

You can contact us at the address below between 9am and 4.30pm,
Monday to Friday:

The Iris Centre
Franklyn Hospital
Exeter
Telephone 01392 674333

Making contact

If you would like to know more about us, need information in a different language or format or have a concern, compliment or complaint, then please contact our PALS Team:

PALS Team
Devon Partnership NHS Trust
Wonford House Hospital
Dryden Road
Exeter EX2 5AF

Freephone: 0800 0730741
Email: dpn-tr.pals@nhs.net

You will also find useful information about our services and issues related to mental health and wellbeing on our website at www.devonpartnership.nhs.uk

The Intensive Therapeutic Day Programme



Information about making referrals



About us

The Intensive Therapeutic Day Programme is a specialist service provided by Devon Partnership NHS Trust – the organisation that delivers mental health services across the county. Our team of qualified and experienced professionals includes consultant doctors, psychosocial practitioners, psychotherapists and a family therapist. We are based at The Iris Centre on the Franklyn Hospital site in Exeter.

About the service

The Intensive Therapeutic Day Programme runs for six months and involves psychosocial activities and work groups. We provide care and treatment for people with severe, complex and enduring mental health problems, often where there is a diagnosis of personality disorder.

People using the service usually attend for four days a week and their activities will include individual therapy sessions, small group analysis sessions and family therapy. Of particular importance are our community meetings, which are held at the beginning and end of each day. Every person using our service is an important member of our therapeutic community and this principle is at the centre of all we do.

The approach that we take is one of combined therapy and we work with people to set goals and care plans with them, concentrating on rehabilitation, the recovery of relationships, the capacity to relate to others, independence and a meaningful life. Personal recovery is an important theme that runs through every aspect of our work and it underpins all of the services provided by Devon Partnership NHS Trust.

Some of the people we work with are in a psychiatric hospital and our service helps to move them closer towards their discharge.

Confidentiality

We adhere to the Department of Health's guidance on confidentiality and information about people will generally not be disclosed without their consent. Occasionally it may be necessary to discuss or pass on information on a 'need to know' basis but this will only be done in accordance with the guidance.

It is important to remember, however, that our therapeutic community is based on the idea that talking and sharing can be very positive and beneficial. We encourage people to share their thoughts and experiences with the members of the community and this disclosure can empower individuals, and the community as a whole. In this respect, our approach differs from some other services.

Making contact

We want to hear about your experiences, whether good or bad. Your views are important to us. They help us to know what we are doing well and to identify the areas where we need to improve or develop the services we provide.

Many complaints can be resolved quickly and informally by contacting the Team Leader. Please ring either of the numbers at the back of this leaflet to make contact.

You can also speak to any member of the team, fill out a Comment Card refer to our *Tell us what you think* leaflet (which is also available in an easy read format) or share your views by contacting our Patient Advice and Liaison Service (PALS). Details can be found on the back of this leaflet.

Managing risk and safety

We work with people who often are at risk of harm to themselves, and sometimes to others. To manage this risk we aim to:

- Work in partnership with referrers and others involved in a person's care
- Set boundaries and expectations of behaviour whilst on the programme
- Promote a culture of enquiry in staff and people using our service, where behaviour can be thought about, understood and challenged
- In certain circumstances, impose a period of suspension.

Follow-up care and support

Following completion of the Intensive Therapeutic Day Programme at the Iris Centre, we also offer a longer-term, step-down therapy programme which is based in the community. This programme can last up to two and a half years. Details are available in a separate booklet, which is available on request and can also be found at www.devonpartnership.nhs.uk

Information for people using the service

A separate leaflet has been produced for people using the service. This provides useful information about what is expected in terms of behaviour, what to bring, meals and refreshments, transport and involving friends and family. It can be viewed on the Trust's website at www.devonpartnership.nhs.uk or hard copies are available by calling 01392 674333 or emailing dpn-tr.dayprog@nhs.net

Who should you refer to our service?

We work with adult men and women who have severe and complex mental health difficulties. Most of the people referred to the service have been diagnosed with a personality disorder of some kind.

Often, people who use our service have found it difficult to use or benefit from other services, have found that they have become stuck in their lives or found that their problems keep re-occurring. Professionals from other agencies may have found them problematic and time-consuming to work with and clinical opinion about them might have become split or sharply polarised.

The approach that we take can be particularly helpful for problems that arise out of childhood and family experiences such as loss, separation, illness, disability and abuse. These, along with other traumas and difficulties, can continue to impact on current relationships, self-esteem and the capacity of people to achieve their full potential.

Our service is particularly helpful for people where therapy has been considered but there is a risk of increased self-harm, harm to others, psychotic breakdown or child protection issues which require careful support and management. Similarly, cases where teams are finding it particularly difficult to manage a person and their care, or where team members are becoming unduly stressed or enmeshed in their care because of the complexity and intensity of the case, can be well-suited to the model of care that we provide.

Who should you not refer to our service?

Although we are keen to support anyone who might benefit from our service, the following groups of people are not suitable for our Intensive Therapeutic Day Programme:

- People with primarily psychotic disorders, such as schizophrenia
- People with current alcohol or substance abuse issues
- People who are likely to become violent as a result of therapy, thus posing a potential risk to the therapeutic community or others
- People with a primary diagnosis of learning disability
- People with primarily a physical, organic disorder.

Making a referral

Everyone who uses the service must give their consent. It is helpful, but not always essential, for people to be well-motivated. Ideally, we are looking for a willingness to try something different and a genuine desire to change.

A referral to our services does not constitute a transfer of care and we will undertake a thorough assessment of each person before they are accepted onto the programme.

Please include the following information with all referrals:

- Confirmation of the person's consent
- The working diagnosis
- Details of the relevant cluster and allocation (for Devon Partnership Trust staff only)
- An up-to-date copy of any care plans and/or CPA plans
- An up-to-date risk assessment, risk statement and/or risk safety care plan
- Details of any safeguarding concerns
- Details of any allergies or other significant medical information
- A covering letter setting out the anticipated goals for the person, relevant medical and psychiatric history (including current medication), personal history and details of any professionals or other agencies involved in the person's care (if not stated elsewhere).

All referrals should be sent by post to the following address:

Referrals
The Iris Centre
Franklyn Hospital
Exeter

We also ask that you inform us by email that you have made a referral by contacting dpn-tr.dayprog@nhs.net

If you would like to discuss any aspect of a referral please call us on 01392 674333.

About the programme

People must give their permission to be referred to our service. Following someone's referral, one or two members of our team will meet with them for a further assessment and to talk through the details of the programme.

At this stage, people are introduced to the other members of the community and a start date will be arranged as soon as they have been accepted onto the programme.

The programme involves people talking about themselves and sharing their experiences. The other members of the community come up with ideas and offers of support. Sometimes these discussions can be painful and upsetting, but at other times they can be rewarding and uplifting. No two days are the same.

Many people will experience difficult situations or crises during the programme. They may also experience increased impulses to behave in certain ways, for example to self-harm, or they may experience psychotic-type episodes. Our staff, and other members of the community, will try to help people work through these difficulties, and this support may also involve input from other professionals and services.

The environment at the Iris Centre is more relaxed and informal than many mental health settings, creating a space that has normal and everyday items such as cutlery and crockery. We also have an unlocked door to the building. For some people, for example those who are in a psychiatric hospital, this can create a clash of cultures and this is something that we regularly talk about. However, this contrast in environments can actually be helpful in the longer-term for some people, helping them to address a long history of dependence on services.