

## Mental Health services in Bristol

Mental Health inpatient services and many of the community services in Bristol are provided by 'AWP': [Avon and Wiltshire Mental Health Partnership NHS Trust](#). It also covers Wiltshire, Bath & North East Somerset, South Gloucestershire and North Somerset. The number for the switchboard is 01225 325 680



Five voluntary community sector organisations: **Second Step**, **Missing Link**, **Off the Record** and **Nilaari** employ staff in roles within the Bristol partnership including Recovery Navigators, Youth Transition workers, Mental Health Crisis workers, Facilitated Discharge workers, Early Intervention workers and Peer Support workers. This alliance is often referred to as 'Bristol Mental Health'. There are other providers, including [Rethink Mental Illness](#), [Mind](#), [Vitamins](#) and [Pohwer](#) which provide valuable services to people with mental health conditions which are not part of Bristol Mental Health.



### Patient Advice & Liaison Service (PALS)

Available to everyone who uses mental health services, including their families, carers or anyone who needs advice about services. You can email: [awp.pals@nhs.net](mailto:awp.pals@nhs.net) or call on 01225 362900 or freephone 0800 073 1778.

### Primary Care Liaison (PCLS)

Apart from your GP, this is a first point of contact to access mental health services, also called 'Bristol Mental Health Single Point of Access'. It is based at Callington Rd Hospital. Phone: 0117 9195670

### Crisis Response Line

People experiencing a crisis can call the 24-hour response line on 0300 555 0334.

### Psychiatric hospital

There are two psychiatric hospital sites in Bristol, the largest is Callington Rd Hospital in Brislington (Main reception: 0117 9195826, postcode\_BS4 5BJ). Some services are still located at Southmead Hospital, including one acute ward and a mother and baby unit.

- Bus services to Callington Rd are poor, and services that run along Wells Rd and Bath rd are at least ten minutes walk from the hospital.
- If a bed is not available in Bristol, a patient may be sent out of area to another NHS or a private hospital. Examples of private hospitals include Cygnet and Priory.

### Acute Hospital Liaison Services

Psychiatric Liaison Teams support people who have been admitted to either the Emergency Department or a hospital ward at Southmead and the Bristol Royal Infirmary, and can carry out a 'rapid assessment'.

### Acute Wards

#### **Silver Birch**

Silver Birch is an acute ward at Callington Road Hospital with 19 beds, providing inpatient care to female adults only. Phone: [0117 919 5900](tel:01179195900)

#### **Lime**

Lime is an acute ward with 22 beds, providing inpatient care to male adults only. Phone: [0117 919 5933](tel:01179195933)

#### **Cherry**

Cherry is an acute ward with 18 beds, providing inpatient care to both male and female adults. Phone: [0117 919 5831](tel:01179195831)

#### **Oakwood**

Oakwood is an acute ward at Southmead Hospital with 21 beds for male and female adults in S Glous and Bristol. Phone: [0117 414 6632](tel:01174146632)

### Psychiatric Inpatient Care Unit

Psychiatric Intensive Care Units (PICU) provide patients and service users with high levels of support for short periods of time as part of their recovery.

#### **Hazel Unit**

Hazel Unit has 12 beds for male adults at Callington Road Hospital. Phone: 0117 919 5970

#### **Elizabeth Casson House**

Elizabeth Casson House has 8 beds for female adults at Callington Road Hospital. Phone: 0117 919 5925

### Later Life services

Later life inpatient services look after older adults with **functional** illness, for example depression and psychosis, and **organic** illness (such as dementia).

#### **Aspen Ward**

Aspen is a 23-bed ward treating older male and female adults with functional illness at Callington Road Hospital. Phone: 0117 919 5852

### Rehabilitation

Therapeutic services support individuals with long-term mental health difficulties to increase independence and confidence and participate in daily activities and integrate in the community.

#### **Alder**

Alder is a mental health rehabilitation ward with 10 beds, providing care and support to both male and female adults at Callington Road Hospital. Phone: [0117 919 5990](tel:01179195990)

### Specialist

#### **STEPS Eating Disorders**

Acer is a 10 bed inpatient ward for adults with a diagnosis of anorexia nervosa, bulimia nervosa and other eating disorders. Phone: 0117 354 6642

#### **New Horizon Mother and Baby Unit**

a 4-bed South West regional service providing treatments and interventions for mothers and their infants

## Alternatives to Inpatient services

### **Bristol Sanctuary**

The Sanctuary is a safe space to come for support when you can no longer cope, or are feeling very alone. It is at Gloucester House at Southmead Hospital. You can book a session for face-to-face or over the phone mental health support at the Sanctuary by phoning 07709 295 661 Thursdays to Mondays between 6pm and 12.30am.

