The team

- Offers a service to individuals experiencing mental distress where there is a social care need
- Work with KMPT colleagues to provide an integrated multi-disciplinary response to people and their carers
- Will assess using eligibility determination (Care Act 2014) to identify social care needs and work with the individual and their family network to agree a care and support plan
- A person will have eligible needs if they meet all of the following:
  - they have care and support needs as a result of a physical or a mental condition
  - because of those needs, they cannot achieve two or more of the outcomes outlined in the Care Act - these include people’s day-to-day outcomes such as managing and maintaining personal hygiene, nutrition, the home environment, personal relationships, and working
  - as a result, there is a significant impact on their well-being
- Works in collaboration with the individual and their family to agree a plan
- Works closely with the Kent Enablement and Recovery Service and Live Well to help identify services or resources that will support individuals to manage their distress

- Provides the investigating officer function for safeguarding enquiries where appropriate. The team will also take the lead for self neglect cases providing coordination and collaboration with other services and providers
- Provides support and signposting to carers
- Provides packages of care for people where required including support in the home and to access community resources plus residential care.

To make a referral

Telephone: 03000 416161
(Monday to Friday 8:30 to 5pm)

Out of hours: 03000 419191

Email: mentalhealthreferrals@kent.gov.uk

Alternative formats

This document is available in alternative formats and can be explained in other languages. Please email alternativeformats@kent.gov.uk or telephone 03000 421553 (text relay 18001 03000 421553). This number goes to an answer machine which is monitored during office hours.
What is the Mental Health Social Work Service?

The team is a Kent wide social work team which works with individuals aged 17-65 experiencing mental distress and social care issues. The service aims to support people to take control of their lives again, maximising their well-being and quality of life. The service is just one part of the social care offer of support.

Who do the teams work with?

The teams work with the Live Well community well-being service plus a range of partners including KMPT and the wider community to achieve a joined up response to the needs of individuals. The teams are based in CMHTs with KMPT colleagues.

What practitioners said...

“We empower people to make the changes they want to make, capitalising on their strengths.” Holly, Social Worker

“By really listening to people and working with their strengths we can help achieve their outcomes.” Christine, Social Worker

“Those little changes made over time make a big difference to a person’s recovery.” Clare, Social Worker

What might the short-term support look like?

- **Helping me to see and build upon my strengths**
- **Help me feel connected**
- **Support to keep myself safe**
- **Helping my carer access support**
- **Support to access housing**
- **Support to help me with my finances**
- **Support to access or maintain work or education**
- **Support to improve my physical and mental well-being**
- **Support to develop my recovery plan in equal partnership**
- **Helping me understand I’m not alone**
- **Support to help me build and maintain my support network**

What you said...

“Thank you for taking the time to listen and help me understand the options available to me.” Client

“Helping me to discuss my difficulties at my benefits assessment.” Client

“Helping me to link in with support I didn’t know was available to me in the community.” Client

“Thank you for helping me move, I can now look over my shoulder without worrying about hate crime from neighbours.” Client