



A multilingual guide for citizens of the District of Hanover

A GUIDE TO COMMUNITY MENTAL HEALTH

Tips and information when dealing with emotional crises, mental illness and mental disability



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Dear readers,



around the world, people may become ill at any time. Often they recover well on their own and become healthy again.

When this is not the case, medical treatment and follow-up may be necessary and helpful. However, with some very severe forms of illness, people don't always fully recover – and in some cases, people may have to live with the effects of the illness for a long time. The general rule is that illnesses that are not treated in time can lead to long-term disability.

All of this also applies to mental illness, for which good medical treatment options, rehabilitation and reintegration services exist in the District of Hanover (Region Hannover)

This guide offers an overview and information regarding all the important questions that arise when you think that you, or someone you know well, may be affected by mental illness. You will find that all these service providers employ skilled contact persons who can advise, treat and support you. In case it is impossible to find the right kind of assistance using regular channels, you can always contact the District of Ha-

nover Community Mental Health Service (Sozialpsychiatrischer Dienst der Region Hannover).

This guide is intended to make it easy for all residents living in the District of Hanover to find the necessary and appropriate assistance quickly and directly, in order to prevent illnesses that are actually treatable from becoming disabilities. To give you a good overview, every section also includes an explanation of how the particular type of assistance is paid for.

In order to reach as many people as possible, this brochure, in addition to the German version, is also published in the six languages spoken most frequently in the District of Hanover (Turkish, Russian, Polish, Arabic, Serbian/Croatian/Bosnian and English).

A handwritten signature in black ink that reads "Andrea Hanke". The signature is written in a cursive, flowing style.

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Introduction

An old folk saying states: „You can only help those who want to be helped.“ People need assistance with mental illness whenever they can't manage on their own – when things are not getting better despite their best efforts. If you are ready to accept help, you will need good information about where to find the right kind of assistance. We could therefore also say: „Those who want to be helped need the right kind of help.“

If you, or someone you know, needs specialist assistance in case of emotional stress or mental illness, you will find that it is not easy to get an overview. What is the problem? What needs to be done? Who can I contact? Who will pay for it? Am I on the right track? These and other questions will become immediately apparent.

This guide provides you with an overview of the most important options for medical diagnosis and treatment, rehabilitation options and services provided as part of reintegration assistance (Eingliederungshilfe). They are complemented by chapters on the specific questions to be considered in relation to children and adolescents, older people, migrants and people with addictions. You will also

obtain information about self-help services in the District of Hanover. Specialist terms are highlighted in italics in the text and explained in the glossary at the end. Each individual chapter describes one type of service. It explains how you can find this service and what you can expect from it. Important are also the notes regarding how you can contribute. In addition, you will receive information about how the costs are covered.

From our perspective, it is always helpful to clarify first whether an illness is present. It is important to know that physical illnesses can also have strong effects on the psyche (the ‚soul‘) or mood. A medical examination and consultation is therefore necessary in order to either exclude or detect and treat any physical illness. Psychotherapy or psychiatric treatment should only be considered when physical illness is excluded..

For this reason, medical issues like diagnosis and treatment are explained first in this guide. The scope of medical service reaches all the way from family doctors to psychiatric hospitals. As a rule, these are services provided within the scope of our health system, and are covered by statutory and private health insurance funds.

In cases where an illness persists for a longer period, and where the recovery process is difficult, medical or occupational rehabilitation measures may be helpful. Here, the pension fund is normally responsible for the cost, as it concerns the preservation of the ability to earn a living. In specific cases, health insurance funds or the Federal Labour Agency (Bundesagentur für Arbeit) may also be responsible.

If medical treatment and occupational/medical rehabilitation are not improving the condition, people may need further assistance in order to live as independently as possible. These types of assistance are called reintegration assistance (Eingliederungshilfe). Book XII of the Social Law Code (Sozialgesetzbuch XII) governs entitlements to this type of assistance and how the costs are covered. Social security providers cover the costs if the person's own means are insufficient. Well-known types of reintegration assistance are e.g. independent supported living and/or attending a day-care centre.

This concludes the description of three of the main pillars of our social security system in the order in which they

developed, and which has stood the test of time. In addition, you will obtain further information about the crisis intervention service, the ombuds office, drop-in centres and self-help initiatives, all of which you can use free of charge, and which are publicly funded.

At this point we would like to draw your particular attention to the sections on power of attorney/advance care directive and guardianship according to the Civil Code (BGB), which should always be considered when the affected individuals need legal representation.

About 1.2 million people live in the District of Hanover, of which approximately 20 – 25 % have a migration background. This group is overrepresented in psychiatric hospitals and community mental health counselling centres. The reverse is true for other mental health services. We hope that we can make a contribution to alleviate this imbalance for the long term with this guide and its translations.



Dr. med. Thorsten Sueße
Director, District of Hanover Community
Mental Health Service



Uwe Blanke
Mental Health Services Coordinator |
Commissioner on Drugs of the District of
Hanover



1. Family doctors and general practice specialists

In case of illness, family doctors are the first port of call, and also provide home visits.

|| What does a family doctor do?

The task of family doctors is to find out what kind of illness you have. Afterwards, you may either be treated directly at the practice or referred to a specialist or hospital.

With your family doctor, you can talk about anything. If you, for example, feel sad a lot of the time, are unable to sleep, drink too much alcohol or take drugs.

Your family doctor can also explain the German health system to you.

|| Which services am I entitled to?

After diagnosis, your family doctor will tell you what you can do to improve your health. If necessary, she or he will prescribe you therapy, medication or medical aids.

|| Who can visit a family doctor?

Every person with health insurance can select her or his own family doctor or medical specialist. This medical practitioner will then be the person's initial contact in all medical matters.

|| Who pays for the treatment?

Your health insurance fund covers the cost of treatment, which is why you should take your health insurance card with you when visiting a doctor.

