

SCOTTISH BORDERS MENTAL HEALTH SERVICES

# **information resource to support integrated care**

ADULT



Scottish Borders  
Health and Social Care  
PARTNERSHIP

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# SCOTTISH BORDERS MENTAL HEALTH SERVICES INTEGRATED CARE PATHWAY (ADULT)

## 1. INTRODUCTION

The 'Mental Health Strategy: Scottish Borders' (Scottish Borders Health & Social Care Partnership 2017) sets out a framework for the delivery of activities and services designed to improve the mental health and wellbeing for all ages groups in the local population. This strategy is part of a wider programme of integration across a range of health and social care services, and describes a vision for mental health that aims to:

- promote good mental health and wellbeing for all
- respect, protect and support people with mental health issues and mental illness to live well
- recognise, support and value families and carers
- promote partnership between services and the population they serve.

### Strategic priorities include:

- improving access to information and advice
- support for self-management
- improved access to services.

This Integrated Care Pathway aims to support that work by mapping out what supports and services are available for adults and how to access them. It is based on a 'Tiered Care' model that shows what is available for those with different levels of need, including:

- **Tier 1:** Self-help, prevention orientated services that enable people stay well;
- **Tier 2:** Front line services offering urgent help when problems start to develop (accessed through self-referral);
- **Tier 2/3:** Help and support to help you managing your health (accessed through self-referral, mostly to the voluntary sector);

- **Tiers 3:** Community-based care and treatment for those with more severe problems (GP referral needed);
- **Tier 4:** Hospital in-patient care and treatment for those with more acute, severe or complex care needs

Supports and services are grouped in two main categories - those specifically for individuals with mental health needs (including those around addiction or trauma) and some that might commonly be used around general health and well-being.

**Some services and supports have been given a place in these tables but are cross-cutting and apply at all levels, including:**

- health improvement (to prevent, delay or manage illness and support recovery)
- suicide prevention training
- housing and homelessness
- financial/benefits advice
- carer involvement
- social connectedness
- employability.

