

How can I get help?

Want to make a referral?

Please contact the Mental Health Together team or ARMS team.

To discuss referral criteria, call:

West Kent: 0300 303 3180 (option 3)

East Kent: 01227 812390

North Kent: 0300 303 3189 (option 3)

If you are feeling mentally unwell, for example stressed or distressed, please use one of these services:

Mind

Provides a safe space support line for you to talk about your mental health (0300 102 1234).

Mental Health Matters

Offers 24-hour phone support from compassionate helpline staff, trained in counselling skills (0800 107 0160).

Samaritans

Are available 24/7 every day of the year for anyone in emotional distress, struggling to cope or at risk of suicide (freephone 116 123).

If you think you are in an urgent mental health crisis over night between 5pm-9am, please call 111, and choose option 2.



For more information please access <https://www.kmpt.nhs.uk/pmhc>

Give us your feedback

There are many ways you can provide your feedback to us. Each of our wards and services have PREM cards at their reception which may be completed by the patient or by carers/friends on their behalf. This card asks specific questions about the care and treatment provided. We review each comment to enable us to continually review and improve our services. The PREM can also be completed online at www.kmpt.nhs.uk/prem

Compliments and concerns

Our staff are also on hand to listen to any comments or concerns. If you feel unable to speak with the team providing the care and treatment and would rather speak to the PALS and complaints team, please contact us and we will support you through the process. All complaints and concerns will be carefully listened to and thoroughly investigated. Patient consent may be required.

We would also love to hear from you if you have something positive to say about our services or a particular staff member or team. Please speak to staff or log your compliment at www.kmpt.nhs.uk/feedback

East Kent: 0800 783 9972

West Kent and Medway: 0800 587 6757

Email: kmpt.pals.kmpt@nhs.net

Or write to:

PALS and Complaints (East Kent)
Eastern and Coastal Area Office
Littlebourne Road
Canterbury, Kent CT1 1AZ

PALS and Complaints (West Kent)
Priority House, Hermitage Lane
Maidstone, Kent ME16 9PH



RESPECT



OPEN



ACCOUNTABLE



WORKING TOGETHER



INNOVATION



EXCELLENCE

Please email kmpt.communications@nhs.net if you would like this leaflet in a different language or format.

Visit us at www.kmpt.nhs.uk
Published August 2024 KM1867

At Risk Mental State (ARMS)



BRILLIANT CARE THROUGH BRILLIANT PEOPLE

We offer an 'at risk mental state' service (ARMS) for people across Kent and Medway.

Psychosis is a mental health condition which affects 1% of the population, usually in their teens or early adult years, although older people can experience it too.

Our ARMS service helps to support people who may be beginning to struggle with their feelings, thoughts and mental health and are in an 'at risk mental state.'

What does an 'at risk mental state' really mean?

If people begin to have **unusual experiences that can be distressing** like **hearing voices, seeing things others do not, feeling paranoid** and/or have **developed some unusual beliefs others do not share**, they may be in an 'at risk mental state.'

These experiences sometimes mean it can be hard to study, go to work and spend time with people.

Getting help early can mean these experiences improve rather become worse. Getting help in the right way may also help to prevent a more serious mental health problem from developing.

What is the ARMS service?

The ARMS service aims to help prevent the development of a **first episode of psychosis**.

We work with people **between the ages of**

14 and 35 who are **struggling with unusual experiences**.

Our teams are made up of different health professionals including Mental Health Nurses, Occupational Therapists, Cognitive Behavioural Therapists and Psychologists who are trained to offer different treatments and interventions to support people and their families.

Recognising early warning signs

You or your family and friends may recognise some signs that your, or your loved one's mental health may be worsening. These are called early warning signs.

These may include:

- Constant tiredness
- Withdrawal from family and/or friends
- Feeling "uneasy", on edge
- Feeling irritable
- Feeling depressed and anxious
- Mood swings
- Sleep disturbance
- Appetite changes
- Seeming muddled, losing concentration, problems with memory
- Loss of energy and motivation
- Thoughts feeling speeded up or slowed down.

This could lead to:

- Becoming isolated and not communicating with people in your life
- People having unusual or strange

experiences such as hearing, smelling and/or seeing things others cannot

- Feeling paranoid about others wanting to cause you harm
- Struggling with confusing thoughts
- May feel more anxious, irritable and/or low in mood.

The causes of psychosis are not fully understood but some contributory factors may be:

- Acute stress, lack of sleep, drugs and alcohol
- Difficult life events
- Inequalities
- Family history of mental health difficulties.

Your care

We offer a personalised care plan to suit your individual needs and goals, which might include:

- Detailed assessment and understanding of what you have been experiencing
- Ongoing support from a key worker
- Specialist psychological interventions for you and important people in your life
- Medication consultation and prescribing for 18+
- Practical support focused on where you live and how you spend your time
- Support to access other services aimed at improving wellbeing.