



Mental Health and Deafness Service

Information for referrers



A partnership between
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust
and Tees, Esk and Wear Valleys NHS Foundation Trust

What is the Mental Health and Deafness Service?

A specialised mental health service for deaf people from 18 years onwards, covering Northumberland, Tyne and Wear, County Durham, Darlington and Teesside.

The team comprises:

Christine Davidson
**Advanced Practitioner /
Team Manager**

Joyce Pennington
Clinical Nurse Specialist

Emmanuel Chan
Clinical Nurse Specialist

Heather Thomson
Community Practitioner

Cheryl Young
Deaf Support Worker

Karin Davis
Team Secretary

Who is the service for?

Deaf and Deafblind people 18 years and older who have a range of mental health issues. Our target group are BSL (British Sign Language) users but we are happy to discuss referrals for other deaf non-BSL users.

How the service works

The Mental Health and Deafness (MHD) service works in partnership with local Community Mental Health (CMHT) / Community Treatment Teams (CTT). The service offers specialist assessment, treatment and advice to compliment the work completed in secondary care. The service can also assist the person to engage with services, to understand interventions and can help to develop a communication passport.

The local CMHT / CTT will take care-coordination responsibility as this is not provided by this tertiary service.

How to refer

We welcome referrals from Community Mental Health (CMHT) / Community Treatment Teams (CTT). Please complete the [referral form](#).

GPs should refer to the local CMHT/CTT and request they involve the Mental Health and Deafness Service.

We also welcome informal telephone discussion about any concerns and potential referrals you may have.

Where are patients seen?

Patients are seen at the community bases, GP surgeries or their own homes, whichever is appropriate

For further information contact

North East Mental Health and Deafness Service

Walkergate Park

Benfield Road

Newcastle upon Tyne

Tyne and Wear

NE6 4QD

Email: MHD@ntw.nhs.uk

Tel: 0191 287 5077

Mobile: 07584 33 95 39

A patient information leaflet is also available at www.cntw.nhs.uk/bsl

Useful information

For mental health self-help guides and other useful BSL resources visit www.cntw.nhs.uk/home/accessible-information/bsl/

Deaf friendly information eg. deaf clubs in your area and organisations for Deaf people visit

<http://www.cntw.nhs.uk/services/north-east-mental-health-deafness-service-walkergate-park/local-and-national-support>

Helpful tips and information day or night

Emergency SMS can be used to contact Police, Ambulance or fire in an emergency. You need to register phone <https://www.emergencysms.net>

SHOUT text service if you are struggling to cope, Text DEAF to 85258

Relay UK, Dial 18000 for emergency services www.relayuk.bt.com

<https://signhealth.org.uk> – charity for Deaf people (e.g. community support, interpreting, advocacy)

<https://deafstation.co.uk> – news in BSL

North East Independent Complaints Advocacy (ICA) - deaf advocate. Contact us by text 07789 088 284 or BSL Whats app video on 07738 994 040

www.deaf4deaf.com – psychological help for deaf people

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:

- ask a member of staff for a feedback form, or complete a form on the Trust website www.cntw.nhs.uk (click on the 'Contact Us' tab)
- contact the Complaints Department Tel: 0191 245 6672 (via text Relay UK 18001) or <mailto:complaints@cntw.nhs.uk>
- 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.

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 (via text Relay UK 18001)

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