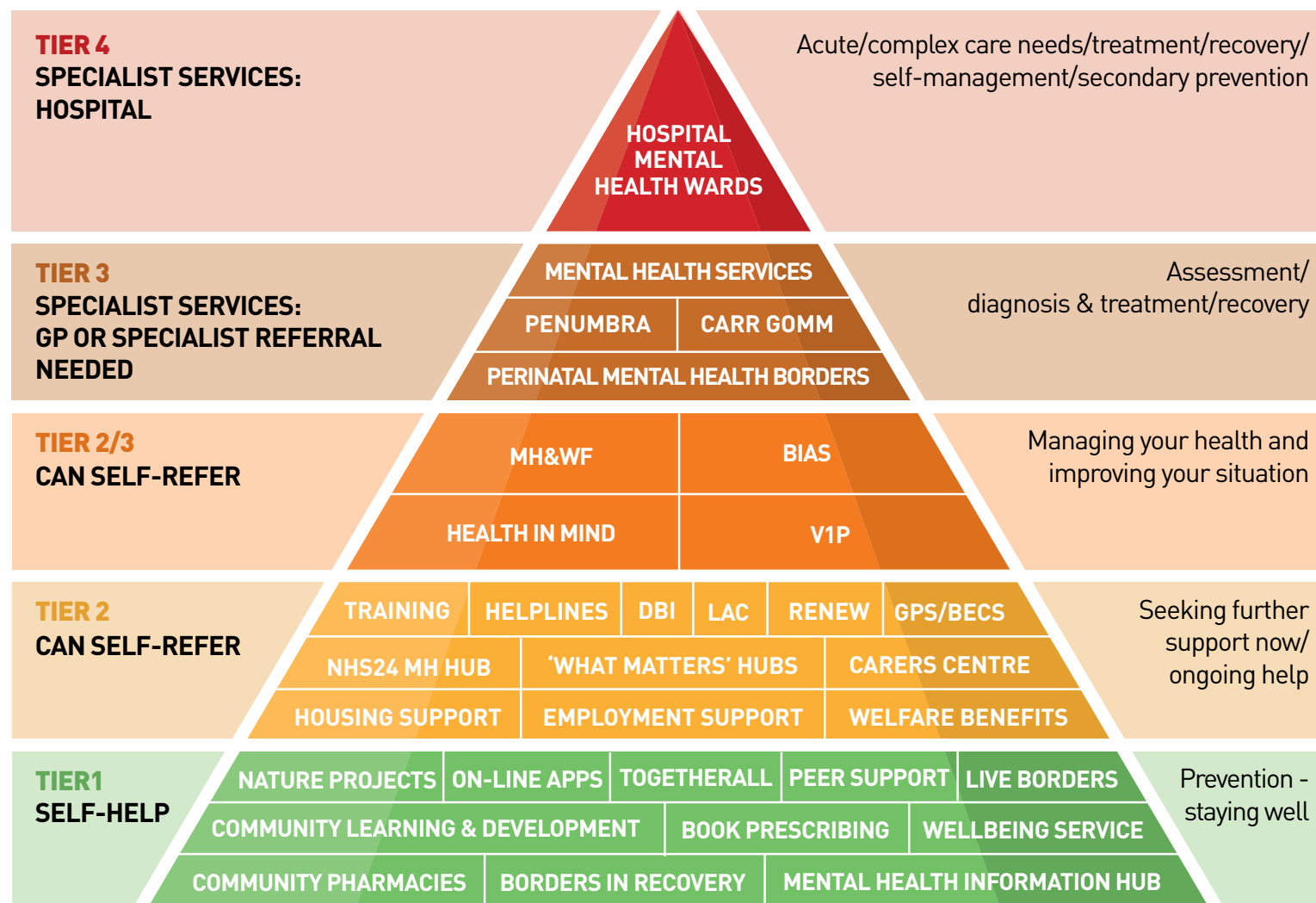
SCOTTISH BORDERS

MENTAL HEALTH SERVICES INTEGRATED CARE PATHWAY (ADULT)

## 2. ACCESSING SUPPORTS AND SERVICES

# JOINT MENTAL HEALTH SERVICES (Adults)

## PATHWAYS



## GLOSSARY

**BIAS** – Borders Independent Advocacy Service  
**DBI** – Distress Brief Interventions  
**GPS/BECS** – Borders Emergency Care Service  
**LAC** – Local Area Co-ordinating service  
**MH&WF** – Mental Health & Well-being Forum  
**NHS24 /NHS Inform**  
**V1P** – Veterans First Point

Information also available at the Wellbeing Point - [www.nhsborders.scot.nhs.uk/six-ways-to-be-well](http://www.nhsborders.scot.nhs.uk/six-ways-to-be-well) and Scottish Borders Council - [www.scotborders.gov.uk/info/20055/adults\\_and\\_older\\_people/370/mental\\_health/1](http://www.scotborders.gov.uk/info/20055/adults_and_older_people/370/mental_health/1)

TIER 1 – GENERAL POPULATION (prevention)				
OUTCOMES: GOOD MENTAL HEALTH AND WELLBEING FOR ALL HEALTH PROMOTING COMMUNITIES				
SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
MENTAL HEALTH				
<b>Information Hub for Mental Health, Wellbeing and Suicide Prevention</b>	Online Information Hub hosted by NHS Borders. Contains links to self-help and signposting information to help you look after your mental health and wellbeing and support other people. Includes how to access urgent help for mental health as well as resources for suicide prevention and support after a suicide. You can also find out more about the Creating Hope Awards scheme for groups and organisations interested in supporting mentally healthy and suicide safer communities.	Open access online.	Borders-wide	<b>Information Hub for Mental Health, Wellbeing and Suicide Prevention</b> <a href="http://www.nhsborders.scot.nhs.uk/creating-hope/">www.nhsborders.scot.nhs.uk/creating-hope/</a>
<b>Online health and fitness apps, tools and information</b>	Apps: Various apps available online promoting self-help tools to improve mental health (e.g. meditation techniques and health and fitness in general).	Open access, widely available – many are free.	All	
<b>Book prescribing service:</b>	Provides access to a range of self-help information resources.		Available in all libraries.	
<b>Togetherall</b>	Togetherall is a free and anonymous online community available 24/7 to all residents aged 16+ living in the Borders looking for mental health support and a sense of connection.	Anyone aged 16+ / free to register via Togetherall website:	Borders wide (and other areas in Scotland <b>listed here</b> ).	<a href="mailto:theteam@togetherall.com">theteam@togetherall.com</a> <a href="https://togetherall.com/en-gb/contact/members/">https://togetherall.com/en-gb/contact/members/</a>

