

Every person that we support is at the centre of all that we do, and we try to understand what has led to the thoughts, feelings and behaviours being expressed.

### ARMS contact details

Tel: 01279 637400

Email: [epunft.w-arms@nhs.net](mailto:epunft.w-arms@nhs.net)

The North West ARMS team work Monday to Friday from 9am to 5pm. Emails and phone calls are monitored and responded to as quickly as possible within these hours. Please do not email in a crisis or if you require an urgent response, we may not see your email as quickly as you need.

If you need support outside of our normal working hours please contact the services below.

### Out of Hours Support:

**Adults:** If you are over 18 and need urgent support, please call NHS 111 and select the option for mental health crisis (24 hours, 7 days a week).

**Under 18s:** Call CAMHS Mental Health Direct 0800 995 1000.

Alternatively, call **116 123** to talk to Samaritans, or email [jo@samaritans.org](mailto:jo@samaritans.org) for a reply within 24 hours.



Essex Partnership University  
NHS Foundation Trust

# ARMS (AT RISK MENTAL STATE) SERVICE

### Patient Advice and Liaison (PALS)

If you have any concerns or need advice about accessing NHS services, you can speak in confidence to PALS on [0800 085 7935](tel:08000857935) or you can email [epunft.pals@nhs.net](mailto:epunft.pals@nhs.net)

This leaflet can be produced in large print, CD, Braille and other languages on request.



Essex Partnership University NHS Foundation Trust regards equality and diversity as integral to the way it works. Our staff will ensure that everyone is treated fairly and no one is discriminated against on the basis of their ethnicity, gender, disability, age, sexual orientation and religion or belief.

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## NORTH WEST ESSEX

## What is the At Risk Mental State (ARMS) Service?

We are a mental health service offering support to people aged 14 to 35 who are struggling with unusual experiences which may have led to some difficulties with their social, educational, and/or occupational functioning.

### Who do we support?

People registered with a GP in North West Essex who have been having difficulties with functioning and managing day-to-day activities within the past year, or have been struggling with these things over a few years,

#### AND

- are having some unusual experiences that are distressing. These may include having unusual thoughts, hearing or seeing things that others cannot, feeling paranoid, or feeling increasingly perplexed or confused about the world.

#### AND/OR

- have a parent or sibling with a diagnosis of psychosis.

Our service refers to these experiences as an 'At Risk Mental State' as we recognise that these difficulties, without the right support and interventions, may lead to a more serious mental health difficulty.

Our aim is to prevent people from needing more intensive support in the future.

## What support do we offer?

Your options will be discussed between you and your team to find out what support you would benefit from.

Not all of the following options may be applicable to your current situation.



### Psychological interventions

Psychological therapy aims to help people to understand their experiences and develop coping strategies to reduce their distress.



### Employment and education support

We have links with local specialist organisations who can support you to access education, training, and employment opportunities.



### Carer support

We can provide 1-1 and/or group interventions to help families and friends to understand their loved one's difficulties, and how they can support them whilst also looking after themselves.

### Recovery Co-ordinators

The recovery co-ordinator is a qualified professional who can support people both emotionally and practically to help tackle some of their difficulties. They can also support individuals with the development of their personalised recovery journey.



### What areas do we cover?

The North West Essex Team covers surrounding areas of Epping Forest, Waltham Abbey, Ongar, Harlow, Stansted Mountfitchet, Great Dunmow and Saffron Walden.

### What to expect

If our service is suitable for you, you will be invited to an assessment in a location close to your home.

One of the team will meet with you to get an understanding of your experiences and how these make you feel. We may also ask about how other areas of your life are going to see whether we may be able to help with these. To make sure you have enough time to explain what has been happening, the assessment may take place over more than one session.

If you meet the assessment criteria we will work with you to develop an individual recovery plan focusing on your goals and strengths.