

#weareNHFT



Northamptonshire Healthcare
NHS Foundation Trust

WELCOME TO NSTEP

Northamptonshire service for
the treatment of early psychosis



**MAKING A
DIFFERENCE,
FOR YOU,
WITH YOU**



WHO ARE WE?

N-STEP is the Northamptonshire Service for the Treatment of Early Psychosis. We are an early intervention service working with 14 to 35 year olds experiencing their first episode of psychosis.

We will work with you for up to three years on all aspects of your life, including mental wellbeing, social functioning, employment and general quality of life.

The service aims to offer you treatment and support in order to minimise the impact of psychosis; promoting recovery and preventing relapse.



WHERE WE ARE

We are based in two areas, where you live will decide which team you will see.

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

NSTEP North:

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

NSTEP South:

Campbell House, Campbell Square, Northampton, NN1 3EB



USEFUL NUMBERS

NSTEP office: 01536 452411

CATSS: 0800 917 0464

MIND: 01604 634310

NHS out of hours: 111

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

Samaritans: 116 123

CARER'S SUPPORT SERVICE

Support line: 01933 677907

Info line: 01933 677837

CRISIS CAFÉ

Available between 5pm and 10pm at MIND centres across the county at the following locations:

**Mondays and Tuesdays: Northampton
MIND 6-7 Regent Square, Northampton, NN1 2NQ
Telephone: 01604 634310 / 624951**

**Wednesday and Thursday: Kettering MIND
49-51 Russell Street, Kettering,
Northamptonshire, NN16 0EN
Telephone: 01536 523216**

**Friday, Saturday and Sunday: Corby MIND
18 Argyll St, Corby, NN17 1RU
Telephone: 01536 267280**



You will benefit from a range of individual and group work depending upon your needs. To reflect this, our team consists of a variety of mental health workers who can offer support. You will have a named care coordinator (a nurse or occupational therapist) who work alongside you to assess your needs, plan and oversee any support or treatment provided.

PSYCHIATRISTS

A psychiatrist is a doctor who has specialised in mental health. They are able to offer diagnosis, prescribe medication and recommend treatment. Our psychiatrists offer regular reviews and liaise closely with other professionals to ensure treatment provided is effective.

COMMUNITY PSYCHIATRIC NURSES (CPNS)

A CPN is a registered mental health nurse who works in the community. They offer education on psychosis, support with managing medication and monitoring of mental and physical health. Our nurses also work closely with you and your family delivering behavioural family therapy, practical support and relapse prevention.

CLINICAL PSYCHOLOGISTS

A psychologist is someone who specialises in how people's thoughts and feelings affect their behaviour. Our psychologists deliver face-to-face sessions with individuals or families based on assessed needs. A wide range of themes and issues can be discussed, including making sense of psychosis and coping with and managing symptoms, stress, trauma and anxiety. Our psychologists offer cognitive behavioural therapy for psychosis (CBTp) and behavioural family therapy (BFT).

OCCUPATIONAL THERAPISTS (OT'S)

An occupational therapist provides assessment and support to overcome difficulties with everyday tasks, such as cooking, to maximise independence

and promote recovery. Our OT's also act as care coordinators, providing assessment of needs, education, support for families and relapse prevention work.

SUPPORT, TIME AND RECOVERY WORKERS (STAR)

STAR workers are here to provide practical support and time to aid your recovery journey. They take a social and informal approach offering support on an individual or group basis.

EMPLOYMENT SPECIALISTS

Getting back into employment, volunteering or education can be an important part of recovery, therefore our team includes a specialist employment worker. They provide practical advice exploring jobs/courses, writing CV's and applications, support with interviews and on-going support within the workplace.

PEER SUPPORT WORKERS

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

STUDENTS

NHFT is a training area and so from time to time student nurses, psychologists or doctors may be present during your appointments. We feel this provides an excellent basis for preparing staff for practice. You have the right to decline student involvement in their care at any time, this will not affect treatment.

JARGON BUSTER

INTERVENTION

An action taken with the aim of improving your mental health.

ANTI-PSYCHOTIC MEDICATION

A medication designed to target the symptoms caused by psychosis.

PSYCHO-EDUCATION

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

CBT

Is a talking therapy that can help you manage symptoms of psychosis by giving you strategies to tackle unhelpful thinking and behaviour.

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.

RELAPSE

People with psychosis will have good times, when symptoms are managed and they are feeling strong. However, some people experience challenging times or setbacks, when symptoms worsen. These setbacks are called "relapses"

A key part of our work with you is to support you to develop a relapse plan and strategies to reduce your risk of relapse.

UNDERSTANDING YOUR EXPERIENCES

WHAT IS PSYCHOSIS?

Mental health difficulties are common and up to one in four of us will experience some mental health difficulties in our lifetime.

Psychosis is used to describe a mental health problem that causes people to perceive or interpret things differently from those around them. Sometimes people have experiences that they find difficult to explain, this could be hearing voices, tasting, smelling or seeing things other people cannot. Some people have unusual thoughts such as others can read their minds, they are being controlled or they have special powers. These symptoms can cause problems with memory and concentration and it may become difficult to do things that were once enjoyable. Some people may behave in a way that is out of character whilst others may isolate themselves and withdraw from social contact.