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SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
MENTAL HEALTH				
<b>Wellbeing Service*</b>  <b>* a newly integrated service from January 2019</b>	<p>NHS Borders Wellbeing Service offers support to people who are wishing to improve their health and wellbeing in one or more of the following areas:</p> <ul style="list-style-type: none"> <li>• Mental health and wellbeing</li> <li>• Being more active</li> <li>• Eating more healthily</li> <li>• Quitting smoking</li> </ul> <p>Advisers offer support over 6-12 sessions where they will use appropriate skills and tools to help people make changes in their lifestyle.</p>	<p>For people with mild to moderate mental health issues (e.g. anxiety, panic, stress, worry, depression, insomnia); weight management problems, and those wishing become more physically active, or to stop smoking.</p> <p>Referrals by any member of GP/community staff teams.</p>	<p>The service will be available to all practices (there may not be a worker in each practice so people may be seen in a different practice to their normal one).</p>	<p><b>Wellbeing Service</b> Directly via GPs or Practice Nurses in own practice. General enquiry - Telephone: 01896 824502 wellbeing@borders.scot.nhs.uk</p>
<b>‘Beating the Blues’ - online Cognitive Behavioural Therapy (CBT) – a psychological therapy</b>	<p>A computer-based programme that uses CBT to treat patients with mild to moderate depression and/or anxiety (8 weekly 1 hour sessions). It is suitable for patients whether being treated with medication or not.</p>	<p>Referrals can be made by GPs and Mental Health Service professionals by email.</p> <p>Must be willing and able to use a computer-based programme.</p>	<p>Borders-wide Adults 18+</p>	<p><b>Beating the Blues’ administrator:</b> Telephone: 01896 827168 (Tuesday, Thursday and Friday) <a href="https://www.nhsborders.scot.nhs.uk/staying-healthy/stress-busters/ beating-the-blues/">https://www.nhsborders.scot.nhs.uk/staying-healthy/stress-busters/ beating-the-blues/</a></p>
GENERIC				
<b>LIVE Borders</b>	<p>Culture, sport and leisure facilities that support healthier lifestyles.</p> <p>Exercise Referral Scheme: a partnership with NHS Borders to deliver physical activity programmes that aim to improve health and wellbeing.</p>	<p>Open access to a range of amenities.</p> <p>Referral by GP, physiotherapist or relevant health professional to free or subsidised physical activity support.</p>	<p>Main Borders towns.</p>	<p><b>Live Borders</b> Telephone: 01896 661166 <a href="http://www.liveborders.org.uk/">www.liveborders.org.uk/</a></p>



TIER 1 – GENERAL POPULATION (prevention)				
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GENERIC				
<b>Borders in Recovery</b>	Borders In Recovery is a lived experience community group which offers free weekly recovery cafes, SMART meetings, family support and opportunities for personal development such as self-recovery training, volunteering, trips to national dry events.	The community is open to anyone who is 16+ and in recovery (substances and/or mental ill health) or supporting someone who is (family and friends) and is hosted by Recovery Coaching Scotland CIC.	Borders-wide	<b>Borders in Recovery</b> Rod Anderson, CEO of Recovery Coaching Scotland CIC, rod@recoverycoachingscot.org BordersInRecovery on Facebook.
<b>Community Learning &amp; Development (CLD)</b>	A programme of community-based opportunities including learning and skills development, promotion of health and well-being, community safety and capacity building.	Access as a volunteer or client - open access for some activities, but some may be subject to referral from partner agencies.	Borders-wide based on high school catchment areas.	<b>Community Learning &amp; Development</b> Telephone: 01896 664160 cld@scotborders.gov.uk
<b>Community Pharmacies</b>	Local pharmacies can offer information and advice on minor ailments and prescriptions.  In addition, some pharmacies provide services for those with addictions (e.g. smoking cessation; supervised consumption of methadone; injecting equipment).	Open access for general advice and prescriptions.  Supervised consumption – accessed as part of an agreement with GP, pharmacist, and Borders Addictions Services. Injecting equipment – open access, self-referral.	All pharmacies across the Borders.  Only available in certain pharmacies – refer to ADP information.	<b>Borders Alcohol &amp; Drugs Partnership</b> www.nhsborders.scot.nhs.uk/badp
<b>Nature projects – e.g. community gardens, Instinctively Wild, Nature Unlimited, Abundant Borders, 'The Glebe' (Peebles recovery garden)</b>	Various community projects support health, well-being and recovery from mental health problems through physical activity, social contact and connection with nature.	Open access through contacting projects directly in each area. Can be accessed as a volunteer or as a client – see specific projects for criteria.	Various places across the Borders – see specific projects	<b>Instinctively Wild</b> www.instinctivelywild.co.uk <b>Nature Unlimited</b> www.natureunlimited.scot <b>Abundant Borders</b> robin@abundantborders.org.uk <b>'The Glebe' (Peebles Recovery Project) You Can Cook</b> alex@youcancook.org.uk
<b>Peer2peer Mindfulness</b>	Peer2peer mindfulness tutors deliver mindfulness courses and mindfulness-based activities in 1-2-1 or group settings.		Borders-wide	<b>Peer2peer Mindfulness</b> peer2peermindfulness@gmail.com www.peer2peer-mindfulness.co.uk

