



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

Mental Health Treatment Requirement

Information leaflet

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Introduction

You are reading this because you have completed your assessment with the Mental Health Treatment Requirement (MHTR) Team and then have been given the MHTR in Court as part of your community sentence.

What happens now?

- Your Probation Practitioner will contact the MHTR team.
- We will meet at your Probation Office with you and everyone you will be working with.
- We will discuss your MHTR and create a plan for your appointments.
- In the meantime, if you are struggling with your mental health, we have included some helpful numbers on the next page.

What is the MHTR?

- You will receive up to 12 sessions.
- Appointments will be offered weekly.
- Appointments will take place at your Probation Office.
- Sessions will include understanding your unique experience, learning about your mental health, learning coping skills and better ways to manage problems.
- We want you to make the most of the MHTR and we can discuss any difficulties you have attending sessions.

How can I get the most of sessions?

- Think about your goals with your mental health.
- Attend regularly.
- Engage fully in tasks between sessions.
- Be honest with yourself and the practitioner.
- If you are struggling with the MHTR please talk to us.

Interpreters

If you require an interpreter staff can arrange this for you.

Mental health support

- **Crisis resolution and intensive home treatment service (CRHT) – open 24/7**

Newcastle and Gateshead: 0800 652 2863

Northumberland and North Tyneside: 0800 652 2861

South Tyneside and Sunderland: 0800 652 2867

- **Samaritans – open 24/7**

Telephone: 116 123

- **MIND**

Telephone: Tyneside and Northumberland: 0191 477 4545 or 0330 1743 174

Sunderland: 0191 565 7218

Open: 8am-10pm

- **SHOUT – open 24/7**

If you'd prefer to text than talk, then text: SHOUT to 85258

- **CALM**

Telephone: 0800 58 58 58

Open: 5pm-midnight

- **Anxiety UK**

Telephone: 03444 775 774

Text: 07537 416 905

Open: Weekdays 10.30am to 4.30pm

- **SANEline**

Telephone: 0300 304 7000

Open: 4pm-10.30pm every day

We are looking forward to working with you!

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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