

# Cambridge Adult Locality Service

Treating people who are experiencing significant mental  
health challenges



## Our service

The locality service supports people aged **17 to 65** who are living with **severe mental health conditions** and have **complex psychiatric needs**. We use a **multi-disciplinary team approach** to provide the right care and support. This may include:

- Bipolar affective disorder
- Chronic and/or treatment resistant depression
- Severe anxiety disorders
- Severe obsessive compulsive disorder (OCD)
- Severe Post-traumatic stress disorder (PTSD)
- Schizophrenia and other forms of non-affective psychoses

You may be referred to our team if:

Your mental health condition **significantly affects your daily life** or puts you or others at risk.

You were previously supported by an Adult Locality Team and your **discharge plan recommends re-referral** if symptoms return.

You need **further secondary care interventions** following treatment.

You are currently taking **Clozapine** or need to start a **new antipsychotic medication**.

## How do I access local mental health services?

To get started, please **book an appointment with your GP**. They will talk through your options and, if appropriate, refer you to the **Primary Care Mental Health Service**.

This team will assess your needs and may refer you to us or another service that best suits your care.

**Please note:** We do not accept self-referrals.

## If referred, what can I expect from the locality service?

Following assessment by senior qualified members of the team you may be supported in a number of ways:

- Support to manage and understand your illness and assistance to reach your potential
- Information and involvement in treatment

- Advice, information and signposting to community resources and support networks
- Involvement of family/carers
- Relapse prevention, including a plan of what to do in a crisis
- Risk assessment and management
- Education about your illness
- Planning and preparing for discharge

## Who do I contact if I am unhappy with my care?

We are committed to working with you to get your care right. If you ever feel unhappy with the support you or someone you care for has received, we want to hear from you. You can speak directly with one of our **Operational Leads** by calling us on **01223 341500**. If you prefer, you can also contact the **Patient Advice and Liaison Service (PALS)**:

**Freephone:** 0800 376 0775

**Landline:** 01223 219444 (Monday to Friday, 9am–5pm)

### Write to:

PALS Service  
Elizabeth House  
Fulbourn Hospital  
Fulbourn  
Cambridge  
CB21 5EF

## The team

The locality teams include admin staff, community psychiatric nurses, doctors, occupational therapists, operational and clinical leads, peer support workers, psychologists, social workers, students, and Support, Time and Recovery workers.

The Cambridge Adult Locality covers a geographical area including the North and South of the city and villages, as well outlying areas and Ely.

*Please be aware that we are part of a teaching Trust and you may be asked to participate in research or have a student sitting in on your appointment, please let us know if you have any objection to this.*

## The recovery approach

Recovery is embedded in the vision and values of our organisation. We believe in:

- Supporting people to reach their full potential.
- Encouraging and enabling independence and informed life choices.
- Working to normalise problems of mental health and to tackle stigma and discrimination.

### **Other support - Recovery College East**

Whether you want to develop new skills or increase your understanding of mental health challenges, you will find that the college is a relaxed, friendly place to learn, with lots of support on hand if you should need it. There is no fee and no entry requirements, but people need to register and enrol before attending. For more information please visit: <http://www.cpft.nhs.uk/about-us/recovery-college-east.htm>

Or telephone 01223 227510.

## Contact us

### Cambridge Adult Locality Service

Union House

Union Lane

Chesterton

Cambridge

CB4 1PR

**Tel:** 01223 341500

**Opening hours:** Monday to Friday, 9am –5pm

As an NHS Service we face significant challenges in relation to the demand for our service and the resources available. We will assess your situation and agree a suitable plan. You may wait up to eight weeks for an initial appointment and some interventions such as psychology, will include a further wait for an assessment and then treatment.

Therefore, if you have an appointment you cannot make please let us know so that we can offer it to another patient. **Failure to attend scheduled appointments, without notifying us, may result in you being discharged from our service and your care being returned to your GP.**

## In a crisis?

For those already open to the service we offer a duty system via our Unplanned Care Team for support between the hours of 9am-4:30pm, Monday to Friday. Please call 01223 341500

### Out-of-Hours numbers

- CPFT First Response Service 111 and select option for mental health support
- Samaritans - 116123 (24 hours)
- Saneline - 0300 304 7000
- Adult Social Care - 0345 045 5202
- Lifeline - 0808 808 2121 (7pm—11pm daily)

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*Leaflet updated: October 2025*

*Leaflet review date: October 2026*

## Patient Advice and Liaison Service

For information about CPFT services or to raise an issue, contact the Patient Advice and Liaison Service (PALS) on Freephone 0800 376 0775, or e-mail [palsandcomplaints@cpft.nhs.uk](mailto:palsandcomplaints@cpft.nhs.uk)

## CPFT service users who are in a mental health crisis...

Please call **NHS 111** and click the mental health option.

If you require this information in another format such as braille, large print or another language, please let us know.

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**Trust HQ**  
Elizabeth House, Fulbourn Hospital,  
Fulbourn, Cambridge CB21 5EF

T 01223 219400

[www.cpft.nhs.uk](http://www.cpft.nhs.uk)



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