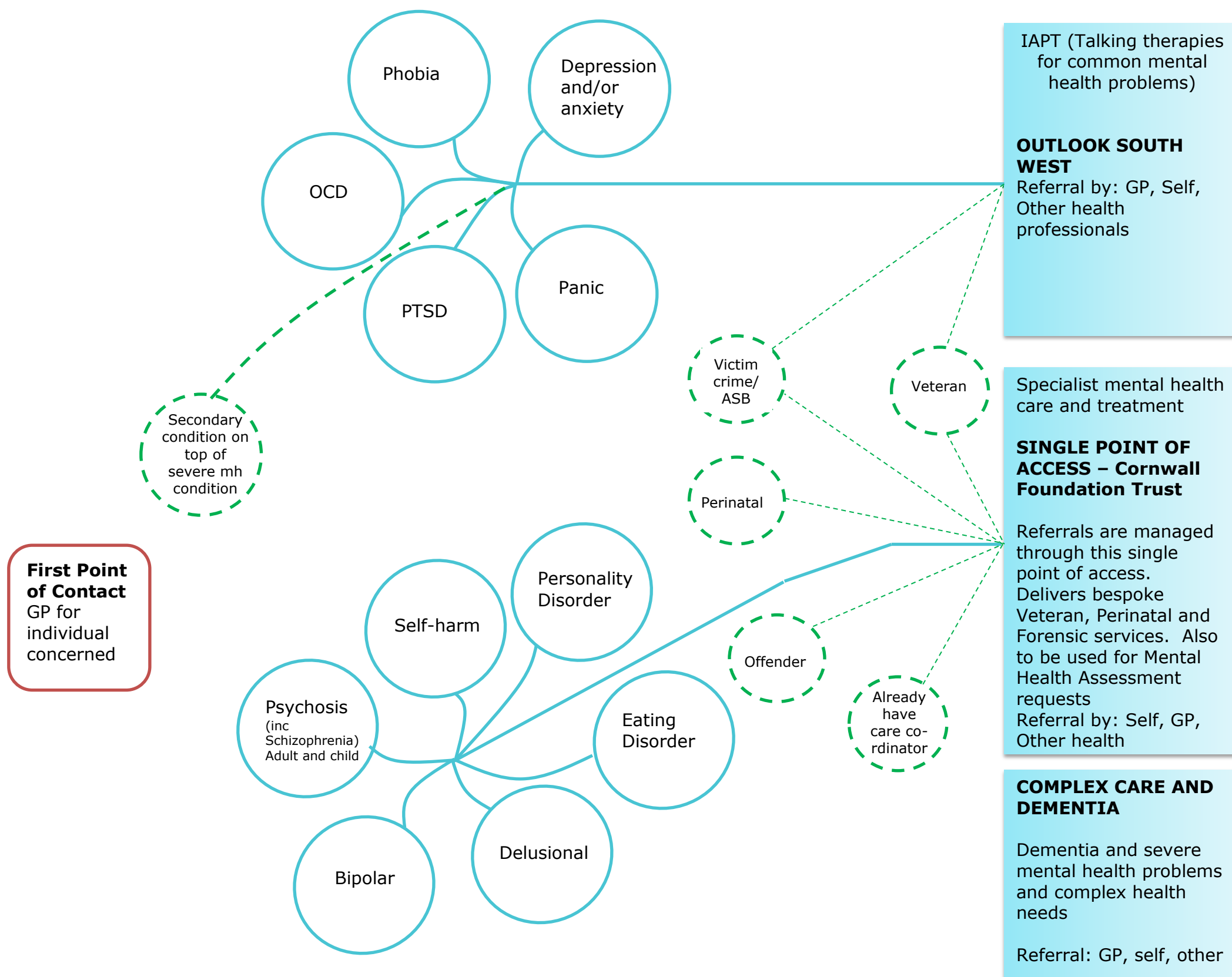


**ADULTS**

**Conditions**

**Service**

**Referral**



**First Point of Contact**  
GP for individual concerned

Condition Identify by suspected/known condition or individual type Individual type

IAPT (Talking therapies for common mental health problems)

**OUTLOOK SOUTH WEST**  
Referral by: GP, Self, Other health professionals

Mon – Thurs until 9am - 6.30pm, Friday 9-5pm

01208 871905

[Outlook South West Referral](#)

