



# County Durham Resilience



Listening



Supporting



Connecting

## How to access the service

County Durham Resilience Service is managed by Pioneering Care Partnership (PCP) and Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV).



The Queen's Award for Voluntary Service

**PCP** 

Health, wellbeing  
and learning for all

**NHS**

**Tees, Esk and Wear Valleys**  
NHS Foundation Trust





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# Overview

The County Durham Resilience service is a community mental health service for adults (18 years and over).

We are primarily an early-intervention service and aim to build resilience within communities in County Durham. This includes; where people feel lonely and isolated, and have experienced mental health difficulties, which includes those impacted by COVID.

The service is based upon a recovery framework, and building resilience is at the centre of everything we do. We are here to help people, bridging the gap between services, and helping to improve social wellbeing and mental health.



# How will we do this?

The County Durham Resilience service has a person-centred approach and offers 1:1 in-person, telephone, virtual, or group-based support. We will help build strategies to develop resilience over up to 12 sessions, by listening, supporting and connecting people to local services.

People will work with a skilled worker to help navigate services, access support and develop approaches to self-help.

The service is designed to help people with mild/moderate needs and those with managed but more complex symptoms.



# Mild

Defined as a small number of symptoms that have a limited impact on daily life.

- Social Isolation
- Loneliness
- Depression (including bereavement)
- Anxiety

# Moderate

Defined as a number of symptoms that can make daily life more difficult than usual.

- Depression (including bereavement)
- Anxiety
- Stress
- Eating disorders including anorexia nervosa, bulimia, binge eating and other specified feeding or eating disorder (OSFED)
- Self-harm



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# Severe

Defined as symptoms so debilitating that the ability to engage in functional activity is severely impaired.

- Depression (including bereavement)
- Anxiety
- Stress
- Psychosis including hallucinations, delusions and confused thoughts
- Bipolar, Schizophrenia, substance misuse (withdrawal) and Postpartum psychosis
- Eating disorders including anorexia nervosa, bulimia, binge eating and other specified feeding or eating disorder (OSFED)
- Self-harm
- Suicide (thoughts of and planning suicide)



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# Who may not be suitable for the County Durham Resilience service?

The service is not suitable for everyone. The service does not cover:

- Darlington, we are only able to provide support to those who either live or work in County Durham.
- Those who are not ready or committed to, or engaged in positive behaviour change.
- People who are in crisis.
- Someone who doesn't want support.



# Judgement

Some conditions might be classed as mild, moderate and/or severe. We ask professionals to use their judgement and the definitions provided to indicate which category they feel the person falls into.

Referrals can come from:

- Healthcare Professionals;
- Voluntary and Community organisations;
- Self referrals; and
- Family or carers.

We ask when making a referral you use your judgement to determine whether the difficulty is mild, moderate or severe.

Professional or personal judgement will help us provide the best possible support for each individual person.



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# Accessing the Service

An access diagram has been developed (see over) to highlight how a person will be supported when using the service.