TIER 2 – FRONT LINE SERVICES (urgent or early intervention)				
<b>OUTCOMES:</b> ACCESSIBLE INFORMATION & ADVICE HEALTH PROMOTING COMMUNITIES IMPROVED SUPPORT PATHWAYS FRONT LINE STAFF HAVE KNOWLEDGE, SKILLS & CONFIDENCE TO SUPPORT AND SIGNPOST				
SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>MENTAL HEALTH</b>				
<b>Telephone Helplines</b> e.g. <b>Breathing Space,</b> <b>Samaritans</b>	There are many national mental health helplines offering services for people who may experience mental health problems, their families, carers, and professionals. These offer information, signposting, or support for specific issues.	<b>Breathing Space</b> – Open access, as advertised. Calls free from landlines and mobile networks. Mon-Thurs 6pm – 2am Fri 6pm – Mon 6am	National	<b>Breathing Space</b> Telephone: 0800 83 85 87 <a href="http://www.breathingspace.scot">www.breathingspace.scot</a>  <b>Samaritans</b> (24 hours) Telephone: 116 123 <a href="http://www.samaritans.org">www.samaritans.org</a>
<b>Distress Brief Intervention (DBI) – delivered by Scottish Association of Mental Health (SAMH)</b>	DBI is a pilot scheme which supports people presenting to emergency services in distress. Leads to rapid referral (within 24 hours) to SAMH for assessment and short-term support (up to 14 days). Aims to help people develop self-management skills and promote engagement with other relevant services.	Criteria: Individuals (16+) presenting to emergency or front-line services in distress but not in need of further emergency or acute services.  Referrals from emergency and out-of-hours services including Police, Ambulance, A&E, out of hours GP and social work services (by staff who have undertaken the DBI Level 1 training).	Borders-wide	<a href="http://www.dbi.scot/borders/">www.dbi.scot/borders/</a>
<b>LAC service (Local Area Co-ordinators): Learning Disability &amp; Mental Health A Health and Social Care service</b>	The LACT is a service for adults with a learning disability, older adults and adults with a physical disability or long-term condition as well as for individuals who experience mental health issues or mental illness.  The service encourages and enables individuals to live an active, more connected and purposeful life in their community. It uses a capacity building approach that promotes recovery in individuals with lower levels of need, and helps to divert people from specialist and statutory services.	The service is available to: <ul style="list-style-type: none"> <li>Adults aged 18 years and over.</li> <li>Acknowledged mental health difficulties that are affecting quality of life.</li> <li>A willingness and ability to engage with the service is required.</li> </ul> Anyone can refer. We also accept self-referrals. We welcome discussions should you be considering making a referral to the service.  Waiting times: Minimal – check directly with service.	Borders-wide in localities	Telephone: 01896 664 155 <a href="mailto:LAC@scotborders.gov.uk">LAC@scotborders.gov.uk</a>

TIER 2 – FRONT LINE SERVICES (urgent or early intervention)				
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SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>MENTAL HEALTH</b>				
<b>Renew</b>	This new service has been developed to provide psychological interventions for people requiring treatment for mild to moderate anxiety and depression.	This new mental health service is being established in primary care. There is currently limited access but it will be fully available from January 2021 (Mon-Fri, 9-5). Referral is through your GP.		
<b>Training:</b> <b>Mental Health First Aid</b>  <b>Targeted suicide prevention training</b>	A range of training opportunities are available to individuals who wish to develop their skills in supporting people experiencing poor mental health and suicidal thoughts.	Information on courses is available from the Joint Health Improvement Team or Borders Care Voice.	Borders-wide	<b>Joint Health Improvement Team</b> <a href="mailto:health.improvement@borders.scot.nhs.uk">health.improvement@borders.scot.nhs.uk</a> or  <b>Borders Care Voice</b> <a href="http://www.borderscarevoice.org.uk/training-bcln">www.borderscarevoice.org.uk/training-bcln</a>
<b>GENERIC</b>				
<b>GPs</b>	Local GP practices comprising medical, nursing and allied health professionals	Open access in person or by telephone generally in office hours. Some offer on-line access.	Across the Borders	<a href="http://www.nhsborders.scot.nhs.uk">www.nhsborders.scot.nhs.uk</a>

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SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
GENERIC				
<b>NHS 24 Mental Health Hub</b>	A new NHS 24 Mental Health Hub has been launched that brings together Psychological Practitioners and Mental Health Nurses to offer support to those calling with mental health problems. Callers can speak to the practitioner and if not resolved can be referred onwards to an appropriate professional.	Available 24 hours a day, 7 days of the week by calling 111 and following the telephone prompts.	National (links to local out of hours GP service where necessary)	<b>NHS 24</b> Telephone: 111 <a href="http://www.nhs24.scot">www.nhs24.scot</a>
<b>NHS24/NHS Inform</b>	<p>'NHS24 can also be accessed for urgent general health information and advice when GP and dental surgeries are closed.</p> <p>NHS Inform is an on-line resource that offers information to help people make informed decisions about their own health and the health of the people they care for.'</p>	<p>Open access by telephone available 24 hours where urgent care is required.</p> <p>Open access online</p>	National	<b>NHS Inform website</b> <a href="http://www.nhsinform.scot">www.nhsinform.scot</a>
<b>'What Matters' Hubs</b>	<p>What Matters Hubs: First point of contact offering a 'Mental Health Information Station', information and signposting to a range of agencies and resources. Aims to improve responses for those with lower levels of need and support appropriate referrals to social care and health.</p> <p>Agencies include: Red Cross, Local Area Co-ordination, Carers Centre, CAB, Fire Scotland, Chest Heart Stroke, Alzheimer Scotland, Encompass, Police, RBS, Food Train, Home Energy Scotland, and Trading Standards.</p> <p>Out-of-hours emergency social work services are available evenings and weekend.</p>	Open access via Council Customer Advice and Support and drop in sessions held in Peebles, Hawick, Duns, Galashiels, Eyemouth and Kelso	Hubs are present in each of the five Scottish Borders Localities: Teviot, Eildon, Tweeddale, Cheviot, Berwickshire	<b>Customer Advice and Support Service</b> Telephone: 0300 100 1800 <a href="http://www.scotborders.gov.uk/communityhubs">www.scotborders.gov.uk/communityhubs</a>  <b>Emergency out of office hours</b> Telephone: 01896 752111

