

Helpful contacts

In addition to your GP, there are a number of ways you can seek support if you feel distressed or in crisis:

Our freephone mental health urgent care line is open 24/7 and is available to anyone aged 16 and over: **0800 145 6570**

Or support via text (SMS):
Text **HEAL** to **85258**

Our patients matter

Mersey Care NHS Foundation Trust listens and responds to patients and their carers to help improve the services we deliver.

If you have any comments, compliments or concerns you can speak with a member of staff or contact our **Patient Advice and Liaison Service (PALS) and Complaints Team**.

Telephone: **0151 471 2377**

Freephone: **0800 328 2941**

Email: palsandcomplaints@merseycare.nhs.uk

To request this leaflet in an alternative format or language, please speak to a member of staff.

Mersey Care NHS Foundation Trust

V7 Building, Kings Business Park, Prescot L34 1PJ

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Mersey Care
NHS Foundation Trust

Community and Mental Health Services

Step down from Community Mental Health Team

South Sefton
Neighbourhood Centre

merseycare.nhs.uk

Your mental health and wellbeing is important to us at Mersey Care. Your care team has discussed with you that your current needs can be stepped down from secondary care. This means your mental health is considered to be stable and can be supported by your GP.

Mersey Care has developed a service which works between the GP and specialist mental health services to ensure that people are able to make the most of what is available in the local community.

If you want help getting back into work, making new friends, pursuing a new interest or accessing some psychological support, there are services in the community to help you do this.

Your GP works closely with Mersey Care to make sure that you can access the right level of support when you need it.

The Life Rooms are a fantastic resource to help navigate you to employment, volunteering, support groups, psychological support and financial advice.

**The Life Rooms,
Bootle
St Winefride's Campus,
Merton Road,
L20 7AP**

Tel: 0151 330 6461

Email: liferooms@merseycare.nhs.uk

"I recommend The Life Rooms to everyone that I know who needs support or who's struggling with their mental health. I'd recommend it to anyone. It's helped me!"

"I've found that the pathway advisors are always there and always make time for you – they're invaluable. They don't judge you, they just help you."

If you feel that you are becoming unwell, your GP can now work with you in different ways. We have mental health practitioners within primary care who can signpost you to further support in your community if required.

Your step down plan from CMHT will also be shared with your GP so you can be assured they understand your individual needs.