Specialist mental health care and treatment

**SINGLE POINT OF ACCESS – Cornwall Foundation Trust**

Referrals are managed through this single point of access. Delivers bespoke Veteran, Perinatal and Forensic services. Also to be used for Mental Health Assessment requests

Referral by: Self, GP, Other health

8.45am – 5.15pm  
Monday – Friday

0845 207 7711

Option1 East Locality (N. Cornwall and Caradon),  
Option 2 Mid Locality (Restormel and Carrick),  
Option 3 West Locality (Kerrier, Penwith and IoS)

cft.eastreferralteam.nhs.net  
cft.midreferralteam.nhs.net  
cft.westreferralteam@nhs.net

[Out of hours](#) crisis: 01208 251300 (Bodmin Hosp Switchboard)

**COMPLEX CARE AND DEMENTIA**

Dementia and severe mental health problems and complex health needs

Referral: GP, self, other

[Community Mental Health Teams](#)

For local team contact  
Bodmin Hospital  
Switchboard 01208 251300

**ADULT LEARNING DISABILITY SERVICE**

[Cpn-tr.LDallocations@nhs.net](mailto:Cpn-tr.LDallocations@nhs.net)

[Adult Learning Disability Service](#)



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## Specialist Domestic Abuse and Sexual Violence Services

### First Light/Barnardo's

*What:* Integrated Domestic Abuse and Sexual Violence community service.

The service includes

- crisis response for domestic abuse, including IDVA service
- recovery toolkits for Adults, Children and Young People
- domestic abuse prevention programmes for men and women who display abusive behaviour in their relationships
- therapeutic services

*Who:* Adult and children

*Where:* Countywide

*When:*

*How:* REACH helpline 0300 777 4 777.

For professional advice and information please call 01872 241 711

Online Referrals at

<https://www.firstlight.org.uk/make-a-referral/>

### SARC and ISVA

*What:* Specialist centre for people who have been raped or sexually assaulted including historic.

*Who:* All age male and female

*Where:* Truro

*When:* 24/7

*How:* 01872 272059

[willow.support@firstlight.cjsm.net](mailto:willow.support@firstlight.cjsm.net) non secure:

[willow.support@firstlight.net](mailto:willow.support@firstlight.net)

### Domestic Abuse and Sexual Violence Workforce Development Training

*What:* Training packages to suit a wide range of professional needs.

*How:* <https://www.firstlight.org.uk/dash-and-dash-refresher-training-2017/>

<https://www.eventbrite.co.uk/o/first-light-10774119575>

## Non-commissioned Specialist Domestic Abuse and Sexual Violence Services

### The Women's Centre Cornwall

*What:* Recovery and therapeutic programmes for domestic abuse and sexual violence

*Who:* Women 13+

*Where:* West Cornwall

*How:* Rape and Sexual Abuse Helpline 01736 367539 or

<https://www.womenscentrecornwall.org.uk/home/contact/>

### CLEAR and CRASAC

*What:* Offer specialised trauma therapies for domestic and sexual abuse for CYP 0-18 years and 18 years+

*Where:* Locations throughout county

*When:* Monday and Tuesday 8.30am – 5.15pm. Rest of week variable

*How:* 01872 303038 (Adults) or 01872 261147

(Children and young people) [help@crasac.co.uk](mailto:help@crasac.co.uk)

### West Cornwall Women's Aid (WCWAid)

*What:* Recovery, therapy and educational programmes 16 years+

*Where:* West Cornwall

*When:* Mon – Fri 10am – 3pm

*How:* 01736 367539

*Web:* <https://www.wcwaid.co.uk/>

### Liverty

*What:* Safe accommodation for women with support and advocacy for those fleeing domestic abuse. Max 20 weeks with resettlement support for 3-6 months once rehoused

*Where:* Mid – East Cornwall

*When:* Monday to Friday

*How:* 01726 871244

### Cornwall Refuge Trust

*What:* Helpline and Women's Refuge – temporary place of safety who have/are experiencing domestic violence

*Who:* Women and children

*Where:* Mid Cornwall

*How:* 01872 225269 <http://www.cwrt.org.uk/>

### Working Against Violence Empowering with Support (WAVES)

*What:* Confidential counselling and support for anyone who aged 16+ and is/has suffered domestic abuse or violence. Service part of CRT