There are 'individual health benefits' (Individuelle Gesundheitsleistungen or IGeL for short), which are not covered by your statutory health insurance fund. Doctors are obliged to make you aware of this ahead of time.

For medication, therapeutic interventions and medical aids you must contribute a co-payment (Zuzahlung). Those on a low income can apply to their statutory health insurance fund for an exemption from co-payments.

|| How do I find a family doctor?

Addresses and telephone numbers:

- Please ask your health insurance fund.
- Online at www.arztauskunftniedersachsen.de
- You can use expanded search terms ('erweiterte Suche') to look for doctors who also speak languages other than German.

|| Important telephone numbers

If you need medical attention and your family doctor is not available, you can reach the on-call medical service by dialling **116-117**. This number works without an area code, is the same for all of Germany and free of charge.

In case of life-threatening situations only, call emergency services on **112**.

|| Further information

You can find information about the on-call medical service in English, French, Russian, Spanish and Turkish online at www.116117info.de under the heading 'Infomedien'.

|| How can you contribute?

- Before leaving home, you can note down the health complaints you are experiencing and the questions you want to ask the doctor.
- You should be completely open about your situation. Only then can your family doctor help you successfully. Doctors are not allowed to tell anyone what you talked about, they are subject to professional confidentiality (Schweigepflicht).

2. Psychiatrists and psychotherapists

Doctors specialising in psychiatry and psychotherapy recognise and treat mental illness.

|| What do psychiatrists and psychotherapists do?

Psychiatrists and psychotherapists use conversations and special testing procedures to determine the type of illness you have, and then treat it.

|| Which services am I entitled to?

After diagnosis, the psychiatrist or psychotherapist will explain to you what you can do to improve your health. If necessary, she or he will prescribe you therapy, medication or medical aids.

Over the course of regular appointments, the doctor can determine whether the treatment is working for you, or if a different type of medication or therapy might suit you better.

|| Who can visit a psychiatrist, psychotherapist or neurologists?

All those with health insurance can go directly to a psychiatrist or psychotherapist. However, in general it makes sense to speak to your family doctor first.

|| Who pays for the treatment?

Your health insurance fund covers the cost of treatment, which is why you must take your health insurance card with you when visiting a doctor. There are some medical benefits that your health insurance fund does not cover. Doctors are obliged to tell you about these ahead of time.

For medication, therapeutic interventions and medical aids you must contribute a co-payment (Zuzahlung). Those on a low income can apply to their statutory health insurance fund for an exemption from co-payments.

|| How can I find a psychiatrist or psychotherapist?

Addresses and telephone numbers:

- Please ask your health insurance fund.
- Online at www.arztauskunftniedersachsen.de

- You can use expanded search terms ('erweiterte Suche') to look for doctors who also speak languages other than German.

|| Further information

At www.neurologen-und-psiater-im-netz.org, you can find information written for lay people, e.g. regarding therapeutic approaches, self-help or individual illnesses.

|| How can you contribute?

- Before leaving home, you can note down the health complaints you are experiencing and the questions you want to ask the doctor.
- You should be completely open about your situation. Only then can your doctor help you successfully. Doctors are not allowed to tell anyone what you talked about, they are subject to professional confidentiality (Schweigepflicht).



3. Psychotherapy

Psychotherapists recognise and treat mental disorders and illnesses. There are psychotherapists:

for adults

- Doctors with specialist or additional qualifications in psychotherapy
- Psychology-based psychotherapists

for children and adolescents

- Medical specialists for child and adolescent psychiatry and psychotherapy
- Child and adolescent psychotherapists are specially trained social workers or psychologists

|| What happens during psychotherapy?

The psychotherapist listens to you and talks to you. Sometimes she or he will conduct a test. This way you can find out what you are suffering from (diagnosis) and what can be done so that you will feel better again.

|| Which services am I entitled to?

There is a range of psychotherapeutic approaches, and the psychotherapist will collaborate with you to find out which one suits you in order to improve your health.

If necessary, he or she will offer you the therapy directly or refer you to a colleague. As part of the therapy, she or he will talk with you and show you exercises (e.g. relaxation exercises) that will help you.

|| Who can obtain psychotherapy?

All those with health insurance can contact a psychotherapist directly. For this purpose, psychotherapists offer special clinic hours for initial telephone consultations. It is sensible to talk with your family doctor beforehand.

|| Who pays for psychotherapy?

Your statutory health insurance fund covers five consultations (provisional sessions) initially. During these sessions, an assessment is made about whether therapy is needed. If therapy is needed, the therapist will lodge an application

with your health insurance fund for the costs to be covered. Since 2017 it is also possible, in case of a crisis, to make a limited number of appointments with a psychotherapist without prior approval from the health insurance fund.

|| How do I find a psychotherapist?

Addresses and telephone numbers:

- Please ask your health insurance fund.
- Online at www.arztauskunftniedersachsen.de
- or at www.psych-info.de

You can use expanded search terms ('erweiterte Suche') to look for psychotherapists who speak languages other than German.

You should make sure you are dealing with an actual (registered) psychotherapist.

|| Further information

The brochure titled 'Paths to Psychotherapy (Wege zur Psychotherapie)' clarifies many of the questions that can arise in relation to psychotherapy. It is available in German, Turkish and English on the

website of the Federal Association of Psychotherapists at www.bptk.de/patienten

|| How can you contribute?

- Don't wait too long before you act. A mental illness is not as easy to recognise as other illnesses. But it is a detectable illness, and can generally be treated easily and effectively.
- Psychotherapy is a safe space where you can talk openly. Nothing you may say is 'wrong', and you don't need any special skills. Psychotherapists are not allowed to tell anyone what you talked about, as they are also subject to professional confidentiality (Schweigepflicht).

4. Occupational therapy

Occupational therapists support people with everyday living. They work with you to make sure that you achieve more independence, and therefore also more contentment in your day-to-day life.

|| What does an occupational therapist do?