TIER 2 – FRONT LINE SERVICES (urgent or early intervention)				
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SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
GENERIC				
<b>Borders Carers Centre</b>	Offers information and advice, assessment of carers' needs support plans, support groups and training.	Referrals come from a range of sources including self-referral, GP, health or social care services.  Cost: Free  Waiting times: Referrals from within hospital will be seen within 1 week; community-based referrals will be seen within 3 weeks.	Borders-wide	<b>Borders Carers Centre</b> Brewerybrig, Low Buckholmside, Galashiels TD1 1RT Telephone: 01896 752431 <a href="http://www.borderscarerscentre.co.uk">www.borderscarerscentre.co.uk</a>
<b>Housing support &amp; Homelessness services</b>	Housing, advice and adaptations for those in greatest need (including those with mental health problems). Aims to help people stay at home for longer, prevent homelessness, and support independent living. N.B. see Penumbra Supported Living Service (Tier 2/3)	Access via housing associations and Homelessness referral routes.	Homeless accommodation: Maxmill Park, Kelso Trinity House, Hawick and Albert Place, Galashiels. (young people).	<b>Housing Support &amp; Homelessness services</b> <b>Emergency out of office hours:</b> 01896 752111 FREEPHONE: 0800 376 1138 Telephone: 01896 661385 Galashiels Area Office Paton Street Galashiels TD1 3AS <a href="http://www.scotborders.gov.uk/housing">www.scotborders.gov.uk/housing</a>
<b>Employment Support Service (ESS)</b>	Support those with additional needs (including adults recovering from mental health problems) to access and sustain paid work (not voluntary work) by overcoming barriers to employment.  Services provided: profile building, job searches, compiling CVs, job applications, work placements and job coaching.	Referrals from various sources including Gala Resource Centre, SW Depts., Community Mental Health Teams, Dept. Work & Pensions, family, employers, schools, and some self-referrals.	Borders-wide.	<b>Employment Support Service</b> Telephone: 01835 824000 <a href="http://www.scotborders.gov.uk/employmentsupport">www.scotborders.gov.uk/employmentsupport</a>

TIER 2 – FRONT LINE SERVICES (urgent or early intervention)				
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SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
GENERIC				
<b>Welfare benefit enquires:</b>  <b>Citizens Advice Bureaux (CAB)</b>  <b>Housing association Welfare Benefits / Financial Inclusion Officers</b>  <b>Berwickshire Housing Association</b>  <b>Customer Advice &amp; Support Service (CASS)</b>	<p>For general enquiries, CAB provides free and confidential advice and information. Can negotiate on behalf of clients, and represent them formally, such as at tribunal hearings.</p> <p>Housing association officers can provide welfare benefits advice to help maintain tenancies. Can check entitlement to benefits and help people to apply.</p> <p>BHA also provides assistance with more complex benefit issues and representation at Tribunals.</p> <p>People with more complex benefit needs, or anyone needing help with challenging or appealing a DWP or HMRC decision can be referred to the CASS Financial Inclusion Team.</p>	CAB Services can be provided by telephone, online and face-to-face	Borders-wide (offices in Galashiels, Jedburgh, Peebles and Kelso)	<p><b>Citizens Advice Scotland</b>  Telephone: 03454 04 05 06  <a href="https://www.cas.org.uk/">https://www.cas.org.uk/</a> – access online to find local bureau</p> <p><b>Scottish Borders Housing Association</b>  Telephone: 01750 724444  <a href="http://www.sbha.org.uk/contact-us/">www.sbha.org.uk/contact-us/</a></p> <p><b>Berwickshire Housing Association</b>  <a href="http://www.berwickshirehousing.org.uk/your-home/money-advice/">www.berwickshirehousing.org.uk/your-home/money-advice/</a></p> <p><b>Eildon Housing customer Services</b>  Telephone: 03000 200 217  <a href="http://www.eildon.org.uk/">www.eildon.org.uk/</a></p> <p><b>Waverly</b>  General enquiries: 01450 364200  <a href="http://www.waverley-housing.co.uk/">www.waverley-housing.co.uk/</a></p> <p><b>Customer Advice and Support Service</b>  Telephone: 0300 100 1800  <a href="mailto:CustomerAdvice@scotborders.gov.uk">CustomerAdvice@scotborders.gov.uk</a></p>

**TIER 2/3 – LINKS BETWEEN FRONT LINE AND SPECIALIST SERVICES IN THE COMMUNITY (focused work, self-management, recovery)**