*Where:* Locations throughout county

*When:* 24 hour helpline 01872 225629, Central office 01209 204152/07815136743 or

[wr@cornwallrefuge.org](mailto:wr@cornwallrefuge.org)

## Specialist Drug and Alcohol Services

### Addaction

*What:* Specialist drug and alcohol community services including mental health offering support

*Where:* Bases in Truro (01872 263001), Penzance (01736 365467), Liskeard (01579 340616)

*How:* <https://www.addaction.org.uk/>

### Boswyns

*What:* Residential assessment, stabilisation and detox

*Who:* Those who require drug/alcohol detoxification/stabilisation. Includes those with mental health problems at the same time. (excludes psychosis and those requiring hospitalisation)

*Where:* Hayle

*How:* Accessed through Addaction Adult Community Service. <http://www.bosencefarm.co.uk/our-services/detox/>

<http://www.bosencefarm.co.uk/our-services/detox/>

### Addaction Chy

*What:* Residential rehabilitation in Truro

*Who:* For those who have completed detox.

*How:* Through Addaction Adult Community Service

<https://www.addaction.org.uk/services/addaction-chy>

### Bosence

*What:* 12 step rehabilitation in Hayle

*Who:* Includes a specialist dual diagnosis service for those with substance misuse and mental health problems.

*How:* 01736 850006. Funding will be needed for most people to stay. Accessed through Addaction Adult Community service

<http://www.bosencefarm.co.uk/our-services/rehab/>

## Community Mental Health Services

### Pentreath

*What:* Primary and Secondary care Vocational workers, community development workers (BME communities), enablement project

*Who:* People with or recovering from mental ill health.

*How:* 01726 862727 or [info@pentreath.co.uk](mailto:info@pentreath.co.uk)

[info@pentreath.co.uk](mailto:info@pentreath.co.uk)

### Rethink

*What:* Support groups, café chats and 1:1 support

*Who:* People experiencing mental ill health

Tel: 01208 815676 [https://www.rethink.org/services-](https://www.rethink.org/services-groups/services/cornwall-community-services)

[groups/services/cornwall-community-services](https://www.rethink.org/services-groups/services/cornwall-community-services)

Email: [cornwallservices@rethink.org](mailto:cornwallservices@rethink.org)

[cornwallservices@rethink.org](mailto:cornwallservices@rethink.org)

## Non-commissioned community mental health services

### Valued Lives

*What:* Crisis Service, Community Support Service and Wellbeing club in Redruth

*Who:* Adults and children 8 years +

*When:* 2pm – 00:00 except Wednesday 14:00 – 23:45

*How:* 01209 901438 [info@valuedlives.co.uk](mailto:info@valuedlives.co.uk)

<https://www.valuedlives.co.uk/>

### Nightlink

*What:* Telephone listening service for anyone who is experiencing or has experienced emotional distress

*Who:* 18+

*When:* 7 days a week 5pm – 12am

*How:* 0808 8000306 [http://www.re-](http://www.re-gain.org.uk/projects.htm)

[gain.org.uk/projects.htm](http://www.re-gain.org.uk/projects.htm)

Non-commissioned services are those which do not deliver under contract with Safer Cornwall.

These services are included to give a wider picture of available services in Cornwall.

The victim care unit has a directory of services to help victims of crime find the support they need.

<http://www.victimcaredevonandcornwall.org.uk/> 01392 475900

The Survivor Pathway Sexual Violence Support Services website provides details of services in Cornwall for both recent and non-recent adult, young person or child victims <https://www.survivorpathway.org.uk/cornwall/>

## National Specialist Veteran Services

### SSAFA – The Armed Forces Charity (Soldiers, Sailors, Airmen and Families)

*What:* Provide support with everyday things such as finances, practical assistance, housing etc. Not a mental health diagnosis or counselling service

*Who:* Military families facing mental health problems

including depression, anxiety or dealing with PTSD.

*How:* Email: [Cornwall@ssafa.org.uk](mailto:Cornwall@ssafa.org.uk)

Phone: 01872 863078

Mon – Fri 10am-12pm

Web: <https://www.ssafa.org.uk/>

### Royal British Legion

*What:* Help accessing support including mental wellbeing.

