

*Supporting you to live well*

# About us

Who we are and  
what we do



# Who we are

We are an NHS organisation that works closely with other health and social care providers across Devon and Torbay (excluding Plymouth) to support people with mental health, learning disability and neurodiversity needs.

Our mission is to become a centre of excellence and expertise in the field of mental health, learning disability and neurodiversity. Our aim is to deliver consistently high quality, recovery-focused care and treatment and to ensure our services are driven by the voices of the people who use them. Our Together approach ensures that people with lived experience, and their families and supporters, shape what we do and how we do it.

We aim to challenge discrimination and stigma and champion recovery, inclusion and wellbeing. We also strive for mental health, learning disability and neurodiversity services to be understood and valued in the same way as physical health services.

We employ around 4,500 staff. During the course of a year we receive more than 85,517 referrals and we make more than 28,036 contacts with people in the community every month.

We work closely with other health and social care providers, and a variety of other partners, to support the recovery of people with a wide range of needs. The services we commission and provide include those for:

- Adults of working age
- Older people
- Children, younger people and families
- People with a learning disability
- People with neurodiversity needs such as autism and ADHD
- People who are low in mood, stressed, anxious or depressed
- People with an eating disorder
- People with a diagnosis of personality disorder
- People with alcohol and substance misuse issues
- Pregnant women and new mothers
- People with gender identity issues
- People who require mental health support when they are already in hospital for physical health needs
- People who need secure mental health services
- People in Bristol with dementia (a service we provide in partnership with Alzheimer's Society).

The vast majority of our services are provided in the community but we also have a range of inpatient (hospital) services for people who need a spell of more intensive care and support.

## How we work

At least one in four of us is likely to have some form of mental health need at some point in our lives. We work in partnership with people with lived experience, other NHS organisations, local authorities and the voluntary sector.

Together we strive to deliver services that focus on personal recovery, give people a sense of hope and opportunity and promote wellbeing and independence. We work with our partners to provide supported accommodation, vocational rehabilitation and employment opportunities to help people learn skills, get back to work and move towards living independently. Our frontline teams include psychiatrists, psychologists, nurses, social workers, physiotherapists, occupational therapists and healthcare assistants, supported by experienced admin teams. We are increasingly striving to recruit people who have personal experience of mental health and learning disability issues as peer support workers and we have a dedicated team of volunteers.

## How we support people

The first step in supporting someone is usually an assessment – this will help us to establish a person’s needs and the type of support that they are likely to require. The assessment can be followed by a variety of different types of care and treatment. We are developing ‘pathways of care’, which are based on best practice and will help people to understand what they can expect from us as we support them in their recovery. Most of the people we support receive their care and treatment in the community – frequently in their own homes or at one of our Health and Wellbeing Clinics in Exeter, Torbay or Barnstaple.

A small number of people may need a short spell of hospital care to support their recovery if they become very unwell. We have a network of hospital wards across the county to meet a wide range of needs. An even smaller number of people will have severe and enduring needs that require long term care and support. Occasionally, people may require specialist hospital care outside the county, but this only happens when it is absolutely necessary. We are working hard to provide as many services as we can here in Devon and we are steadily reducing the number of people who have to travel outside the county for their care.

## Our main services include:

- Community teams across Devon and Torbay for adults, older people and children and young people with mental health and learning disability needs
- Crisis Resolution Home Treatment Teams that support people who require urgent care and support
- Inpatient services in Exeter, Torbay and Barnstaple to support people with a wide range of mental health and learning disability needs
- At the county's three main acute hospitals - liaison psychiatry services to support people with mental health needs who may be in crisis or also have physical health needs; memory clinics to assess people who may have dementia and specialist liaison nurses to support people in hospital with a learning disability
- A talking therapy service - TALKWORKS - for people whose thoughts and feelings are affecting their daily lives, leading them to feel low, anxious and struggling to cope
- A Mother and Baby Unit (MBU) for new mums with serious mental health needs supported by community outreach teams and a county wide perinatal mental health service
- A drug and alcohol service in Torbay
- A Dementia Wellbeing Service in Bristol
- An assessment and diagnosis service for autism and Attention Deficit Hyperactivity Disorder (ADHD)

- A range of secure services provided at Langdon Hospital – which generally support people who have come into contact with the criminal justice system
- The Haldon eating disorder service, which provides inpatient care and treatment for people with severe disorder, such as anorexia nervosa, as well as a dedicated community eating disorder service
- A Psychiatric Intensive Care Unit (PICU) for people who need more intensive care and treatment than we can provide on our general inpatient wards
- The West of England Specialist Gender Identity Clinic, for people with issues around their gender
- Liaison and Diversion services to ensure that people with mental health and learning disability needs get the support they need when they come into contact with the police or wider criminal justice system.

## Further information

For more information about mental health conditions and medication, visit: [www.choiceandmedication.org/devon](http://www.choiceandmedication.org/devon)

For more information about our services and self-help resources, please visit our website at [www.dpt.nhs.uk](http://www.dpt.nhs.uk)

## Contact information

If you require this leaflet in a different format or language please ask a member of our staff.

If you would like to provide feedback about our services please contact:

### **Patient Advice and Liaison Service (PALS)**

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



01392 675686



dpt.pals@nhs.net

[www.dpt.nhs.uk](http://www.dpt.nhs.uk)