Occupational therapists will try out a range of exercises and procedures with you in order to support you as much as possible with everyday living. Through counselling, exercises or changes to the environment, even people with impairments can manage their day-to-day life well.

However, occupational therapists can also strengthen people's capacity ahead of time to prevent, for example, the need for care. In case of mental illness, occupational therapy is mostly used to complement other types of therapy.

|| Which services am I entitled to?

These may be motor skills exercises, but also exercises to support brain function, activity planning, structuring the day, perception, social behaviour and similar aspects of everyday living.

Occupational therapists don't just work with you during the consultation; they also give you ideas and exercises to use at home.

In addition, you can receive occupational therapy not only at a practice, but also at home.

|| Who can access occupational therapy?

Anyone can receive occupational therapy as long as a doctor issues an allied health services prescription (Heilmittelverordnung) for this type of therapy. You should therefore speak to your doctor if you think that occupational therapy may assist you.

|| Who pays for occupational therapy?

Statutory health insurance funds cover the majority of the costs. You contribute a co-payment. Those on a low income can apply to their health insurance fund for an exemption from co-payments.

|| How do I find an occupational therapist?

Addresses and telephone numbers:

- Please ask your health insurance fund.
- Or look on the internet, for example at www.dve.info/service/therapeuten-suche

Important telephone numbers

Deutscher Verband der Ergotherapeuten e.V. (German Federation of Occupational Therapists Inc.)

For general information and advice, phone **07248 918-10**

|| Further information

Please ask your doctor. You can find information about occupational therapy services as part of vocational rehabilitation on the Reha-Scout website for the District of Hanover, available at www.hannover.de/spv

|| How can you contribute?

- Make sure you do the exercises the occupational therapists give you to repeat at home. Only then can you expect the treatment to be successful.
- You should talk about your problems openly. Often, there will be a solution that can help you. Occupational therapists are not permitted to tell others anything about you, they are subject to professional confidentiality.

5. Domiciliary mental health care

Domiciliary mental health care helps people with a mental illness to live as independently as possible in their own home.

|| What does domiciliary mental health care do?

A specialist mental health nurse will make regular home visits to the person with a mental illness.

She or he will work on the treatment goals set out by the doctor in a treatment plan. These may, for example, include assistance with structuring daily routines or responding to a crisis quickly.

|| Which services am I entitled to?

Domiciliary mental health care may be prescribed for a maximum of 4 months. The frequency of visits will be adapted to each individual case, and up to a maximum of 14 units of 45 minutes each per week.

|| Who can obtain domiciliary mental health care?

Domiciliary mental health care may be prescribed by a psychiatrist / neurologist, if independent living is affected by certain mental illnesses.

For patients with an existing diagnosis, family doctors can also prescribe domiciliary mental health care.

|| Who pays for the treatment?

Statutory and private health insurance funds cover the majority of the costs. Patients make a co-payment. Those on a low income can apply with their health insurance fund for an exemption from co-payments.

|| How can I access domiciliary mental health care?

Your prescribing medical specialist can advise you.

|| Further information

You can find a list of domiciliary mental health care services for the District of Hannover in the service directory available at www.hannover.de/spv

|| How can you contribute?

- Your active contribution is a prerequisite for successful collaboration.
- Domiciliary mental health care is an opportunity to overcome problems of everyday living, and to live a more self-determined life. Be open to taking up this opportunity.
- You should talk about your problems openly. Nurses are subject to professional confidentiality.



6. Psychiatric outpatient clinics

Psychiatric outpatient clinics are an external service provided by psychiatric hospitals. Apart from doctors, the personnel also includes psychologists, nurses and social workers.

|| What does a psychiatric outpatient clinic do?

Psychiatric outpatient clinics are for people who need types of treatment that cannot be provided by family doctors or specialists. They deal with particularly severe illnesses, for which treatment must start as soon as possible after a stay in hospital. Some psychiatric outpatient clinics specialise in particular mental health problems. Outpatient clinics help to keep hospital stays as short as possible, or to avoid them entirely. After discharge from hospital, treatment is intended to continue uninterrupted.

|| Which services can I obtain?

Psychiatric outpatient clinics offer psychiatric consultations and psychotherapeutic sessions, and often also group therapies.

Doctors in psychiatric outpatient clinics are authorised to prescribe medication. Home visits are also possible if necessary. Family members and significant others are included in the treatment process.

|| Who can access psychiatric outpatient clinics?

Before treatment starts, the treating doctor should call the psychiatric outpatient clinic in order to discuss whether its services are appropriate. A doctor in private practice must issue a referral.

|| Who pays for the treatment?

Your health insurance fund covers the cost of treatment at a psychiatric outpatient clinic.

|| How do I find a psychiatric outpatient clinic?

You can access therapy at a psychiatric outpatient clinic through the treating doctor at the hospital or your treating specialist.

|| Further information

Psychiatric outpatient clinics often specialise in certain types of mental illness. You can find a list of the outpatient services of psychiatric hospitals in the District of Hanover here:

Klinikum Region Hannover (District of Hanover Hospital, KRH) Wunstorf/Langenhagen
www.krh.eu/klinikum/PSL/institutsambulanz
www.krh.eu
Ph.: **05031 930**

Medizinische Hochschule Hannover (Hanover Medical School, MHH)
www.mh-hannover.de/31888.html#c114897
Ph.: **0511 532-0**

Klinikum Wahrendorff (Wahrendorff hospital)
www.wahrendorff.de/unsere-einrichtungen/ambulanz/
Ph.: **05132 900**

|| How can you contribute?

- Obtain a referral from your family doctor or specialist.
- Take doctors' letters and laboratory test results with you, and also a list of the medications you are taking.
- You should talk about your problems openly. Psychiatric outpatient clinic personnel are subject to professional confidentiality.