*Who:* Member of armed forces, reservist, veterans and their families and dependents.

*Where:* Outreach Launceston and St Austell

*How:* 0808 802 8080 8am to 8pm, Live Chat or email.

<https://www.britishlegion.org.uk/>

### Combat Stress/Rethink 24 hour helpline

*What:* to get safe help and advice about service-related mental health issues.

*Who:* For military personnel including veterans and their families

*How:* 0800 138 1619, [combat.stress@rethink.org](mailto:combat.stress@rethink.org)

<https://www.combatstress.org.uk/>

### South West Veterans' Mental Health Service

*What:* support to overcome mental health difficulties – access to treatment, information and advice

*Who:* anyone who has served at least a day

*When:* Mon – Fri 9am – 5pm

*How:* 0300 555 0112 or [awp.swveterans@nhs.net](mailto:awp.swveterans@nhs.net)

<http://www.awp.nhs.uk/services/specialist/veterans/>

### Active Plus (delivered by veterans for all)

*What:* Courses and activities to build confidence, motivation and self-belief

*Who:* those who are unemployed, young and at risk of leaving school without qualifications/work, older people, health conditions including mental health.

*Where:* Across Cornwall, Devon, Somerset, Dorset and

Wiltshire.

*How:* [admin@activeplus.org.uk](mailto:admin@activeplus.org.uk) 01326 567174

<http://activeplus.org.uk/>



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CORNWALL**

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# Mental Health Service Referral – Information to include

**Personal and contact information**

- Identity and contact information
  - Individual
  - Family/Next of kin
  - GP
  - Referrer
- Individual aware of referral?

**Identify any of the following**

- Imminent danger for the need of compulsory care
- Individual is suicidal
- Individual is a threat to others
- Emergency situation
- Individual is responsible for children
- Suspected severe illness or psychosis
- Individual has drug or alcohol addiction

**Case history and social situation**

- Case history with a focus on any changes/worsening
- Development of symptoms over time if appropriate
- Duration of condition/state
- Information of any episodes of violence
- Information of any previous suicide risk
- Employment, residence, family issues, social network, activities etc

N.B. Individuals cannot be engaged in both primary care (OSW) and secondary care (CFT) mental health services at the same time unless it is part of a managed care package by CFT.

**Present state**

- Present mental status, level of function, state and duration of symptoms
- Physical mental health conditions
- Any test/rating scores e.g. Depression rating scores if appropriate
- Medication details if known

**Previous treatment**

- If known, details of and individual's response to previous involvement with mental health services
- Other services currently engaged with
- Existing care plans

**The individual's assessment**

- Experience of the situation/problems
- Desire and motivation for treatment
- Any self-treatment/medication

**Reason for referral**

- What is the goal for the referral?
- What is the reason for the referral at this time?

Service	Expected Response Time
Outlook South West – Primary Care Psychological Therapies	Initial contact within 5 days of referral receipt. National targets: 75% of people referred to begin treatment within 6 weeks of referral and 95% begin treatment within 18 weeks of referral.
Cornwall Partnership Foundation Trust Secondary Mental Health Care	All referrals acknowledged with 5 days. Referrals allocated to three assessment types: Emergency (within 24 hours), Urgent (within 5 working days), Routine (within 28 days)
Complex Care and Dementia	Referrals received through Community Mental Health Teams triaged and allocated to appropriate service.
Learning Difficulties	Referrals triaged daily Mon-Fri. Urgent referrals seen within 5 working days. All referrals discussed on a Monday and if allocated seen within 20 working days from date referral received.

**Mental health helplines**

[Samaritans](http://www.samaritans.org)  
116 123  
[jo@samaritans.org](mailto:jo@samaritans.org)

[Saneline](http://www.saneline.org)  
0300 304 7000 4.30pm – 10.30pm

[HOPElineUK](http://www.hopenlineuk.org)  
08000684141 – up to age 35.  
Monday – Friday 10am-5pm, Evening 7pm-10pm, Weekends 2pm – 5pm.  
[pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)  
Text 07786 209 697

[The CALM Zone](http://www.thecalmzone.org)  
0800 58 58 58  
Men only, 7 days a week 5pm - midnight

