

DeanCross

Catchment area: Tower Hamlets

Project contact details:

contact name:	Any staff able to help with enquiries	tel:	02077917600
address:	16 Dean Cross Street London E1 2QA		
website:	Not currently available but to be developed soon. Email address for team: deancross@eastlondon.nhs.uk		

Project opening times: 9am-5pm, Monday – Friday

Accessibility:

Physically accessible? Yes
Language interpreter available? Yes. Consideration also being given to employing a bilingual therapist.
BSL interpreter available? Team would need to consider whether this is the right approach for someone needing a BSL interpreter as much of the programme is in groups.

What does the project offer?

Therapy service. This project opened in Spring 2008 and the first therapy programme will be starting in September 08

What kind of support or involvement activity is offered?

This service is based on mentalisation based therapy.

They run two programmes:

- A 3 day (all day) programme for 18 months. This is a variety of groups and individual therapy sessions. Groups include small and large psychotherapy groups, goal setting, art therapy and psychodrama.
- A twice a week programme for 2 years with one small psychotherapy group session and one individual therapy session each week.

Set-up programme: a preparation group which is an opportunity for people to find out about the mentalisation approach, start thinking about how it feels to be in a group, what their difficulties are and what commitment they want to make to the programme. People attend this programme for 8-12 weeks and then join one of the programmes.

Step-down and follow up service: this will be arranged on an individual basis as either an agreed number of individual therapy sessions or a weekly psychotherapy group for an agreed length of time.

They also work with other local services (e.g. G.P.s, drug agencies) to support them in working with people who have difficulties often associated with personality disorder.

They also offer training to other mental health professionals, teams and services.

Who does the organisation aim to provide a service for?

People with a history of emotional, interpersonal and behavioural difficulties.

Who can and who can't access it i.e. inclusion/exclusion criteria?

Who can access?	Who's excluded?
<p>Adults aged 18 and over Those living in Tower Hamlets</p>	<p>Not suitable for anyone whose primary difficulty is psychosis but they will assess people with a history of psychosis.</p> <p>Anyone actively abusing drugs and/or alcohol</p> <p>People who have difficulties with aggression would need to be assessed and would need to be able to abide by the rules of the service.</p> <p>Anyone needing lots of admissions for self harm</p> <p>Anyone with an extensive forensic history would need to be assessed.</p> <p>It is not a crisis service so they do not accept crisis referrals.</p>

Are there any barriers to new people joining?

No.

How can people access it?

Referrals can be made by any mental health professional or G.P. Although self-referral is not possible' individuals are encouraged to approach their G.P. to ask them to make a referral. Other services (e.g. social services) can also make referrals via a G.P.

How does the process start?

People who are accepted as an appropriate referral are sent an appointment within 8 weeks of their referral being received. They would then have 2-3 appointments where the staff and service user would agree a plan for their support. The person could then join the preparation group or, if this was not the right service for them, be referred elsewhere.

Are there any conditions to joining?

Yes, people must be willing to:

- work towards reducing their self harm
- want to consider a psychological approach
- willing to work in a group
- accept basic group guidelines which are developed with service users e.g. respecting oneself and others, working towards managing feelings differently, not attending under the influence of alcohol or drugs.

People also need to be able to attend regularly. Where this might be a problem, staff would work with the individual to enable them to attend and try to address the circumstances that make it difficult (e.g. child care). If it is not possible to sort this out, they would be helped to find a different service.

Are there any opportunities for service users to have an informal chat/meeting with someone before joining?

For brief information, people could have a chat over the phone or via email. For more in depth information a referral should be made. A website will soon be available.

What makes it different from mainstream mental health services?

The mentalisation approach they use has been shown to be effective for people with personality, behavioural and/or emotional difficulties.

They have a dedicated interdisciplinary team who all work together regardless of their professional backgrounds so they can offer cohesive treatment.

The whole team from the consultant through to administration staff are committed to working in a therapeutic environment and openly model working through differences and difficulties together.

What do people who use the service like about it?

As the service is new, they have only had feedback about the preparation group so far. People in the preparation group like the way staff are committed to working with them. There is space for people to work together as the programmes are not all based around mental health professionals.

They also like the bright, clean space that they have been able to furnish as they want.

What could I expect if I came along?

To join the preparation group to learn more about DeanCross and the therapy on offer.

Who runs the organisation/project?

East London NHS Foundation Trust (Adult mental health services for Tower Hamlets).

Any plans for future development?

As the service is new, they are aware other needs may arise (for an evening group, or groups in different languages for example) which they will adapt to.

Service User and Carer Involvement

Service User Involvement

People who use other services were involved as equal partners in the recruitment process for staff.

Service users gave advice on the layout and furnishing of the building.

They will have a service user representative taking part in regular review meetings with commissioners and the local NHS Trust. As the service is new, at the moment they have a liaison service user representative from a different service taking on this role. This rep will set up focus groups, forums, carry out surveys etc as necessary to ensure they are representing current service user views.

They are committed to service user involvement and in the future will have representatives who have experience of using DeanCross themselves and the role of representatives will be developed.

People who use the service are encouraged to bring all their views and feelings to the groups and business meetings. All feedback is encouraged from thoughts about the brand of coffee to the quality of the therapists.

The current service user representative will support and enable others to develop into this role.

Carer Involvement

- Carers are encouraged to be involved from the point of assessment onwards. If the person using services agrees their carer would be invited to review meetings. Involvement of carers, particularly partners, is strongly encouraged.
- Carers would also be encouraged to have a carers assessment and look at their own needs.
- If as the service develops there is a need for a carers group this would be considered.