



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

Personality Disorder Hub Team

Information leaflet for service users



Caring | Discovering | Growing | **Together**

Personality Disorder Hub Team

“Personality” refers to the individual ways we think, feel and behave. Due to their life experiences, some people can develop difficulties in these areas. If the difficulties are causing great distress, are long-lasting and impact on many aspects of life, then help, (sometimes including input from mental health services), may be needed.

Our service users present with many of the difficulties below:

- Problems managing emotions
- Managing urges to act quickly
- Self-harm and suicidal thoughts
- Making and keeping healthy relationships
- Distressing memories about past events

The Personality Disorder Hub service works with people who experience severe and long-standing personality difficulties and engage in behaviours that place them at a high risk of harm. The team is multi-disciplinary and includes Nurses, Occupational Therapists, Psychologists and Psychological Therapists; a Peer Support Worker and administrative staff.

A Peer Support Worker is an expert by lived experience who shares hope and optimism to service users. Their role is to support people with time-limited, individual pieces of work. This can help you to meet your recovery goals.

Where are we based?

We have a central base in Newcastle, however we offer appointments at local community bases across Newcastle, Gateshead, Sunderland, North and South Tyneside and Northumberland.

Our contact address is:
Benfield House, Walkergate Hospital
Benfield Road, Newcastle, NE6 4PF

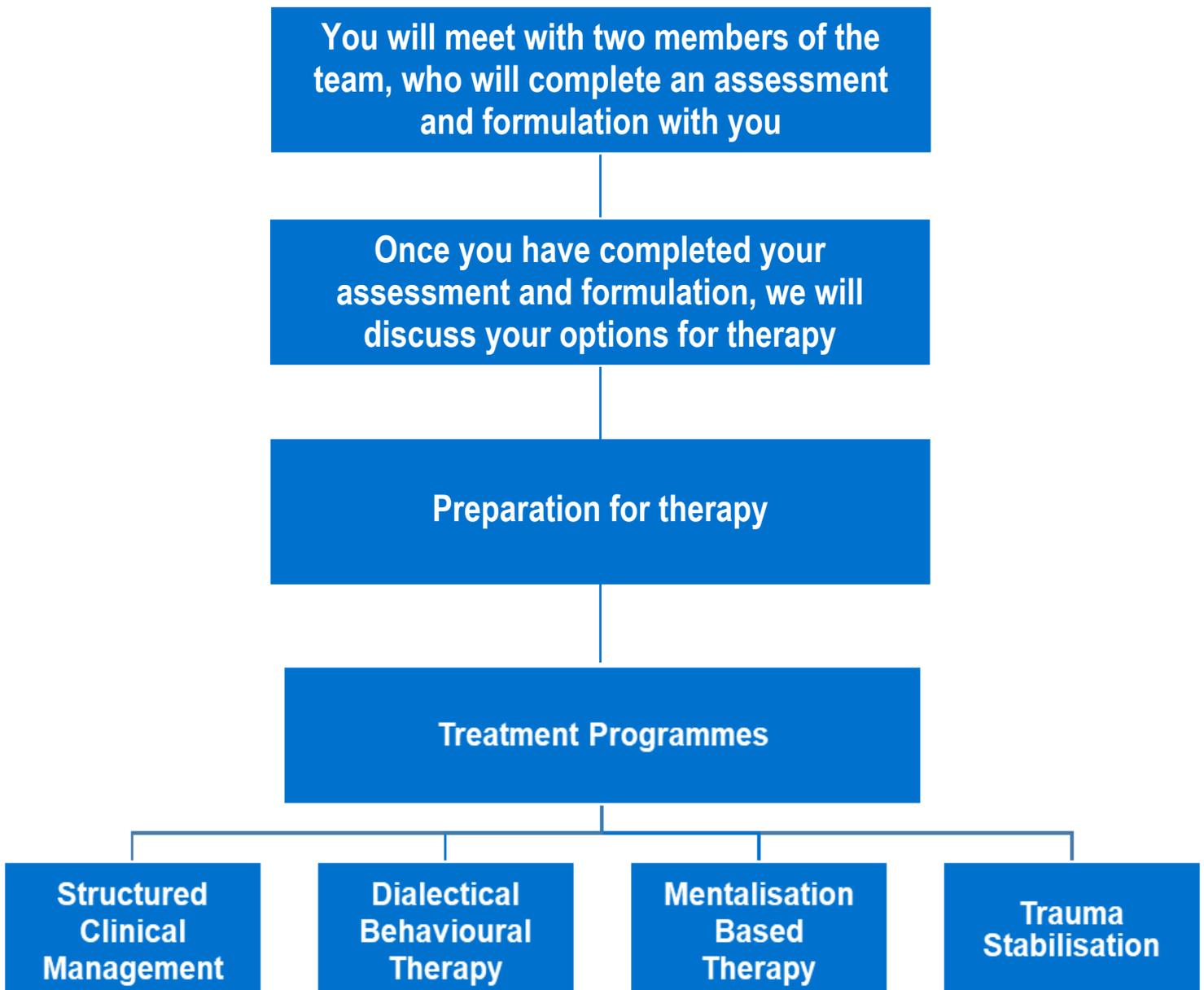


How do I access the service?

We take referrals from community treatment teams and will discuss with you and your team whether we are the best service to meet your needs. If this is agreed, there will be a period of transition from your community treatment team to our service. We will work with you to decide how long this transition period will be, depending on your needs.

What does the service offer?

