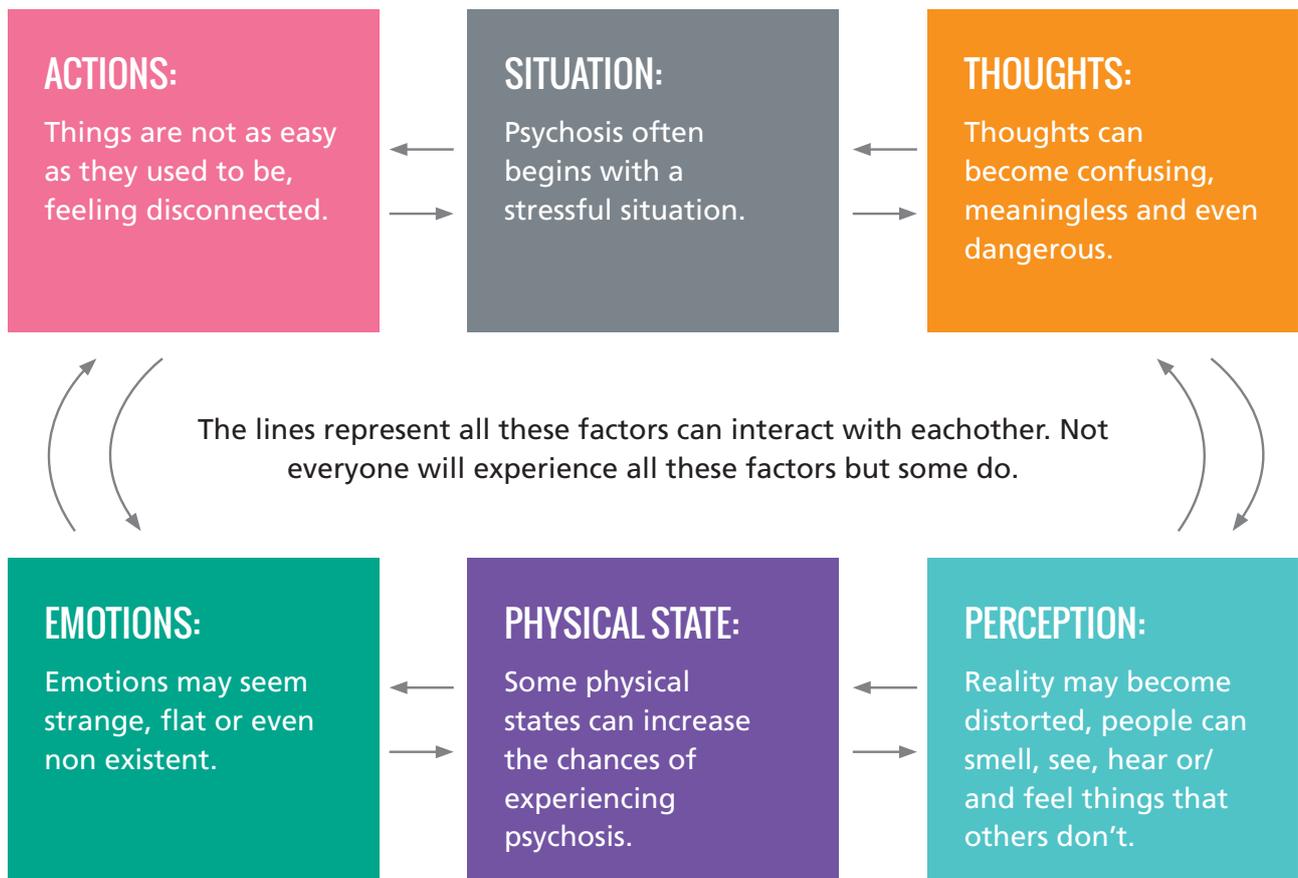
DIFFICULTIES THINKING AND CONCENTRATING

Many people who experience problems with concentration and distraction find their own ways to combat this. Members of our team can help you to do this with proven coping strategies.



There are many reasons why people develop psychosis. In fact, nobody is immune to psychosis and it occurs in all sorts of people across all cultures. Almost everyone would develop psychosis by going without sleep for a long period of time or overusing alcohol, certain drugs, such as cannabis, legal highs, amphetamines and other class a and b drugs.

Research shows a number of things can influence an onset of psychosis. These can be grouped together in six groups called factors. These factors interact with each other, for instance; a stressful situation can affect your physical state, then if your physical state has changed this may influence your thoughts. The six factors are outlined below:



HOW CAN WE HELP YOU?

NSTEP THREE YEAR FRAMEWORK

Under specific guidelines set out by NHS National Service Framework, early intervention in psychosis service can have patients up to three years. This has been proven by research into psychosis that this is the most vulnerable time to relapse. Detailed below is the timeline of how your care will be organised.

ASSESSMENT

ASSESSING YOUR NEEDS

NSTEP understands “One Size” does not always fit all; this is why it is key someone from NSTEP assesses you. Someone may see you just the once or it may take a couple of visits to get to know you. After the assessment, a decision will be made by NSTEP to whether you will be accepted. NSTEP are an up to three year service however this does not mean this applies to you. It may be you only need six months of support to get you on your feet again.

