

Service Expectations

Our service expectations have been developed to help ensure your time spent with us is enjoyable and worthwhile. We hope these expectations support you in developing your resilience and improving your mental health.

Our promises to you:

- You will be appointed to a County Durham Resilience team member, who will be with you throughout your time with the service.
- County Durham Resilience works alongside a team of Peer Support workers, and they may support you to help build your resilience, integrate you into your community and accompany you to appointments.
- You can expect to be offered up to 12 appointments, about one appointment every one to two weeks, with your designated County Durham Resilience team member. These appointments can be booked at the start of your time with us, and we'll try to keep them on the same day and time, where possible.
- We will remain professional, friendly, and helpful throughout your time with the service. We will be flexible, where we can be, offering in person, telephone, and virtual appointments according to your preference.
- We will develop a plan to improve your resilience and discuss how things are going throughout the process. You are welcome to reengage with the service in the future, should you feel you need further support.



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

Service Expectations

To help us ensure you make the most of your time with us we ask that you do the following:

- Be open and honest about how you feel throughout your time with us and be committed, open-minded and be ready to make a change.
- Attend all pre-booked appointments where possible. We understand that your personal circumstances may change at short notice and that it may not be possible to attend an appointment. We ask that you give us notice of at least 48 hours for any cancellation. If you don't give us notice or miss three appointments, we will review your place with us, and you may be stepped down.
- Inform us if any of your contact details change. This could be a landline, mobile or email address.
- Be courteous and polite to our team members. The service is provided to help you build resilience and improve your mental health. Please remember, we are here to help you get to where you want to be.
- Tell us if you feel you no longer need support – you may have reached a point where you feel this may not be the right time for you – or if any aspect of the support sessions made you feel uncomfortable.