7. Psychiatric day hospitals (partial inpatient care)

Psychiatric day hospitals treat people who are able to look after themselves in their own home in the evenings, overnight and at weekends, but for whom outpatient services alone are insufficient.

|| What does a psychiatric day hospital do?

Psychiatric day hospitals generally offer comprehensive treatment by doctors, psychologists, occupational therapists, physiotherapists, social workers and nursing personnel from Monday to Friday in the mornings and afternoons.

Treatment at a psychiatric day hospital can help to shorten inpatient stays at a hospital, or avoid them altogether.

Psychiatric day hospitals focus on different specialties in order to better treat their patients.

|| Which services am I entitled to?

At a psychiatric day hospital, you can obtain medical and psychological diagnostic services. You will receive treatment mostly in the form of group therapy, but individual therapy is also possible.

|| Who can attend a psychiatric day hospital?

To access treatment at a psychiatric day hospital, you will need a hospital admission form from your treating doctor. Preference should be given to treatment at a psychiatric or psychotherapeutic practice. Psychiatric day hospitals either admit patients directly following inpatient hospital treatment, or from their home in order to avoid inpatient treatment. It is customary to invite patients to an interview before admission to a psychiatric day hospital. This is to discuss which type of treatment will be useful and what the patient is able to contribute..

|| Who pays for attendance at a psychiatric day hospital?

Your health insurance fund will cover the cost of treatment at a psychiatric day hospital.

|| How can I find a psychiatric day hospital?

All psychiatric hospitals also offer day treatment services.

You should always seek advice from your treating doctors or social services at hospitals and outpatient clinics early.

You can find a list of psychiatric day hospitals in the District of Hanover online at www.hannover.de/spv

|| Further information

Apart from general psychiatric day hospital services, there are also some that specialise in particular mental illnesses or patient groups. For example migrants, men, people with addictions, people who have been traumatised or older people.

|| How can you contribute?

- Obtain a hospital admission form from your doctor if you would like to receive treatment at a psychiatric day hospital.
- Phone the day hospital to make an appointment and to receive further information.
- You should talk about your problems openly. Psychiatric day hospital personnel are subject to professional confidentiality.

8. Inpatient care: psychiatric hospitals

In a psychiatric hospital, people can receive medical treatment around the clock, seven days per week.

|| What happens during inpatient care?

The hospital provides comprehensive treatment by doctors, psychologists, occupational therapists, physiotherapists, social workers, pastoral care workers and nursing personnel. In hospitals, it is customary that both female and male personnel treat women and men on the same ward. However, some services may also be offered in a gender-specific setting if necessary.

|| Which services am I entitled to?

The first priority is to make a psychiatric diagnosis and document the reasons. This requires physical examinations, detailed conversations with the patient, laboratory tests and generally also an ECG. A treatment plan is created on this basis. The goal is to achieve the most complete recovery possible. For many forms of

mental illness, hospitals work according to guidelines that ensure that the treatment works particularly well. Apart from regular therapeutic conversations, the treatment includes medication, occupational and physiotherapy, as well as social and psychological counselling. In general, hospitals offer individual as well as group therapies.

|| Who can access inpatient treatment?

You can receive inpatient care if this is necessary to treat your mental illness. The referring and admitting doctors make this decision.

|| Who pays for inpatient treatment?

Your health insurance fund covers your inpatient treatment. You contribute a co-payment. Those on a low income can apply to their health insurance fund for an exemption from co-payments.

|| How can I access inpatient treatment?

In the District of Hanover, psychiatric hospitals are obliged to accept admissions from designated neighbourhoods (sectors). However, if inpatient admission is

necessary in an emergency situation, the designated hospital cannot refuse.

You can find the hospital responsible for your place of residence at www.hannover.de/spv

|| Psychiatric hospitals in the District of Hanover

Klinik für Psychiatrie und Psychotherapie (psychiatric and psychotherapeutic hospital) at the Klinikum Region Hannover (District of Hanover Hospital, KRH) in Langenhagen

www.krh.eu/klinikum/PSL/psychiatrie
Ph.: **0511 730-003**

Klinik für Psychiatrie und Psychotherapie (psychiatric and psychotherapeutic hospital) at the Klinikum Region Hannover (District of Hanover Hospital, KRH) in Wunstorf

www.krh.eu/klinikum/PSW
Ph.: **05031 930 (switchboard)**

Zentrum für seelische Gesundheit (centre for mental health) at Medizinische Hochschule Hannover (Hanover Medical School, MHH)

www.mh-hannover.de/700.html
Ph.: **0511 5320 (MHH switchboard)**

Klinikum Wahrenndorff - Fachkrankenhaus für die Seele (Wahrenndorff Hospital – Specialist Hospital for Mental Health) www.wahrenndorff.de/unsere-einrichtungen/kliniken/

Ph.: **05132 900 (switchboard)**

|| Further information

Interpreters can be asked to join if required.

|| How can you contribute?

- Obtain a hospital admission form from your treating doctor and bring a current list of the medications you are taking and existing doctors' letters to admission.
- If you need treatment at a psychiatric hospital quite frequently, it is helpful if you carry a crisis passport (Krisenpass), see also www.hannover.de/spv
- You should talk about your problems openly. Psychiatric hospital personnel are subject to professional confidentiality.

9. Community mental health services

The District of Hanover Community Mental Health Service is responsible where the treatment or counselling of patients and their loved ones is not possible through psychiatrists' practices or psychiatric outpatient clinics.

|| What does the community mental health service do?

It provides counselling and treatment for people who need support as a result of a mental illness, an emotional crisis or a dependency disorder. The community mental health service provides counselling to relatives and significant others if they need support in the context of an existing or potential mental illness.

|| Which services am I entitled to?