**OUTCOMES:** ACCESSIBLE SERVICES AND IMPROVED SUPPORT PATHWAYS  
 INDIVIDUALS HAVE AN INCREASED UNDERSTANDING AND ARE SUPPORTED TO MANAGE THEIR ILLNESS  
 RECOVERY ORIENTATED CARE AND SUPPORT  
 CARERS & FAMILIES ARE VALUED, SUPPORTED & INVOLVED

SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>MENTAL HEALTH</b>				
<b>Mental Health and Well-Being Forum (Borders Care Voice)</b>	An open forum which aims to give a voice to people with lived experience and carers - provides opportunities for networking, raising issues and participating in service improvements.	Open access by telephone or online.	Borders-wide	<b>Borders Care Voice</b> 3rd Floor, Triest House, Bridge Street, Galashiels, TD1 1SW Telephone: 01896 757290 admin@borderscarevoice.org.uk www.borderscarevoice.org.uk
<b>Health in Mind's Community Mental Health and Wellbeing Service in the Scottish Borders</b>	Health in Mind offers flexible support tailored to individual needs available through the Wellbeing College, peer connecting, and peer support opportunities. This includes 1:1 and group-based peer support, 1:1 and group based learning, and personal development opportunities.	Referrals from a mental health or voluntary sector professional, GP, or self-referral (do not need to have a diagnosed mental health problem).  Cost: Free.  Waiting times: None, but there may be a short wait of 1-2 months for those waiting to be matched to a suitable volunteer.  Enquiries can be made by email, online or by telephone.	Various towns across the Borders. See online or contact the service directly for details.	6b Island Street, Galashiels TD1 1NU scottishborders@health-in-mind.org.uk www.health-in-mind.org.uk 01896 807000

**TIER 2/3 – LINKS BETWEEN FRONT LINE AND SPECIALIST SERVICES IN THE COMMUNITY (focused work, self-management, recovery)**

**OUTCOMES:** ACCESSIBLE SERVICES AND IMPROVED SUPPORT PATHWAYS  
 INDIVIDUALS HAVE AN INCREASED UNDERSTANDING AND ARE SUPPORTED TO MANAGE THEIR ILLNESS  
 RECOVERY ORIENTATED CARE AND SUPPORT  
 CARERS & FAMILIES ARE VALUED, SUPPORTED & INVOLVED

SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>MENTAL HEALTH</b>				
<b>Borders Independent Advocacy Service (BIAS)</b>	BIAS offers a free and confidential service for those with mental health problems in receipt of health or social care services. BIAS can help and support individuals to have their voices heard, raise concerns, challenge decisions and safeguard their rights.	Open access by telephone or email.  Cost: Free  Waiting times: Referrals made under the Mental Health Act will be responded to within 3 days. BIAS aims to respond to other referrals within 2-3 weeks.	Borders-wide	<b>BIAS</b> Telephone: 01896 752200 info@bordersadvocacy.org.uk



**TIER 2/3 – LINKS BETWEEN FRONT LINE AND SPECIALIST SERVICES IN THE COMMUNITY (focused work, self-management, recovery)**

**OUTCOMES:** ACCESSIBLE SERVICES AND IMPROVED SUPPORT PATHWAYS  
 INDIVIDUALS HAVE AN INCREASED UNDERSTANDING AND ARE SUPPORTED TO MANAGE THEIR ILLNESS  
 RECOVERY ORIENTATED CARE AND SUPPORT  
 CARERS & FAMILIES ARE VALUED, SUPPORTED & INVOLVED

SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>ADDICTIONS AND TRAUMA RELATED SERVICES</b>				
<b>We Are With You</b>	<p>We Are With You provides a service for individuals who are concerned about their alcohol or drug use or are affected by someone else's.</p> <p>Support is offered on a 1:1, 'Mutual Aid' or other group basis, as well as a 'Webchat' service for those preferring 'virtual' support.</p>	<p>Referrals can be made by agencies using a joint Addaction/Borders Addiction Services (BAS*) referral form, by phone or email, or as a self – referral (e.g. by phone or attending office/drop-ins).</p> <p>*BAS – see Tier 3</p> <p>Cost: Free</p> <p>Waiting times: Maximum of 3 weeks</p>	Borders-wide 16 yrs plus	<p><b>We Are With You</b>          125 High Street          Galashiels          TD1 1RZ          Telephone: 01896 757843  <a href="http://www.wearewithyou.org.uk">www.wearewithyou.org.uk</a></p>
<b>Children experiencing domestic abuse recovery (CEDAR):</b>	<b>CEDAR:</b> A 12 week group-work programme for mums and children to support recovery from domestic abuse.	<b>CEDAR:</b> Families should be living in a safe place. Any agency or school can make a referral to CEDAR and self-referrals are also accepted.	Borders-wide	<p><b>National Domestic Abuse helpline</b>          Telephone: 0800 010302</p>
<b>Survivors Unite Safe Oaks Project and 1-1 peer support</b>	Provides Counselling, 1:1 Peer Support and a Facilitated Peer Support Group (weekly group Friday am. Ongoing).	<p>Referrals come from several sources but the majority are self-referrals.</p> <p>Cost: Free</p> <p>Waiting times: None</p>	Open to all of Borders but groups based in Selkirk but some flexibility in holding groups in other areas.	<p><b>Survivors Unite</b>          Telephone: 07921 058675  <a href="mailto:Ettrick@childrens1st.org.uk">Ettrick@childrens1st.org.uk</a></p>
<b>Veterans 1st Point (V1P)</b>	First point of contact and a gateway to sources of support for a range of problems, including mental health and addictions.	<p>Open to any veterans in the south of Scotland. Accepts referrals from any source including self-referrals.</p> <p>Cost: Free</p> <p>Waiting times: None</p>	Borders-wide	<p><b>Veterans 1st Point Borders Centre</b>          Telephone: 01896 668551  <a href="mailto:V1P@borders.scot.nhs.uk">V1P@borders.scot.nhs.uk</a>  <a href="http://www.veteransfirstpoint.org.uk/drop-center/veterans-f1rst-point-borders">www.veteransfirstpoint.org.uk/drop-center/veterans-f1rst-point-borders</a></p>