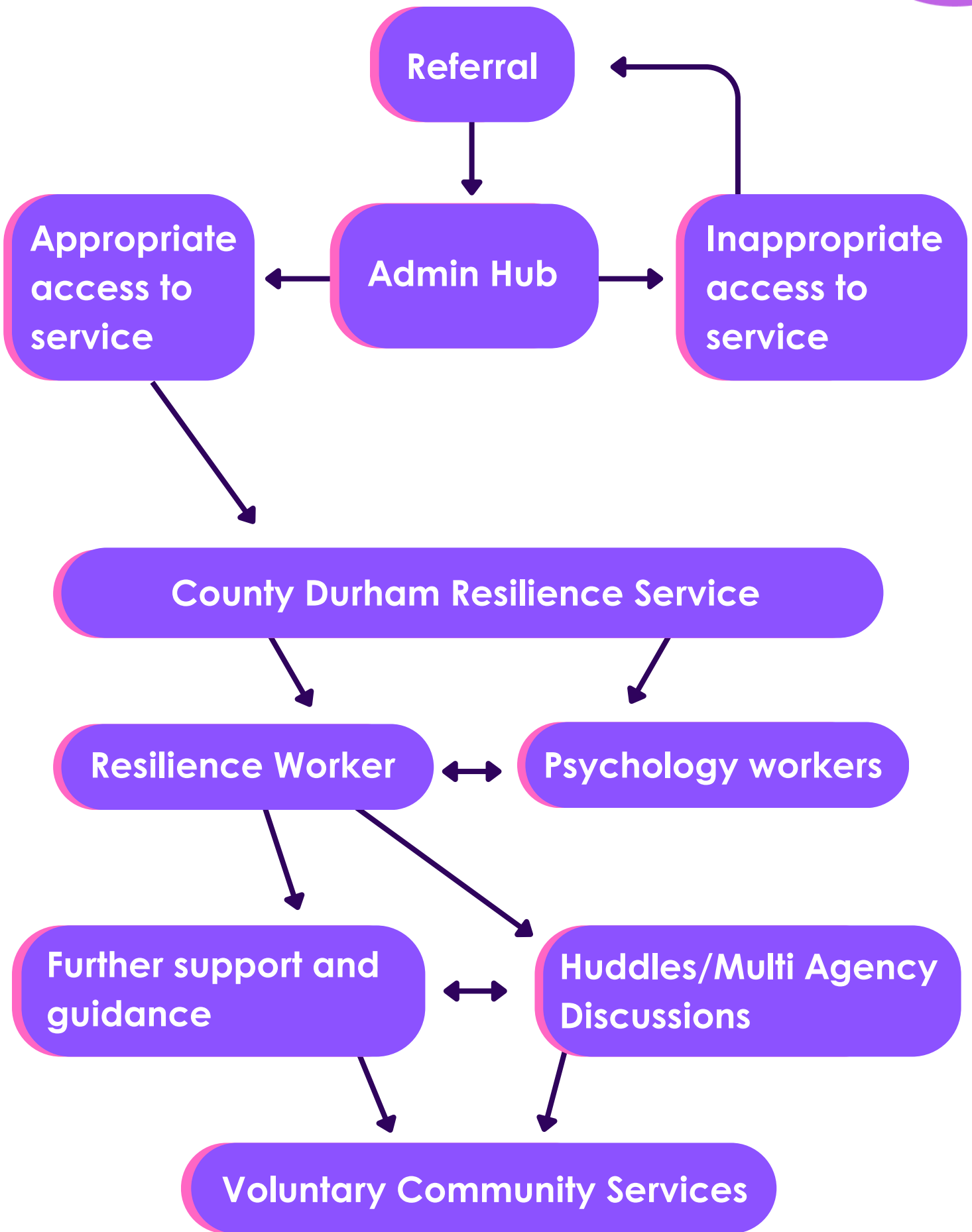
A County Durham Resilience Worker will provide personalised support over approximately 12 weeks, with additional signposting to appropriate community activities/services to meet their needs.

Should support beyond 12 sessions be needed, this will be discussed and next steps agreed. Follow-up appointments may also be planned, as required.

If you require any further information, please contact:

Email: [resilience@pcp.uk.net](mailto:resilience@pcp.uk.net)

Telephone: 07568 429771 or via PCP reception 01325 321234.





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## Find us

Pioneering Care Partnership,

Pioneering Care Centre

Carer's Way

Newton Aycliffe

DL5 4SF

Tel: Administrator: 07568 429771

Via PCP reception: 01325 321234

Email: [resilience@pcp.uk.net](mailto:resilience@pcp.uk.net)

Website: [www.pcp.uk.net](http://www.pcp.uk.net)

## Our social media



County Durham Resilience



@CDResilience



County Durham Resilience



@countydurhamresilience