- Information and counselling sessions
 - Crisis intervention and, if necessary, a prompt decision on initiating assistance (e.g. inpatient treatment)
 - Aftercare following inpatient treatment
 - Referral to other social or medical institutions
- Groups for those affected and their relatives
- Home visits if required
 - Conducting case conferences in order to assess the need for assistance

|| Wer kann zum Sozialpsychiatrischen Dienst gehen?

Psychisch Erkrankte und ihnen nahestehende Personen können sich beim Sozialpsychiatrischen Dienst Rat und Hilfe holen.

|| Who can access the community mental health service?

People with a mental illness and those close to them can obtain advice and assistance from the community mental health service.

|| Who pays for the services provided by the community mental health service?

Community mental health services are available free of charge.

|| How can I find the community mental health counselling centre responsible for me?

The counselling centre responsible depends on your place of residence.

You can find the counselling centre responsible for you at www.sektorverzeichnis.de

The community mental health service counselling centre for children, adolescents and their families is responsible for the entire District of Hanover. You can reach this counselling centre at the times shown below by dialling **0511 616 26535**

|| Important telephone numbers

You can reach community mental health service headquarters by calling **0511 616 43284**

Counselling centres can be reached by telephone during the following times:

Monday to Thursday, 9 am to 3 pm

Friday, 9 am to 12.30 pm

|| Further information

There are additional services available for children and adolescents, see also the section on special services for children and adolescents in this guide.

|| How can you contribute?

- Do not hesitate to seek assistance. The earlier you seek assistance, the earlier you can be helped.
- The community mental health service is also there for you if you are worried about the mental health of a relative.
- You should talk about your problems openly. Community mental health service personnel are subject to professional confidentiality.

10. Crisis intervention service

The Psychosozialer / Psychiatrischer Krisendienst (Psychosocial / Psychiatric Crisis Intervention Service, PPKD) of the District of Hanover provides assistance in cases of acute life crises and when other forms of assistance are not available. The crisis intervention service is staffed by specialist personnel from the mental health services field who have received additional training.

The PPKD is funded by the Seelhorst foundation.

|| What does the crisis intervention service do?

The psychosocial / psychiatric crisis intervention service (PPKD) offers assistance to people

- in mental health crises
- in case of suicide risk
- during acute life crises.

|| You can reach the crisis intervention service by dialling

Tel.: (0511) 300 334-70

Friday, 3 pm to 8 pm

Saturday, Sunday and public holidays,

12 noon to 8 pm

|| Which services am I entitled to?

The crisis intervention service offers telephone or in-person counselling at the crisis intervention service's premises. Home visits are possible in some cases. The personnel are subject to professional confidentiality.

|| Who can use the crisis intervention service?

Any person who urgently needs help in a mental health crisis.

|| Who pays for the assistance?

Counselling through the crisis intervention service is free of charge.

|| How can I find the crisis intervention service?

After telephoning in advance, you can also visit the crisis intervention service in person at their premises in

Podbielskistraße 168

30177 Hannover

U-Bahn lines 3, 7, 9. Alight at Pelikanstraße stop.

|| Important telephone numbers

Crisis intervention service

Ph.: **0511 300 334-70**

General medical on-call service

Ph.: **116-117**

(This number works without an area code, is the same for all of Germany and free of charge.)

|| Further information

In the following cases, individuals do not receive care from the PPKD, but are referred to a responsible service that can assist them:

- People in other types of social crisis situation (debt, marital problems etc.)
- People with drug problems

- People who need medical assistance because of an accident or a physical illness
- People in inpatient facilities such as hospitals or care homes.

|| How can you contribute?

Carrying a crisis passport (Krisenpass) can be helpful for people who have experience with the mental health system.

- You should talk about your problems openly. Crisis intervention service personnel are subject to professional confidentiality.



11. Independent supported living

When someone needs support with everyday living because of a mental or other disability, independent supported living may be appropriate.

|| What is independent supported living?

Independent supported living means that you live in your own apartment, in your own room in shared accommodation or with your family. Someone regularly visits you to assist and support you to manage your life as independently as possible.

|| Which services am I entitled to?

Independent supported living services offer the assistance and support that is needed at the time, and which has been recommended by a case conference.

Your home support worker can help you better structure and manage your day-to-day activities.

The aim is to learn to live as independently as possible and to maintain

your independence. These services are time-limited and are reviewed at regular case conferences.

|| Who can access independent supported living?

This service is targeted to people who, because of a mental disability, are unable to manage their day-to-day life alone. However, they must be sufficiently independent to be able to live in their own home.

|| Who pays for independent supported living services?

If your own means are insufficient and a case conference recommends it, the costs are normally covered by the social security provider responsible for reintegration assistance.

In some circumstances, relatives may also be asked to contribute co-payments (maintenance obligation).

|| How can I find an independent supported living service provider?

You can find a list of independent supported living service providers in the

District of Hanover community mental health service directory called ‚Liste der Angebotsformen/Einrichtungen im Sozialpsychiatrischen Verbund der Region Hannover‘, available online at www.hannover.de/spv

|| Further information

You can find a fact sheet on reintegration assistance (Eingliederungshilfe) at www.hannover.de/spv

|| How can you contribute?

- If you are being treated by a specialist, you should obtain a specialist’s statement (fachärztliche Stellungnahme) as soon as you want to access independent supported living services.
- Think about whether it is acceptable for you to let someone else enter your private home environment. Also be open to other forms of community support services.
- You should talk about your problems openly. Independent supported living service personnel are subject to professional confidentiality.



12. Residential supported accommodation (reintegration assistance)

Staying in residential supported accommodation can represent an intermediate step between inpatient care at a hospital and independent living in your own home.

|| What does residential supported accommodation do?

In residential supported accommodation facilities, there is a regular routine to the day and residents are shown how to regain their independence.

|| Which services am I entitled to?

Accommodation is in single or double rooms. You live with others in a group, and may share bathroom and kitchen facilities.

