

# Sunderland Psychological Wellbeing Service



**TALK NOW**

**Call 0191 566 5454 or visit  
[www.sunderlandiapt.co.uk](http://www.sunderlandiapt.co.uk)**

A partnership between, Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust, Sunderland Counselling Service and Washington Mind

Sometimes feeling stressed, worried or struggling to cope can be a normal reaction to difficult life events but when these feelings last, as they can do for up to 1 in 4 people, you may need to seek help.

- Have you lost interest in things you used to enjoy?
- Do you find yourself worrying much of the time?
- Are you finding it difficult to go to sleep or stay asleep?
- Do you feel bad about yourself?
- Do you feel panicky at times?
- Do you have a phobia?
- Are you struggling to adjust to a long term physical health condition?
- Do you find social situations stressful?
- Do you spend time obsessing about worries or repeating behaviours to reduce anxiety?

## **Sunderland Psychological Wellbeing Service**

Sunderland Psychological Wellbeing Service (SPWS) is a commissioned group of mental health care providers from the NHS and third sector, comprising of:

- Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust
- Sunderland Counselling Service
- Washington MIND

## **Who can access the service?**

If you are aged 16 or over and have completed Year 11, live in Sunderland, Washington, Hetton-Le-Hole or Houghton-Le-Spring, and are registered with a General Practitioner (GP) in these areas you can access the service.

## **All our therapy services are provided free of charge.**

All of our therapy interventions are provided by qualified practitioners and take place in a variety of venues across the city. To get the most out of therapy you will need to attend appointments regularly. Non-attendance can impact on your therapy and the service.

The therapist that you see will depend on the therapy intervention you receive and a range of different therapy interventions which are available.

### **How to access Sunderland Psychological Therapy Service**

Self-refer to Sunderland Psychological Wellbeing Service on **0191 566 5454** or using the self-referral form on our website **[www.sunderlandiapt.co.uk](http://www.sunderlandiapt.co.uk)**

## **What will happen when you ring for an appointment?**

When you ring our service a member of our administration team will ask for some basic information, then you will be offered an appointment with the therapist. Usually the first appointment is by telephone but we can offer some face-to-face appointments if required. The appointment will last about 30 minutes and will be scheduled to meet your availability. This could be on the day you call us if convenient. You will be asked some questions about your current difficulties, which will help us to work out if SPWS is the right service for you and if so which treatment will be most helpful.

## Confidentiality

Everything you tell your therapist will be kept confidential and will only be shared with the professional supporting your care. The only exception to this would be if we felt there was a risk to you, someone else, or if there are any child protection concerns. If this happened, we might have to share information with other agencies, but we would try to talk to you about this first. If you have any concerns at all about confidentiality, please speak to a member of staff.

All of the services we offer are **free** and provided by trained and knowledgeable staff with appropriate professional registration.





## Self help classes

At Sunderland Psychological Wellbeing Service we offer a wide range of self-help classes to help with a number of common difficulties such as low mood, anxiety and stress.

Attending the classes will help you to:

- Learn more about common symptoms and how they affect you
- Learn effective coping strategies to help improve your wellbeing
- Cope better with any future difficulties and be well prepared for any future treatment

We deliver classes focusing on low mood, panic, stress management, persistent physical symptoms and compassion.

Feedback from people who have attended one of our classes:

“The stress control class has helped me understand my stress related issues and the things I need to do to manage to control them.”

“A very good experience for me. Staff lovely, kind and understanding. Nice to know we all get health problems in life and that I'm not the only one.”

“I didn't know what to expect but found the service extremely useful and recognised things I'd not thought of.”

“When I attended the compassion class I felt I was understood and not challenged and the facilitator really cared passionately both about the topic of discussion and the progress we were all making.”

## Therapy options

**Guided self help** - individual work supported by a Psychological Wellbeing Practitioner delivered either over the phone or by online consultation. Self-help materials are used to understand and manage problems such as depression, anxiety, stress, panic, Obsessive Compulsive Disorder, social anxiety, low self-esteem and health anxiety.

**Cognitive Behavioural Therapy (CBT)** - is a structured, active, and collaborative therapy. The therapist will work alongside you to help change any unhelpful thinking patterns and behaviours that are causing or maintaining your current difficulties. You will be given the opportunity to discuss your problems in relation to how you think about yourself, the world, and other people as well as how what you do, or don't do, affects how you think and feel. Treatment usually involves practical exercises and experiments worked on with the therapist and as homework between sessions. CBT mainly focuses on your here and now' problems and difficulties, but a "formulation based approach" also considers the influence of previous existing difficulties.