This chart gives an overview of what you could expect to be offered from our service, with more information about the various stages below:



Assessment and formulation

Firstly, we need to find out about the things that are difficult for you and how these difficulties have developed. We will also spend time thinking about your strengths and the things that have helped you manage these difficulties.

We do this by meeting with you regularly (usually weekly); this process can take a number of sessions but helps us get a good understanding of the best ways to meet your needs. Your assessors will discuss information sharing and confidentiality with you prior to the assessment. If you would like further information on this please ask staff for a copy of the Trusts leaflet 'Information that the Trust keeps about you'.

At the end of the assessment, we will develop a shared formulation' with you. A formulation is like a jigsaw that pulls everything together and helps us to make sense of your experiences. The assessment and formulation will help us decide together the best treatment approach for you. If ongoing treatment is to be provided by our service, you will then be helped to prepare for this as below.

Preparation for therapy

The preparation stage helps you get ready to engage in the therapies we offer. During this period, we will work with you to develop goals, make plans to help you manage your safety in times of crisis, and develop treatment agreements (so you know exactly what to expect and what is asked of you).

Treatment Models

Structured Clinical Management (SCM)

Structured Clinical Management is an evidence based approach for people with personality difficulties and can help people to:

- Problem solve
- Manage crises
- Develop skills to manage emotions
- Reduce impulsivity or behaviours that place you at risk
- Improve interpersonal relationships
- Reduce self-harm and suicidality

The earlier preparation stage uses SCM principles and we may decide together to continue with the therapy part of this approach. If you want to read more about SCM there is a leaflet available on the Trust website www.cntw.nhs.uk

Dialectical Behavioural Therapy (DBT)

Dialectical Behavioural Therapy (DBT) is a therapeutic model developed by a person with lived experience of personality difficulties. DBT is delivered in individual and groups sessions, focussed on:

- Mindfulness
- Interpersonal Effectiveness
- Emotional Regulation
- Distress Tolerance

If you want to read more about DBT there is a leaflet available on the Trust's website www.cntw.nhs.uk

Mentalisation Based Therapy (MBT)

Mentalisation Based Therapy (MBT) focuses on developing a person's ability to recognise what is going on in their own mind and what might be going on in other peoples' minds. We call this 'Mentalising'. It can play an important role in enabling us to regulate our emotions and impulses, and in developing fulfilling, meaningful relationships. MBT is delivered in individual and group sessions.

If you want to read more about MBT there is a leaflet available on the Trust's website www.cntw.nhs.uk

Trauma Stabilisation

This type of work focuses on the difficulties people described as the result of multiple traumatic experiences, usually starting in early life. This can include flashbacks, nightmares, negative thoughts about self and others, and unusual experiences such as voice hearing or other perceptual disturbances.

This may be the main treatment you would benefit from, or engaging in trauma stabilisation work may help you develop greater skills and stability to access other helpful therapies.

What else can we offer?

We recognise that people who are close to you may also require support and our service can provide this. We do this in order for them to better support you. We can offer this support to your family or those you view as carers, and other services involved in your care.

What happens when I have completed treatment?

In the same way that we pay attention to your transition into our service, we will work together to plan your next steps when you have completed treatment with us. We will work together to develop an individualised plan that focuses on maintaining the skills you have developed, planning for any difficult times in the future, and identifying other community resources that can help you.

Contact information

Personality Disorder Hub Team

Benfield House

Walkergate Park

Benfield Road

Newcastle upon Tyne, NE6 4PF Tel: 0191 287 6156

Interpreters

Staff can arrange an interpreter if you need one.

If you need help now

If you need urgent help with your mental health or learning disability you can get in touch, 24 hours a day. If you live in

- South Tyneside or Sunderland call 0303 123 1145 or Freephone 0800 652 2867
- North Tyneside or Northumberland call 0303 123 1146 or Freephone 0800 652 2861
- Newcastle or Gateshead call 0191 814 8899 or Freephone 0800 652 2863
- Cumbria 0300 123 9015 or Freephone 0800 652 2865
- if you or another person have been harmed or are at immediate risk you may require an emergency response contact 999

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 (click on the 'Contact Us' tab)
- 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/poy
- complete a Points of You survey, available from staff.

Useful contacts

- **Mind**

15-19 Broadway, Stratford, London E15 4BQ

Infoline: 0300 123 3393 Website: www.mind.org.uk

Mind is a leading mental health charity in England and Wales and has extensive information on personality and personality disorder.

- **National Personality Disorder Website**

Website: www.personalitydisorder.org.uk

This provides information, resources and learning opportunities for those with a personality disorder and their carers.

- **Rethink**

Helpline: 0300 5000 927 Website: www.rethink.org

89 Albert Embankment, London SE1 7TP

Provides information and a helpline for anyone affected by mental health problems. Has information on personality and personality disorder.

- **Royal College of Psychiatrists**

Personality Disorders, Help is at Hand

www.rcpsych.ac.uk/mentalhealthinfo/problems/personalitydisorders/personalitydisorder.aspx

Also available from the Patient Information Centre
Tel: 0191 246 7288

References

A full list of references is available on request from the Patient Information Centre Tel: 0191 246 7288



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

Published by the Patient Information Centre

2020 Copyright, Cumbria, Northumberland, Tyne and Wear
NHS Foundation Trust

Ref, PIC/768/1020 October 2020 V5

www.cntw.nhs.uk Tel: 0191 246 7288

Review date 2022



@cntwnhs



CNTWNHS