Contact persons are available around the clock, and you receive support in all areas of everyday living. You work on structuring your days yourself, and you have the opportunity to participate in individual and group activities.

Most residential supported accommodation facilities offer meal services. In some facilities, you can or even have to shop and cook for yourself.

|| Who can be cared for in a residential supported accommodation facility?

Residential supported accommodation becomes an option when treatment in hospital is no longer necessary but community-based forms of care will not yet be sufficient.

|| Who pays for these services?

If your own means are insufficient and a case conference recommends it, the costs are normally covered by the social security provider responsible for reintegration assistance.

|| How can I find residential supported accommodation?

Hospital social services, the community mental health service and other specialist providers can advise you.

You can find a list of mental health care homes in the District of Hanover at www.hannover.de/spv

Look for a facility that you feel comfortable with.

|| Further information

Your stay in residential supported accommodation is voluntary. If you both agree, you enter into a contract with the facility.

In most cases, you can terminate the contract at short notice if you are

feeling better or choose another form of assistance.

|| How can you contribute?

- Look for a facility specialising in your type of mental illness.
- Visit and inspect several residential supported accommodation facilities and then decide which one is best for your own personal development.
- You should talk about your problems openly. Residential supported accommodation personnel are subject to professional confidentiality.



13. Mental health care homes

Mental health care homes offer ongoing support if this is required based on the severity of the illness.

|| What do mental health care homes do?

Mental health care homes offer structured daily routines and try to prevent the illness from getting worse. Apart from community mental health care, you will also receive physical care if required.

|| Which services am I entitled to?

Accommodation is in single or double rooms. Specialist personnel are available around the clock. You are given a daily routine with the opportunity to participate in individual and group activities. You also receive nursing support.

|| Who can be supported in a mental health care home?

Mental health care homes are an option if outpatient forms of care are not sufficient given the severity of the illness. A prerequisite for admission is an assessment according to care insurance (Pflegeversicherung) provisions.

|| Who pays for these services?

The costs of accommodation in a mental health care home are covered by care insurance (Pflegeversicherung).

If this is not sufficient to cover the costs, you must contribute a co-payment. If your income or assets are insufficient, you can apply with your social security provider for the costs to be covered under care assistance (Hilfe zur Pflege).

As part of such an application, the social insurance provider will also assess potential financial contributions by relatives (maintenance obligation).

|| How can I find a mental health care home?

Hospital social services, the community mental health service and other specialist providers can advise you and your relatives.

You can find a list of mental health care homes in the District of Hanover at www.hannover.de/spv

|| Further information

Your stay in a mental health care home is normally voluntary.

If you both agree, you enter into a contract with the mental health care home. In most cases, you can terminate the contract at short notice if you are feeling better or choose another form of assistance.

|| How can you contribute?

- Visit and inspect several care homes and then select the one that best suits your personal situation.
- If you are a relative of a person with dementia, visit several care homes together and at different times of the day, and take note of where your relative seems to be most comfortable.
- You should talk about your problems openly. Mental health care home personnel are subject to professional confidentiality.

14. Power of attorney / advanced guardianship directive

A power of attorney is used to transfer the legal authority to take important actions and make important decisions in emergency situations from one person to another.

|| What is a power of attorney?

A power of attorney is a written declaration in which you determine who will advocate for you in a situation when you can no longer make decisions. There are no rules about how a power of attorney must be written. However, specialists recommend having it certified by a notary. This declaration is valid only if you were legally competent (according to § 104 of the BGB, the German Civil Code) at the time of signing. You must grant this authority only to a person whom you absolutely trust. The law does not provide for any checks!

|| What is an advanced guardianship directive?

In cases where guardianship is intended to be set up for you, you can, a long time in advance, use an advanced guardianship directive to determine who will be your legal guardian. The courts and the public institution responsible for guardianship matters have the right and the obligation to check the actions of legal guardians.

|| Who needs a power of attorney / advanced guardianship directive?

If you think that you may at some later point no longer be capable of conducting your own affairs (medical treatment, finances etc.), you should issue a power of attorney or an advanced guardianship directive ahead of time. An advanced guardianship directive can substitute the appointment of a legal guardian by the state.

|| How can I get a power of attorney / advanced guardianship directive?

The Federal Ministry for Justice (Bundesjustizministerium) makes a form for this purpose available at www.bmjv.de/SharedDocs/Downloads/DE/Formulare/Betreuungsrecht/Vorsorgevollmacht

|| Further information

Guardianship associations (Betreuungsvereine) provide information on all questions in relation to powers of attorney and advanced guardianship directives. www.btv-region.de

The Department of Justice of Lower Saxony (Niedersächsisches Justizministerium) has published a plain language guide entitled „The advanced guardianship directive for accidents, illnesses and old age“. You can order or download it at www.mj.niedersachsen.de/service/publikationen

You can have your advanced guardianship directive registered on the central registry of the Federal Chamber of Notaries at www.vorsorgeregister.de



15. Guardianship

Legal guardianship is set up for adults who are not able to conduct their own affairs because of mental illness, or mental or intellectual disabilities.

|| What is legal guardianship?

Legal guardianship is intended to ensure that decisions are made according to the wishes and for the wellbeing of the affected person if he or she is incapable of doing so. The guardianship court appoints a legal guardian. This can be a relative, a volunteer, a professional or an associated guardian (Vereinsbetreuer).

|| What kinds of support can I obtain?

The court determines in detail the scope and time period for which guardianship is required, and states concrete areas of action. These may include:

- Dealing with applications and other official matters
- Taking care of income and assets
- Managing housing issues
- Ensuring health care.

|| Who can receive legal guardianship?

The guardianship court appoints a legal guardian when an adult is no longer able or only partly able to conduct his or her own affairs because of physical, mental or intellectual disability. A legal guardian must not be appointed against the will of an adult person.

|| Who pays for legal guardianship?

