

Individual Placement Support (IPS) Employment Service



Are you struggling with
your mental health?

Would you like support
with finding employment
or to remain in your
current job?

IPS can help

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What does IPS do?

We can support you to find good paid employment that matches your preferences and skill set. If you are already in employment we can support you to remain in your current role.

What we offer:

- Support with job searches, CV writing, applications and interviews.
- We will work with you to identify your specific needs and preferences.
- We will work with your employer to support them to understand mental health difficulties and/or addiction.
- We will support you to be aware of your rights and ensure that your employer is working within the Equality Act.
- Ongoing personalised support in work.
- If you would like to move into self employment we can support you with this.
- Help with understanding benefits and employment and what you are entitled to.

Who is IPS for?

Anyone who is struggling with their mental health and would like to have a conversation about employment regardless of your diagnosis, substance use, convictions, confidence, learning difficulty, qualifications or employment history.

You will need to be registered at:

- Cruddas Park Surgery
- Hillsvieview Surgery

Meet the team



Kate Lancaster - IPS Team Lead

'I am passionate about supporting those who have experienced difficulties into employment. Employment can be a really important recovery tool. I specialise in helping people identify their employment hopes and dreams. I then support them back into employment and provide ongoing support until they regain their confidence.'



Dan Hughes - Employment Specialist

'I have a personal interest in helping people change their perspective on themselves and their situation to help them return to work.'



Jannene Rutherford - Employment Specialist

'I am passionate about mental health. I am proud to be part of an amazing team. Our job is to break down barriers and overcome stigma. Sadly, this is still happening in the workplace. Supporting people to reach their goals in employment is very rewarding. Employment plays an essential role in a person's recovery. It is a privilege to be part of an individual's journey to better mental health.'

For more information:

Ask your doctor, nurse, mental health worker or living well co-ordinator about IPS.

Email us at ips@cntw.nhs.uk

Call us on 0191 223 2136

Visit our website: www.cntw.nhs.uk/ips

or scan the QR code



Client feedback

‘I felt heard and received good advice as well as been treated with respect and someone of value.’

“I feel it has taken so much pressure off me knowing I have IPS there for help and guidance.”

“IPS provided guidance, support and even helped me with work to arrange reasonable adjustments.”

“It was person-centred and really improved my careers skills.”

“IPS have gone above and beyond to help me find work I am passionate about.”

“IPS has really supported me and helped, essentially change my life.”



Useful contacts

If you need to speak to someone urgently about your mental health, you can contact:

- Newcastle/Gateshead Crisis team – 0800 652 2863
- NHS 111 option 2
- The Samaritans – 116 123

If you need housing advice, are at risk of homelessness or are homeless and have nowhere to stay, please contact the Housing Advice Centre (HAC)

Telephone: 0800 1707 008

Email: housingadvicecentre@newcastle.gov.uk

Opening hours for phone advice

Monday to Friday, 8.30am to 12 noon and 1pm to 4.30pm

If it is after 4.30pm (or any time at a weekend) and you have nowhere to sleep tonight please call the out of hours service for advice: 0800 1707 008 (press option 2 for the Operator and ask for the Emergency Homeless Officer)

Monday-Friday, 4.30pm - 8am; Saturday and Sunday, 24 hours

What if I 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 in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website www.cntw.nhs.uk/contact/complaints/
- telephone the Complaints Department Tel: 0191 245 6672
- email complaints@cntw.nhs.uk Please note that information sent to the Trust via email is sent at your own risk

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention. You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at www.cntw.nhs.uk/yourvoice
- complete a Your Voice survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience www.cntw.nhs.uk/yourfeedback

Patient Advice and Liaison Service (PALS)

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

North of Tyne

Tel: 0800 032 0202

Email: pals@nhct.nhs.uk

Post: FREEPOST PALS

South of Tyne

Tel: 0800 328 4397

Text: 07825 061 035

Email: pals@cntw.nhs.uk

Post: Patient Advice and Liaison Service, Garden Lodge,
Hopewood Park, Ryhope, Sunderland, SR2 0NB

9am – 4.30 pm, Monday to Friday

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre
Tel: 0191 246 7288

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