### TIER 3 – SPECIALIST SERVICES: COMMUNITY BASED (assessment, diagnosis and treatment, recovery)

#### OUTCOMES: IMPROVED SUPPORT PATHWAYS

INDIVIDUALS HAVE AN INCREASED UNDERSTANDING AND ARE SUPPORTED TO MANAGE THEIR ILLNESS

RECOVERY ORIENTATED CARE AND SUPPORT

CARERS & FAMILIES ARE VALUED, SUPPORTED & INVOLVED

REDUCED BARREIRS TO CARE & SUPPORT FOR THOSE WITH DUAL DIAGNOSIS

SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
MENTAL HEALTH AND ADDICTIONS				
<b>Mental Health Service Teams</b>	<p>Joint Mental Health services provide a range of integrated health and social care services in the community delivered by multi-disciplinary teams. Staff include Nurses, Psychiatrists, Psychologists, Support Workers, Social Workers, Occupational Therapists, Mental Health Officers and Peer Support Workers:</p> <p><b>Crisis Team</b> – Assessment, emotional and practical help, support pre and post discharge from psychiatric hospital</p> <p><b>Community Mental Health Teams (CMHTs)</b> – Assesses and treats those suffering from mental illness.</p> <p><b>Community Rehabilitation Team (CRT)</b> – reviews treatment and supports independent living for those with severe and longer-term mental illness.</p> <p><b>Mental Health for Older Adults Service (MHOAS)</b> – Assessments and treatments for people with memory or mood problems.</p>	<p>Referral from a GP or other health or social care professional (not self-referrals).</p> <p>Waiting times: These will vary across teams – contact the service directly for up-to-date details.</p> <p>By telephone</p>	Borders-wide.	<p><b>Crisis Team</b> Telephone: 01896 827320</p> <p><b>Community Teams</b> Can be contacted via Borders General Hospital switchboard: Telephone: 01896 826000</p> <p><b>General MHO enquiry line</b> Telephone: 01896 752111</p>

**TIER 3 – SPECIALIST SERVICES: COMMUNITY BASED** (assessment, diagnosis and treatment, recovery)**OUTCOMES:** IMPROVED SUPPORT PATHWAYS

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SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>MENTAL HEALTH AND ADDICTIONS</b>				
<b>Penumbra Supported Living Service</b>	Penumbra's Supported Living Service offers mental health and housing support to eligible people throughout the Scottish Borders. It provides practical, social and emotional help to people living in their own homes.	<p>Referrals can be made by health and social care professionals or self-referral. All referrals must be considered by Scottish Borders Council to ensure they meet the Council's eligibility criteria.</p> <p>Cost: The service is provided to people who meet the Social Work eligibility criteria for critical or substantial need. Clients undertake a financial assessment and contribute to their service on the basis of this.</p> <p>Waiting times: No waiting list. New referrals will normally be assessed within 2 weeks and, provided they meet service criteria, will be able to access support depending on level of need and service capacity in each locality.</p>	Borders-wide.	<p><b>Penumbra</b> 47 Ladhope Vale, Galashiels, TD1 1BW Telephone: 01896 751177 borders@ penumbra.org. uk www.penumbra. org.uk</p>