The costs of legal guardianship are born by the affected person themselves, as long as they are able to do so. Should the affected person not have sufficient assets or income, the state covers the costs. The threshold amounts are the same as those that apply to social security benefits.

|| How can I obtain legal guardianship?

You can apply for legal guardianship with the court yourself, or others can suggest to the court that a legal guardian be appointed for you.

|| Further information

District of Hanover:

- Citizens Bureau (Bürgerservice)
Ph.: **0511 616 23540**
- Email: Betreuungsstelle@region-hanover.de

Guardianship associations (Betreuungsvereine): www.btv-region.de

You can find information about legal guardianship in a range of languages at www.itb-ev.de/broschueren

|| How can you make provisions for the future?

- Through a power of attorney or an advanced guardianship directive, you can already determine now who will become your legal guardian, should this become necessary.



16. Day-care centres

Regularly attending a day-care centre offers people with a mental disability a daily routine and the opportunity to actively structure their own time.

|| What does a day-care centre do?

A mental illness can disrupt the usual daily routine and reduce social contact. A day-care centre offers a protected space within which to learn to structure day-care life, build social relationships and create an outlook towards the future.

|| Which services am I entitled to?

At the day-care centre, you receive the assistance you need at the time, and which has been recommended by the case conference, while you continue to live in your own home.

Day-care centre personnel will support you in developing daily and weekly routines. In most cases, a range of activities is on offer, such as everyday living skills,

physical exercise as well as cultural, artistic, creative and craft activities.

If needed, you can also be accompanied to visit doctors and public authorities.

|| Who can attend day-care centres?

Prerequisites for visiting a day-care centre are a mental disability and the capacity to participate in the activities of the day-care centre for at least 20 hours per week. You also need a specialist's statement and a case conference recommendation

|| Who pays for day-care centre attendance?

If your own means are insufficient and the case conference recommends it, the costs are normally covered by the social security provider responsible for reintegration assistance.

|| How can I find a day-care centre?

You can find a list of day-care centres in the District of Hanover in the service directory available at www.hannover.de/spv

|| How can you contribute?

- Make an appointment for an information session. Many providers offer the option of getting to know the centre over one or two days, with no obligation.
- You should talk about your problems openly. Day-care centre personnel are subject to professional confidentiality.



17. Drop-in centres

Drop-in centres offer an informal access point for people with a mental disability.

|| What do drop-in centres do?

Drop-in centres are informal meeting spaces for people experiencing mental stress. They offer counselling and exchange with people in similar life situations.

|| Which services am I entitled to?

Services offered by drop-in centres vary. They offer opportunities for personal interaction, conversations and leisure activities.

|| Who can attend drop-in centres?

Drop-in centres are a service for people with mental illness who are looking for a place to meet people, share experiences and try new activities.

|| Who pays for drop-in centre attendance?

Attending drop-in centres is free of charge.

|| How can I find a drop-in centre?

You can find a list of drop-in centres in the community mental health service directory called ‚Liste der Angebotsformen/Einrichtungen im Sozialpsychiatrischen Verbund der Region Hannover‘, available on the internet at www.hannover.de/spv

|| Further information

The services on offer at drop-in facilities in the District of Hanover differ from centre to centre. Once you have become informed, you will be able to find a drop-in centre that suits your needs.

|| How can you contribute?

- Call the drop-in centre you are interested in and make an appointment for an information session.
- You should talk about your problems openly. Drop-in centre personnel are subject to professional confidentiality.

18. Occupational rehabilitation

Entitlements to enable workforce participation (occupational rehabilitation) are intended to prepare people for returning to work after an acute episode of mental illness. Normally, this requires that health issues have been treated to an extent that enables employment issues to take priority.

|| What does occupational rehabilitation assist with?

- Clarifying employment opportunities
- Preparation and implementation of initial vocational education or re-training
- Vocational qualifications
- In-service training
- Vocational training in a workshop for people with disabilities
- Job search assistance and support

|| How can I find occupational rehabilitation services?

You can find a list of occupational rehabilitation service providers in the District of Hanover community mental health

service directory called ‚Liste der Angebotsformen/Einrichtungen im Sozialpsychiatrischen Verbund der Region Hannover‘ and on ‚REHA-SCOUT‘, available online at www.hannover.de/spv

Always seek advice from your treating doctors or from social services at hospital and outpatient clinics early.

|| Who pays for occupational rehabilitation measures?

Pension funds, the Federal Labour Agency (Bundesagentur für Arbeit), employment agencies (Jobcenter), accident insurance funds and other service providers finance entitlements regarding workforce participation.

|| Further information

Always seek advice from your treating doctors or from social services at hospital and outpatient clinics early.

|| How can you contribute?

Put together all documents providing information about your schooling and professional career.

19. Workshops for people with a disability (WfbM)

People who are unable to find employment on the open labour market because of a disability (mental, physical or intellectual, or because of sensory impairment), can find a suitable occupation in a workshop for people with disabilities.

|| What do workshops for people with a disability do?

In these workshops (WfbM), working conditions are adapted to the abilities and capacities of the employees as much as possible.

Apart from the area of vocational training, there are several other areas of employment such as manufacture, laundry, bakery, bicycle mechanics, canteens, cafés and others.

|| Which services am I entitled to?

- Workshops for people with a disability offer vocational training.
- There are always people on site who can offer support.

- Workstations can be adapted as needed.
- Once in the employment section, employees are paid a wage.
- There is support for (re-)entering the general labour market.

|| Who can attend a WfbM?

These workshops may be considered for people who are unable to participate on the open labour market because of their disability.

|| Who pays for WfbM attendance?

- The orientation and vocational training component is financed by the Federal Labour Agency (Bundesagentur für Arbeit) or the pension fund.
- The social security provider responsible for reintegration assistance (Eingliederungshilfe) normally pays for the employment component.

|| How can I find a WfbM?

