

Easy read information

Deaf services for adults and older people in County Durham, Darlington and Teesside

Providing community deaf services for deaf or deafblind people aged over 18 years who mainly use British Sign Language to communicate and who have mental health problems and live in County Durham, Darlington and Teesside



Minicom

0191 287 5228



01642 368 302



07717697387



emmanuel.chan@nhs.net



1st Floor Lancaster House
7 Falcon Court
Preston Farm Industrial Estate
Stockton on Tees
TS18 3TS

Who are we?

The North East Mental Health and Deafness Service is for Deaf and Deafblind people aged 18 years or older who mainly use British Sign Language to communicate and who have mental health problems, for example depression or anxiety.

We work with the Community Treatment Team (the CTT) or Community Mental Health Team (CMHT) in your local area.

There are five members of the team:



Emmanuel Chan, nurse



Joyce Pennington, nurse



Cheryl Young, Deaf support worker



Donna Rymell, nurse therapist



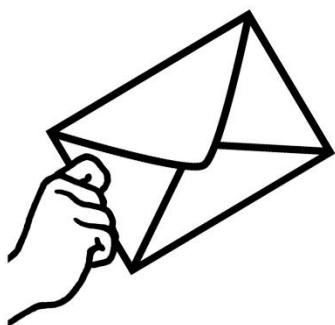
Dr Hermarette van der Bergh,
consultant psychiatrist

Referral

If you think you have a mental health problem, and want our help.



See a GP – family doctor



GP will write to us and your local community team



We will see you together

Meeting where?

The first time we will meet you at

- a community clinic near to where you live, or
- your GP surgery, or
- your home, or
- online via a videocall.

What will happen?

We will:

- book a British Sign Language interpreter if this is your choice
- discuss your problems past and now
- talk to you and your family (if you want them to be there),
- agree what we will do next
 - see you again
 - write to your GP
 - ask other teams or service to help.

This is your care plan. You will have a copy and in British Sign Language if you want.

You will have a key worker (we call them a care coordinator or lead professional) in your community team. We will work with you and your key worker to help meet your needs.

Your care plan is important and it helps you to stay well and keep safe. It aims to:

- help you understand your problems and manage your emotions
- improve your strengths (things you do well)
- check if you need medications and personal support
- support you to meet other deaf people if you want.



We call this your 'wellbeing and recovery'.

Your care plan is regularly reviewed including discharge from our services.



If you are unhappy about our services...



Please tell a member of staff.



Freephone 0800 052 0219 or



Relay UK

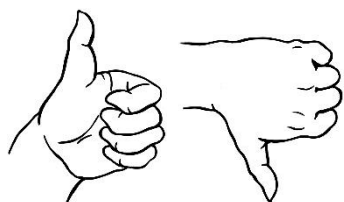
Freephone 18001 0800 52 0219



Email tewv.pals@nhs.net.

Feedback

We'd like to know if you thought this information was



- good or bad
- if anything was missing you wanted to know
- if there was anything you didn't understand.

Let a member of your care team know.

Find this information

Staff: Trustwide shared drive > Patient and Carer Information > Durham and Darlington or Trustwide shared drive > Patient and Carer Information > Durham and Darlington > Teesside

Service users and carers can also view this information at
<https://www.tewv.nhs.uk/services/deaf-services-for-trust-service-users/>

Leaflet reference	L994E
Date created	15.9.21
Archive date	15.9.24