**North East Lincolnshire Adults Social Work Forum**

**Team Information**

**June 2018**

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| **Name of Team** | **Assertive Outreach Team** |
| **Organisation** | **NAViGO Health and Social Care CIC** |
| **Team Address** | Weelsby View Health Centre, Ladysmith Road, Grimsby DN32 9SW |
| **Team Contact Details** | E-mail: NAV.DL-NAV-AssertiveOutreachTeam@nhs.net  Telephone: 01472 806800 |
| **Team Aim/Overview**  Assertive Outreach is a specialist community team made up of nurses, social workers and assistant practitioners. We work with an identified group of service users over 18 who have severe and enduring mental health problems and currently do not effectively engage with mental health services.  The service is flexible which means people who feel uncomfortable in accessing services can still receive help and support.  The team works with people in their own environment, or a place the person feels happy to meet, to persuade them to keep connected to mental health support services.  We have a low ratio of service users to workers which enables us to have more intensive and more frequent service user contacts – up to twice daily if required. Engagement is the core concept of assertive outreach and a fundamental component in the development of a therapeutic relationship with people with mental health illnesses. This also enables us to respond to our service users more quickly if they go into crisis.  We work with service users subject to Community Treatment Orders within the Community. We aim to prevent multiple long stay hospital admissions for service users who may have experienced this historically.  The team offer joint working support to other Community Mental Health Teams to encourage and promote re-engagement in CMHT. We also work with Dual Diagnosis service users, as well as offering health care support at home with ECG and blood tests. Staff members are able to provide support with practical issues such as housing benefit, activities of daily living and social inclusion. | |
| **Team Referral Route** | Referrals are internally within the service only. |