**Community Psychiatric Nurses (CPN's)** - work with people who experience co-existing problems with depression and anxiety. They utilise a variety of CBT informed interventions when working with people.

**Interpersonal Psychotherapy Therapy (IPT)** - is a structured therapy for people with mild to moderate depression. A central idea in IPT is that psychological symptoms, such as depressed mood, can be understood as a response to current difficulties in our everyday interactions with others. In turn, the depressed mood can also affect the quality of these interactions.

When a person is able to interact more effectively with others, their psychological symptoms often improve. IPT can typically focus on the following relationship areas:

- Conflict with another person
- Life changes that affect how you feel about yourself and others
- Grief and loss
- Difficulty in starting or keeping relationships going.

## **Eye movement desensitisation reprocessing**

**(EMDR)** - is used for individuals who have post-traumatic stress disorder/experienced single or 'one-off' trauma that remains unresolved, which can leave them feeling overwhelmed and their brain cannot process the information as a 'normal' memory. When a person recalls an unresolved memory, they can re-experience what they saw, heard, felt, smelt or tasted and this can be intense. Sometimes the memories are so distressing the person tries to avoid thinking about them or avoids things related to the memory, to avoid re-experiencing distressing feelings.

With careful preparation and the support of your therapist, EMDR includes focusing on the traumatic images, thoughts, emotions and bodily sensations of the distressing memory whilst activating the left and right side of the brain. This activates the unresolved distressing memory and allows processing of the memory to take place. The distressing memory gradually loses its intensity to then become a 'normal' memory. The lingering effects and distress of the memory reduce, releasing the negative self-beliefs related to the trauma. EMDR can be a powerful and sometimes rapid treatment. It does not require detailed description of the trauma event, exposure work or homework outside of the treatment sessions.

**Carer's Therapy** - we have a carer's therapist who can talk to you about how your caring responsibilities affect you and how you feel about the person you care for. The carer's therapist works with you on how you can create a healthier balance between caring and other aspects of your life.

**Systemic Therapy** - works in ways that acknowledges the contexts of people's families and other relationships, sharing and respecting individual's different perspectives, beliefs, views and stories, and exploring possible ways forward. Some common features of Systemic Therapy are that conversations are collaborative, and as the therapist comes from a not-knowing position, there is genuine curiosity in the person's story.

A fundamental principle is the belief that people are experts of their own life's and have many skills, values, abilities, and hopes and dreams which will assist them to reduce the influence of the problem in their lives. It is hoped having conversations in sessions can bring these skills, abilities, hopes and dreams to the front. Sessions can take place with individuals, couples and families.

**Dual diagnosis worker** - is someone who works with people who have anxiety and/or depression AND ongoing difficulties with drug or alcohol misuse. We would expect that if this is identified as an appropriate treatment that the person is also receiving help from a drug and/or alcohol agency.

**Employment support advisors** - a service providing advice about training and employment opportunities for people with anxiety and depression.



## Alternative Support

If we feel you require an alternative service eg Counselling, we will make a referral to counselling services on your behalf making your experience of using services more streamlined.



## **If you have a comment, suggestion, compliment or complaint about the service you can:**

- Talk to the people directly involved in your care.
- Ask a member of staff for feedback form, or complete a form on the Trust website [www.cntw.nhs.uk](http://www.cntw.nhs.uk) (Click on the 'Contact us' tab).
- Telephone the Complaints Department Tel: 0191 245 6672.
- Join a service user forum meeting.

## **Useful numbers**

- Samaritans (24 hour helpline for people in crisis) 116 123 free anytime from any phone.
- Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust Crisis Team (for people who are suicidal and in distress) 0303 123 1145

## **Address**

Sunderland Psychological Wellbeing Service  
Grange Park Clinic  
Monkwearmouth Hospital  
Newcastle Road  
Sunderland  
SR5 1NB

## Contact information



### Telephone self-referral Iwine:

0191 566 5454

(Mon-Fri, 9am - 5pm) charged at local rate.

**General enquiry line:** 0191 566 5450

(Mon-Fri, 9am - 5pm)



**Online:** [www.sunderlandiapt.co.uk](http://www.sunderlandiapt.co.uk)  
to fill in our self-referral form

General email: [spws@cntw.nhs.uk](mailto:spws@cntw.nhs.uk)

Please note that information sent to the Trust via email is sent at your own risk.

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