In order to try and understand the experiences of psychosis it can be useful to group the symptoms into two categories; positive and negative.

POSITIVE SYMPTOMS INCLUDE

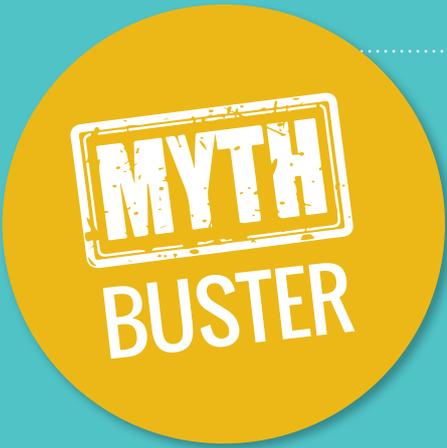
- Hallucination: hearing, seeing, tasting or feeling things others cannot
- Feeling suspicious of others
- Muddled thinking
- Feeling overactive
- Racing thoughts
- Odd or bizarre behavior

NEGATIVE SYMPTOMS INCLUDE

- Lack of enjoyment in things
- Lack of motivation
- Lack of social speech
- Withdrawal from family or social relationships
- Lack of energy
- Flattened emotions

The experience of psychosis can vary widely between individuals. Not everyone will have all these symptoms or experience them to the same degree.

Psychosis can affect anybody and currently about two or three people in every hundred experience this condition – making it more common than type 2 diabetes in the 14-35 age group. Stress plays a major part in triggering symptoms of psychosis. Adolescence and early adult life is a particularly difficult period for all of us and if we are vulnerable to psychosis symptoms can be triggered during this phase. Factors may impact on the development of psychosis include family history, trauma, life experiences (for example bereavement, relationship breakdown, bullying) and substance or alcohol misuse.



**MYTH
BUSTER**

MYTH

People with mental health illness are unable to work.

FACT

We probably have all worked with someone with a mental health problem of some kind. A number of the people we support are in employment or education.

MYTH

Mental health illness is very rare.

FACT

1 in 4 people will experience a mental health problem in any given year.

MYTH

People with mental health illness are usually violent and unpredictable.

FACT

People with mental illness are more likely to experience violence than to be violent.

WHAT HAPPENS WHEN I AM UNDER THE CARE OF NSTEP?

WHAT DO NSTEP OFFER?

We understand when you choose to seek help you want support as soon as possible. We aim to complete our assessment and begin treatment within 14 days of receiving a referral.

We base all interventions on the NICE (National Institute for Clinical Excellence) guidelines, while recognising every individual is unique.

Interventions that are available to you are; Cognitive Behaviour Therapy (CBT)

- Making sense of psychosis (psychoeducation)
- Relapse prevention
- Family interventions (BFT)
- Carer-focused education and support (family and friends sessions)
- Assessing physical health
- Social support
- Employment support
- Medication
- Promoting healthy eating, physical activity and smoking cessation

Support is offered on a one-to-one basis or in groups depending on your needs.

We operate as a 9am-5pm service 5 days a week and we aim to arrange visits around locations and times that are most acceptable to you.



CARING FOR SOMEONE WITH PSYCHOSIS

A carer can be any family member or friend that supports you with your practical or emotional needs.

We recognise caring for someone with psychosis can sometimes be difficult so our service includes support for families and close networks. This is offered through contact with the care coordinator, Behavioural Family Therapy and carers groups.

LIFE AFTER N-STEP

Currently the N-STEP service only receives funding to work with people for up to three years. To prepare you for the next part of your recovery journey we work alongside you to establish your ongoing needs and goals. We can then refer you to the most appropriate service to meet your needs; this could be from your GP or transfer to our planned care and recovery team (PCART).



PATIENT ADVICE AND LIAISON SERVICE (PALS)

PALS supports service users, carers and family members with compliments, comments, concerns and complaints that relate to the Trust. We provide information on Trust services, signpost to other organisations and also look to resolve concerns that have been raised.

To contact PALS please email PALS@nhft.nhs.uk or call 01536 452070.



CONFIDENTIALITY

Staff working for the NHS have a legal duty to keep your information confidential. In some cases you may be receiving care from other people as well as the NHS. We may need to share information about you with them and other members of the team involved in your care.

This is so we can work together for your benefit. We will only give your relatives, friends and carers' information you want us to.

Anyone who receives confidential information about you, from us, also has a legal duty to keep it confidential.

In rare circumstance 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
- In the case of certain disease, like meningitis or food poisoning.

ACCESS TO YOUR RECORDS

Under the data protection Act 1998, you have a 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 health records, you don't have to give a reason.

There is no charge for viewing documents but there is an administration fee if you would like copies.

You can make a request to access your records by contacting the clinical records department in writing or by email.

Please visit the website: www.nhft.nhs.uk or email access2healthrecords@nhft.nhs.uk for more information.

Now you can follow our progress, find out more about our services, read reports from our meetings, keep up-to-date on our news and send us your comments and views.



**Northamptonshire Healthcare
NHS Foundation Trust**

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www.nhft.nhs.uk**

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

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

0800 917 8504 নম্বরে পালস এর সাথে যোগাযোগ করুন

Jei šią 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.