

How to contact us

If you're interested in arranging a **Consultation Session** please contact our administration department.

Telephone 0191 445 6611

Or email agnes.roberts@stw.nhs.uk

Personality Disorders Consultation Service

Information for Health Professionals

Published by the Marketing Department
2011 Copyright, Northumberland, Tyne and
Wear NHS Foundation Trust

www.ntw.nhs.uk Tel: 0191 223 2511

Version 1 Review Date 2012

Shining a light on the future



Training

We are able to offer separate training sessions to health professionals and their teams outside the consultation process. Sessions last up to two hours and the focus is to raise general awareness and understanding of Personality Disorders.

What if you have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can talk to the people directly involved or you can complete a feedback form.

- Feedback back forms are available from trust staff
- Customer liaison department telephone 0191 223 325
- You can complete a feedback form electronically by visiting the Trust website www.ntw.nhs.uk click on the 'Contact Us' tab.

wish to discuss risk management issues in consultation.

What to expect

Each consultation lasts one and a half hours. Typically the consultee begins by offering some background information, client history, and the reasons that brought them to consultation. We spend the last fifteen minutes summarizing possible strategies and or treatment suggestions. We will write up this summary by way of a letter which can be included in your case notes.

Confidentiality

We feel it is important that consultees feel able to express themselves freely during a consultation session. Discussions that arise are confidential and are not included in the summary letter. We will keep a copy of the letter for our own records. Aspects of case handling are not discussed with any other professionals unless they raised serious risk issues that may be detrimental to the client's or other people's well being.

Introduction

The Personality Disorders Team is a sub specialty of the Community Treatment Team based at Dryden Road in Gateshead.

We are a small team consisting of a Social Worker, a Community Psychiatric Nurse and a Psychologist and offer individual care coordination and therapy to people living in Gateshead.

The majority (but not all) of our caseloads consist of people with the diagnosis of Personality Disorder.

The personality disorder team is pleased to offer a **free Consultation Service** to any Healthcare professionals who are working with clients who present with traits that may indicate a Personality Disorder.

Our philosophy

We believe that the relationship between the client and the professional is a key instrument in the process of development and change. We have adopted this philosophy in our own working relationships and we support the basic principle

that the most appropriate stance for treating personality disorder is to provide support, empathy and validation.

What it is consultation?

The aim of our consultation service is to provide a reflective space for health and social work colleagues. In these sessions you can explore and develop attitudes and skills that will enable you to work more effectively with your clients and to deal more confidently with similar problems in the future.

Consultation can be helpful for those people who feel '**stuck**' or are unsure what direction their work is heading, as well as validating their existing work.

Consultation can help to:

- Establish and understand the therapeutic relationship.
- Manage difficult feelings.
- Feel supported.
- Find out information about Personality Disorders.
- Learn about current guidelines and treatments.
- Identifying and clarifying roles.

- Consider risk management.
- Examine disagreements over treatments and diagnosis.
- Clarify diagnosis.
- Case management.
- Receive advice.

The consultation service does not offer '**expert advice**' but an opportunity for exploration with a team that has enhanced training in aspects of personality disorder.

As a consultee you keep the responsibility to implement any of the strategies that may be suggested.

Although consultation can be similar to supervision it is not a managerial requirement. As a consultee you are in no way obliged to implement any of the strategies that may be suggested and it does not replace your usual systems of clinical and managerial supervision.

Consultation should not be seen as part of an **urgent** risk management strategy as these systems are already in place, however you may