### **Link House**

Link House is a service provided by Missing Link for women who are experiencing a mental health crisis and are unable to cope in the community. It works to a social care model of recovery. It provides safe, high quality support that has an emphasis on the immediate crisis while also focusing on building resilience. They currently take referrals from AWP only. Phone 0117 924 6459

## Community based teams

### **Early Intervention in Psychosis Team**

The Bristol EI team offers support to anyone aged 18 – 35 experiencing symptoms of psychosis for up to 3 years. At 1 Campbell House, BS6 5UB. Phone: 0117 919 2371

### **Drug and Alcohol Services**

Bristol Specialist Drugs and Alcohol Service (BSDAS) is part of the Bristol ROADS drugs and alcohol treatment system, and provides specialist support, including community detoxes, and the After Prison Prescribing Service (APPS). Phone: [0117 919 2345](tel:01179192345)  
Email: [roads@dhi-services.org.uk](mailto:roads@dhi-services.org.uk) You can also self-refer through attendance at a drop-in clinic run by our partner agency: Bristol Drug Project, 11 Brunswick Square, BS2 8PE

### **Community Mental Health Teams**

Community Mental Health Teams (CMHTs) provide care, treatment and support to adults 18+ with a range of mental health needs, including mood disorders, anxiety disorders, psychosis & personality disorders. A care coordinator may provide interventions directly, or link with other mental health services to support this. Interventions could include medication, psychological therapies, work or training support & general wellbeing support.

### **Assessment & Recovery Team**

The Assessment and Recovery Team is for people who need intensive support and referrals are normally made by a GP. There are three 'Assessment and Recovery' Teams which work closely with GPs, assessing clients within three days of referral, and provide services from 8am to 8pm (weekdays) 9am to 5pm (weekends). A 'Recovery Navigator' will work with each client to give support, advice and to help plan their recovery with them throughout their journey.

#### **North Recovery:**

**Greenway**

0117 3547300

#### **Central and East**

**Recovery: Speedwell**

0117 9556098

#### **South Recovery:**

**Petherton**

01275 796200

(8am-8pm Mon-Fri & 9am-5pm Sat & Sun)

### **Rethink Community Service**

The service works with anybody who has mental health problem to make a positive difference in their lives, supporting people within the community to identify their strengths and work towards empowering them to become more independent, confident, and resilient. Phone 0117 9031805

## Crisis Services

Adult Intensive Services offer rapid assessment and treatment for people who are experiencing a mental health emergency. In Bristol, the Intensive Service is known as Bristol Crisis with three teams available in the city: Central, North and South.

### **North Bristol Crisis Service**

Based at Gloucester House, BS10 5NB. Phone 0117 4147170

### **South Bristol Crisis Service**

Based at Petherton Resource Centre. Phone: 01275 796209

### **Central Crisis service**

Based at Speedwell Centre BS5 7TJ. Phone: 0117 3547257

## Secure Services

Medium and low secure inpatient units at Blackberry Hill Hospital BS16 1ED provide specialist care for those who cannot be treated in mainstream mental health services, and may have been in contact with the criminal justice system or need help to reduce risk to others.

### **Specialist Community Forensic Team (SCFT)**

A community-based service providing forensic treatment, monitoring and consultancy to adults who have been discharged from Fromeside and Wickham, helping people make the transition from secure care back into the community.

## Medium Secure Units at Fromeside

### **Bradley Brook Unit**

8 beds available for male adults. Phone: 0117 378 4038

### **Cary Unit**

8 beds available for male adults. Phone: 0117 378 4054

### **Kennet Unit**

15 beds available for male adults. Phone: 0117 378 4059

### **Ladden Brook Unit**

12 beds available for male adults. Phone: 0117 378 4044

### **Severn Unit**

18 beds available for male adults. Phone: 0117 378 4063

### **Teign Unit**

12 beds available for female adults. Phone: 0117 378 4071

### **Wellow Unit**

8 beds available for male adults. Phone: 0117 378 4049

## Low secure Units at Wickham

### **Cromwell Unit**

14 beds available for male adults. Phone: 0117 378 4360

### **Fairfax Unit**

10 beds available for male adults. Phone: 0117 378 4350

### **Hopton Unit**

7 beds available for male adults. Phone: 0117 378 4370