



Cumbria, Northumberland,  
Tyne and Wear  
NHS Foundation Trust

# North Cumbria Community Treatment Teams





## Introduction

This leaflet provides information that you may find useful during your time with our service. If you are unsure about anything in this leaflet, please ask a member of staff.

## What is the Community Treatment Team (CTT)?

The Community Treatment Team provides a specialist service for adults aged 18 years and over who experience severe complex mental health difficulties and require a period of assessment and treatment.

The team is made up of professionals including:

- Consultant Psychiatrists
- Psychologists
- Registered Mental Health Nurses (Community Psychiatric Nurse)
- Occupational Therapists
- Social Workers
- Assistant Psychologists
- Assistant Practitioners
- Clinical Support Assistants
- Pharmacists
- Peer Supporters
- Dietitian
- Carers Lead

Initial appointments with the teams are usually based in clinic, but in some instances may also be arranged within your home.

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW) is a teaching organisation, and you may be asked if a student can be involved in your first appointment.

You will always be asked for your consent for a student to be involved in your care and treatment.

## **Who is it for?**

Sometimes when people are experiencing difficulties, they may need to be seen to assess their current mental health and see how they can be supported.

The service accepts referrals from GP's, other health professionals and social services, for adults aged 18 and over.

## **What will happen at my first appointment?**

You will be seen by an experienced mental health worker from the team who will offer you an assessment which will include exploring some of the difficulties that you are experiencing. At the end of the assessment, we will discuss options available to meet your current needs.

A summary of the assessment and recommendations will be sent to you, your GP and the referrer. Staff can provide you with information leaflets which may include information about diagnosis, treatment, self-help and support agencies. You can also access mental health self-help guides at [www.cntw.nhs.uk/selfhelp](http://www.cntw.nhs.uk/selfhelp).

You are welcome to bring someone with you to support you. If you would like a family member, friend or advocate to take part in your assessment we would value their contribution.

## **How can the team help me?**

Following initial assessment, you will be contacted to discuss treatment options based on the outcome of the assessment. This is a mental health professional who will meet with you to discuss your treatment. They will also keep in contact with any other professionals involved in your care.

The aim of the service is to aid recovery from mental ill health and to assist people in returning manageable levels of activity and independence.

## **Help for carers**

Where appropriate relatives and carers are encouraged to be part of the initial assessment and will help formulate your treatment plan at your request.

We will put you in touch with local carers support networks and offer a Carers Assessment on request. These are all important to the work of the Community Treatment Team.

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust has a Carers Promise. Please ask a member of staff if you or your carer would like a copy of this booklet.

## **Information the Trust keeps about you**

Everything you tell the team member and the information we keep about you is kept confidential within the team of professionals caring for you. The only exception to this would be if we felt there was a risk to yourself or to others, but we would discuss this with you.

You have a right to see any records we keep about you including the information stored within your electronic health records. Staff will give you a copy of the 'Information that the Trust keeps about you' leaflet. Copies are also available from the Patient Information Centre telephone 0191 246 7288.

At your first appointment you will be given the choice of receiving copies of letters written by healthcare professionals about your care and we will ask you to sign a consent form for sharing information.

## **Can my family and friends who support me get involved in my care?**

With your permission as part of our care we would like to offer an initial visit to get to know your partner and/or family and friends who are involved in supporting you to see if we can

answer any questions or queries they may have about our service or your care. We will discuss this with you at your initial assessment appointment.

What should I do if I don't understand or have a problem – perhaps I have missed an appointment?

Please don't be afraid to give us call, numbers for the teams are at the end of this leaflet.

## **Interpreter**

If you require an interpreter. staff can arrange to book an appointment.

## **Travel information**

- **Bus timetable information** - Telephone: 0871 200 22 33 (7am to 8pm)
- Bus timetable and public transport maps  
[www.cumbria.gov.uk/buses](http://www.cumbria.gov.uk/buses)

## **Dignity and respect**

Staff at the Trust will treat you with dignity and respect and staff expect the same in return.

We want to ensure that our staff can work, and service users can experience treatment, in an environment that is safe and secure.

As part of the NHS, we have a zero tolerance of all forms of abuse. Violence against our staff, service users and visitors is a crime.

We will take action against anyone who behaves in a violent or aggressive way.

## **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/](http://www.cntw.nhs.uk/contact/complaints/)
- telephone the Complaints Department on 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto: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](http://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](http://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](mailto:pals@nhct.nhs.uk)

Post: FREEPOST PALS

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.

### **Useful contacts**

- **Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust**  
Telephone 0191 246 6800
- **The Patient and Carer Involvement Service**  
Telephone 01670 501 816

Involving patients, carers and their families in making decisions about their care, can lead to better outcomes and a better overall experience.

The Patient and Carer Involvement Service co-ordinate and facilitate involvement, as well as providing training and support to those who wish to help the Trust shape service design and delivery.

For more information visit [www.cntw.nhs.uk/involvement](http://www.cntw.nhs.uk/involvement) or email [involvement@cntw.nhs.uk](mailto:involvement@cntw.nhs.uk)



## **Contact information**

Open 9am to 5 pm

### **Carlisle Community Treatment Team**

11 Portland Square

Carlisle

Cumbria

CA1 1PY

Telephone: 01228 603 850

### **Eden Community Treatment Team**

Beacon Unit

Penrith Hospital

Bridge Lane

Penrith

Cumbria

CA11 8HX

Telephone: 01768 245 503

### **West Community Treatment Team**

Lillyhall Business Centre

Jubilee Road

Workington

Cumbria

CA14 4HA

Telephone: 01900 705 262



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 (Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre on telephone 0191 246 7288.

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