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SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>MENTAL HEALTH AND ADDICTIONS</b>				
<b>Carr Gomm</b>	<p>Carr Gomm provides two rehabilitation services for those with severe and enduring mental ill health:</p> <p>Flats (long-term lets): Supports independent living with practical help and support and connecting with local community.</p> <p>Self-Directed Support (SDS): For more independent clients who need lower levels of support (1 visit daily).</p>	<p>Referrals from mental health services via Community Mental Health Teams.</p> <p>Cost: Will be in relation to assessed needs and personal budgets.</p> <p>Waiting times: Not always a waiting list, but where there is, waits may be for approximately 2 months.</p>	<p>Flats: Central Galashiels.</p> <p>SDS: Hawick, Selkirk, St Boswells, and Gala</p>	<p><b>Carr Gomm (Borders)</b> Telephone: 01896 668276 <a href="http://www.carrgomm.org/our-services/scottish-borders">www.carrgomm.org/our-services/scottish-borders</a></p>
<b>Perinatal Mental Health Borders</b>	<p>Provision of a range of specialist psychological therapies to all parents (including non-birthing parents, fathers and partners) with children under the age of two. These include Individual Counselling/Therapy, EMDR Trauma Therapy, Art Psychotherapy, Dyadic Parent-Infant Therapy, Walk-and-Talk sessions and occasional groups such as Infant Massage and Family Nutrition. Includes a Crèche facility on Weds and Thurs. PMH Borders is a member of the Perinatal Mental Health Network. Open Tuesdays to Thursdays 9am-5pm. Not a crisis service.</p>	<p>Referrals welcome from Health Professionals (including Health Visitors, General Practitioners, Community Mental Health Teams, Family Nurse Partnership and Community Midwives). Referral guidelines and referral forms available from <a href="mailto:info@pmhborders.org.uk">info@pmhborders.org.uk</a>.</p>	<p>Based in East Lodge, Elm Row, and Galashiels. Referrals accepted from across the Scottish Borders.</p>	<p>Telephone: 01896 751609 <a href="mailto:info@pmhborders.org.uk">info@pmhborders.org.uk</a> <a href="http://www.PerinatalMentalHealthBorders.org.uk">www.Perinatal Mental Health Borders</a></p>

**TIER 3 – SPECIALIST SERVICES: COMMUNITY BASED** (assessment, diagnosis and treatment, recovery)**OUTCOMES:** IMPROVED SUPPORT PATHWAYS

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SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>GENERIC</b>				
<b>Justice Service (JS)</b>	Service aims to reduce and prevent re-offending by providing: <ul style="list-style-type: none"> <li>• court reports</li> <li>• managing community disposals</li> <li>• manages individuals released from custody on parole</li> <li>• early intervention measures (community justice)</li> </ul>	Referrals from the courts, Procurator Fiscal, or Scottish Prison Service. A new Arrest Referral service is about to be set up which will also generate some referrals.  Offenders with mental health problems must be referred via their GP.	Borders-wide.	<b>Scottish Borders Council</b> Tel : 01835 824000 <a href="http://www.scotborders.gov.uk/info/20037/criminal_justice">www.scotborders.gov.uk/info/20037/criminal_justice</a>

**TIER 4 – SPECIALIST SERVICES: IN-PATIENT / RESIDENTIAL** (acute/complex care needs – treatment/recovery/self-management/secondary prevention)

**OUTCOMES:** INDIVIDUALS HAVE AN INCREASED UNDERSTANDING AND ARE SUPPORTED TO MANAGE THEIR ILLNESS  
 RECOVERY ORIENTATED CARE AND SUPPORT  
 CARERS & FAMILIES ARE VALUED, SUPPORTED & INVOLVED  
 REDUCED BARREIRS TO CARE & SUPPORT FOR THOSE WITH DUAL DIAGNOSIS

SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>MENTAL HEALTH AND ADDICTIONS</b>				
<b>Hospital Mental Health Wards</b>	<p>NHS Borders has five Mental Health Wards for adults who require treatment in hospital:</p> <ul style="list-style-type: none"> <li>• Huntlyburn Ward: For the acutely unwell who require intensive treatment; detoxification (18 and 69 yrs)</li> <li>• East Brig: A rehabilitation ward for those with severe and enduring mental illness (18-69 yrs)</li> <li>• Lindean: For acutely unwell older adults who require intensive treatment (70 yrs plus)</li> <li>• Borders Specialist Dementia Unit: Accepts in-patient referrals for assessment of suspected dementia or with a diagnosis of dementia at any age.</li> </ul>	<p>Referral from a GP or other health or social care professional (not self-referrals).</p> <p>Waiting times: These will vary depending upon bed availability - contact the service directly for up-to-date details.</p>	<p>Service accepts referrals from across the Borders. In-patient units are based within the Borders General Hospital, Melrose; East Brig is in Galashiels</p>	<p><b>General MHO enquiry line</b>                      Telephone: 01896 752111</p>
<b>Private sector residential detox/rehab facilities e.g. Castle Craig, Phoenix House</b>	<p>The private sector may be accessed for those who require residential detoxification and/or rehabilitation. Some also provide support groups (Narcotics Anonymous; Alcoholics Anonymous).</p>	<p>Information may be available directly online, or via the statutory addictions services locally.</p> <p>Cost: Contact organisations directly for details.</p> <p>Waiting times: Contact organisations directly for details.</p>	<p>Borders-wide.</p>	<p><b>Borders Alcohol &amp; Drugs Partnership</b>  <a href="http://www.nhsborders.scot.nhs.uk/badp">www.nhsborders.scot.nhs.uk/badp</a></p>

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#### MENTAL HEALTH

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