YEAR ONE

WORKING WITH YOU

Your care co-ordinator will work with you, answer any questions you may have about us and how we can help you. This is the time to find out what is important to you and what you want to achieve in the future. You will find a form in the back of this information pack called “Three changes checklist”. This is a tool used to identify specific goals that may aid your recovery journey; these are reviewed every six months. You will receive regular visits from your care co-ordinator.

YEAR TWO

CO-PRODUCTION

Hoping you have continued to engage with NSTEP, it will now be time to start thinking about taking shared responsibility of your care, allowing you to take responsibility for your recovery journey, but your care co-ordinator is still there for you if you need them. Regular visits will be on a two weekly basis.

YEAR THREE

MOVING ON

This is the time we will be thinking about your future and discharge from this service. Your care co-ordinator will be discussing the different options and how you can move on. You may be referred to The Community Mental Health Team (CMHT) in your area or back to you GP, depending on your needs.

OUR LEGAL DUTY TO YOU

THE NHS HAS A LEGAL DUTY TO PROTECT YOUR INFORMATION

Confidentiality is an obligation for all NHS staff, this is bound by the NHS Code of Practice 2003, you can find this document at www.england.nhs.uk. We will only give your information to other agencies you consent to. In rare circumstances the law requires us to pass on information you may prefer us not to. For example; when the potential health or safety of others is at risk, or in the case of certain diseases, i.e. meningitis or food poisoning. If you need any more information please contact your care co-ordinator.

ACCESS TO YOUR RECORDS

Under the Data Protection Act 1998, you have the legal right to apply for access to health information held about you. A health record contains information about your mental health recorded by a healthcare professional as part of your care. If you want to see your records, you do not have to give a reason. There is no charge for viewing documents but there is an administrative fee if you would like copies.

MAKING A REQUEST

You can make a request to access your records by contacting the clinical records department in writing, by telephone or by email. Please see contact details below:



E-mail: accesstohealthrecords@nhft.nhs.uk



Phone: 01604 658966



Address:

Access to Health Records,
Clinical Records Department,
Campbell House,
Campbell Square,
Northampton,
NN1 3EB

In some circumstances your request to access your records may be refused or you may only be able to see parts of the record. Not all requests are granted, if requests seem to be detrimental to your care or to be used to harm others.

WHERE ARE WE

We are based in two areas, NSTEP North and NSTEP South. Where you live will decide which team you will see.

We are not a crisis service and are open Monday to Friday, between 9am to 5pm.

NSTEP NORTH

St Mary's Hospital, Carey Block,
77, London Road Kettering, NN15 7PW

NSTEP SOUTH

Campbell House, Campbell Square
Northampton NN1 3EB

USEFUL NUMBERS

NSTEP Office: 01536 452 411

CATTS: 0800 917 0464

MIND: 01604 634 310

Carer's Support Service: Support Line:
01933 677907

Information Line: 01933 677837

NHS Out of Hours: 111

Patient Advice and Liaison Service (PALS):
0800 017 8504



JARGON BUSTER

INTERVENTION:

This means a problem has been identified and we are going to help as part of your recovery.

ANTI-PSYCHOTIC MEDICATION:

These are special medications tailored to reduce the symptoms you are experiencing due to the psychosis.

PSYCHO-EDUCATION:

This is teaching you and your family about psychosis and mental illness, empowering you to take control and get better.

CBT:

Cognitive Behavioural Therapy is a form of psychotherapy. It works to help you solve current problems and change unhelpful thinking and behaviour to ease symptoms of psychosis.

SIGN POSTING:

This means we can point you and your family in the right direction if you need additional help within the NHS and Social Care.

KEYWORKER/CARE CO-ORDINATOR:

Everyone is allocated a care co-ordinator who looks after you while you are with us. Sometimes they can also be referred to as a key worker.

FURTHER INFORMATION

If you have any further questions, please speak with the member of staff you are working with, or contact us on:

WEBSITES

You may find the following websites helpful:



Northamptonshire
Healthcare NHS
Foundation Trust
www.nhft.nhs.uk



I Want Great Care
www.iwantgreatcare.org



NHS Choices
www.nhs.uk

If you require this leaflet in other formats or languages please contact PALS: 0800 917 8504

এই লফিলটেট যদি আপনার অন্য কোনো ফরম্যাটে বা ভাষায় প্রয়োজন হয়, তবে অনুগ্রহ করে

0800 917 8504 নম্বরে পালস এর সাথে যোগাযোগ করুন

Jei się skrajutę norite gauti kitu formatu ar kalba, kreipkitės į PALS: 0800 917 8504

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub języku,

prosimy o kontakt z PALS pod numerem telefonu 0800 917 8504.

Dacă aveți nevoie de acest prospect în alte formate sau limbi, vă rugăm să contactați PALS: 0800 917 8504

Если Вы хотели бы получить данную брошюру на другом языке или в другом формате, просим обращаться в PALS (Информационная служба для пациентов) по 0800 917 8504.