Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 223 2545

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Shining a light on the future
Introduction
The aim of this leaflet is to provide you with information that you will find useful during your time with Assertive Outreach.

We want to offer you as much help and support as you feel you need, to enable you to live the life you want. If you are not sure about anything in this leaflet please ask a member of staff.

What is Assertive Outreach?
Assertive Outreach aims to improve your quality of life by:
- preventing social exclusion
- helping you to manage and cope with difficulties
- promoting choice
- managing risk
- reducing hospital admissions

The team consists of nurses, social workers, occupational therapists, a psychologist, project workers, medical and administrative staff.

Who is it for?
The service is for men and women over the age of 18 years who need some specialist support to live in the community.

Who can refer me?
You can be referred by your care co-ordinator or consultant psychiatrist.

What happens after I have been referred?
- A member of staff and/or the team doctor will visit you at home, or wherever is most convenient, to see if this is the right service for you.
- If so, you will be given a named care co-ordinator who will work with you to find out what support you need and agree how we can help.
- You will have the opportunity to meet other team members who may be involved in your care.
How can the team help?
The team can help in a variety of different ways, such as:
- Help you develop daily living skills, like shopping and laundry
- Offer you social and group activities
- Help you access education or employment/voluntary work
- Offer your family support
- Offer psychological therapy
- Help you with any medication needs
- Find suitable housing
- Help with money management and welfare benefits
- Support you to attend GP appointments

What hours are the team available?
Services can be made available depending on your individual need.

Personal Safety
Trust staff carry devices that can monitor and record abusive behaviour. They can alert and receive support from emergency services and the recordings may be used in court proceedings.

Interpreters
If you require an interpreter staff can arrange to book an appointment.

Travel information
Contact Nexus Traveline Tel: 0871 200 22 33 Website: www.traveline.info/

What if I have a comment, suggestion, compliment or complaint about the service?
If you want to make a comment, suggestion, compliment or complaint you can:
- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website www.ntw.nhs.uk (click on the ‘Contact Us’ tab)
- telephone the Complaints Department Tel: 0191 245 6672
- We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.
  - Points of You - available from staff.
  - Friends and Family Test - available from staff or online at www.ntw.nhs.uk/fft

Useful contacts
- Northumberland, Tyne and Wear NHS Foundation Trust Tel: 0191 213 0151
- Patient and Carer Involvement Team Tel: 01670 501 816

Contact details
Assertive Outreach Team
The Oxford Centre
West Farm Avenue
Longbenton
Newcastle upon Tyne
NE12 8LT
Tel: 0191 220 5772