You can find an list of workshops for people with a disability in the District of Hannover community mental health

service directory called ‚Liste der Angebotsformen/Einrichtungen im Sozialpsychiatrischen Verbund der Region Hannover‘ and on ‚REHA-SCOUT‘, available online at www.hannover.de/spv

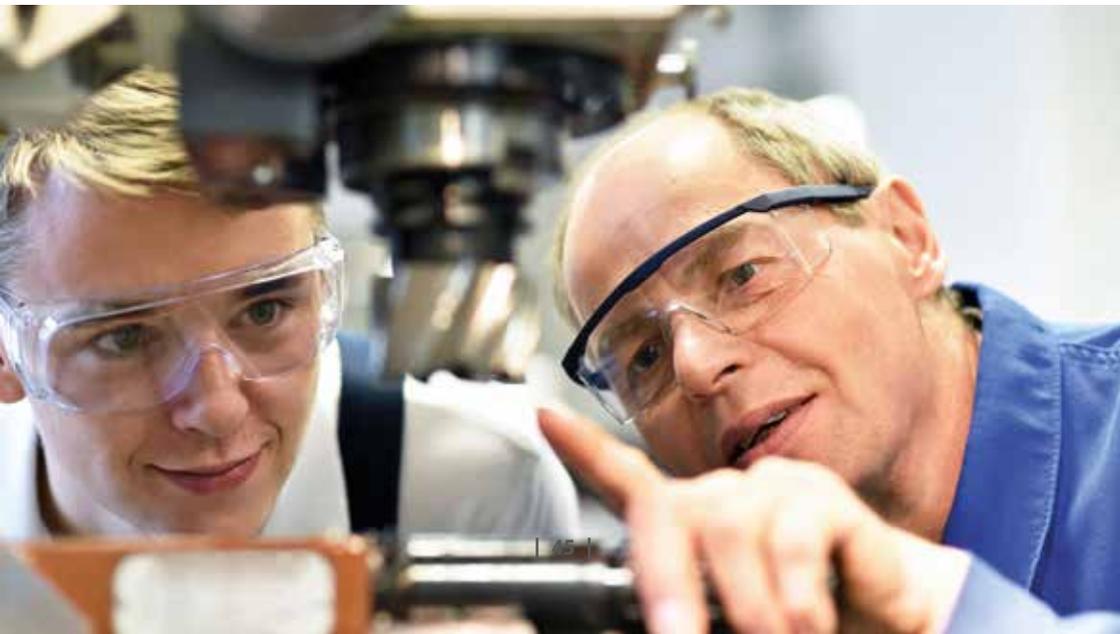
Always seek advice from your treating doctors or from social services at hospital and outpatient clinics early.

|| Further information

Available through the social services departments of workshops for people with a disability.

|| How can you contribute?

You can make an appointment to visit a workshop for people with a disability. Put together all documents providing information about your schooling and professional career.



20. Ombuds office: complaint lodgement and mediation centre

People with a mental illness and their relatives can approach the ombuds office if they have complaints regarding accommodation or treatment in a hospital, problems in dealing with care homes, public authorities, doctors' practices etc., or difficulties with legal or other guardians.

|| What does the ombuds office do?

If you lodge a complaint, volunteer staff at the ombuds office will speak with you first in order to get a picture of your situation. Then, an appointment will be made with relevant personnel of the service provider your complaint is about. In joint meetings with all concerned, attempts are made to arrive at a good solution. It is best if a collaboration based on trust becomes possible again

|| Which services am I entitled to?.

The ombuds office supports you regarding complaints about any aspect of the treatment or care you receive from mental health services. However, this is not possible if a lawyer is already acting on your behalf regarding the issue

|| Who pays for the work of the ombuds office?

The ombuds office is funded by the District of Hanover; its services are independent, confidential and free of charge.

|| How can I find the ombuds office?

You can access the ombuds office through:

- Verein Psychiatrie-Erfahrener e.V. (Association of People with Experience of the Mental Health System Inc., VPE)
Ph: **0511 131 8852**
- Arbeitsgemeinschaft der Angehörigen psychisch Kranker in Niedersachsen und Bremen (Lower Saxony and Bremen Working Group of the Relatives of People with a Mental Illness, AANB)
Ph: **0511 622 676**

- Geschäftsstelle des Sozialpsychiatrischen Verbundes der Region Hannover (office of the District of Hanover Community Mental Health Alliance)
Ph: **0511 616 44763**
Peiner Str. 4, 30519 Hannover
Email: Ombudsstelle.Psychiatrie@region-hannover.de

|| How can you contribute?

- For the staff of the ombuds office to act on your behalf, they will need a brief written description of your situation and a signed authorisation from you.
- You should talk about your problems openly. Day-care centre personnel are subject to professional confidentiality.



**WIR KÜMMERN UNS
UM SIE!**

21. Self-help groups

People with similar illnesses or problems come together in self-help groups. Separate self-help groups exist for relatives.

|| Which services are available in the District of Hanover?

Among other things, the KIBIS contact, information and self-help resource centre advises people

- looking for a self-help group,
- interested in starting a self-help group, or
- interested or
- active in existing self-help groups.

|| Who pays for the services?

These services are generally free of charge.

|| How can I find the right self-help group for me?

Self-help groups for many mental illnesses and addictions exist throughout the District of Hanover. You can find groups regarding mental health issues in the printed directory of self-help groups publicly available in many places, or on the KIBIS webpage at www.kibis-hannover.de/

If there isn't an appropriate self-help group for you, or you are unable to use the internet, you can contact KIBIS by telephone.

There are now also some groups in languages other than German (Turkish, Russian, Farsi, English).

|| Important telephone numbers

KIBIS (self-help contact, information and resource centre)

Ph.: **0511 666 567**

Phone line operating times: Mon, Tue, Thu: 9 am - 12 pm and 1 pm to 4pm, Wed 4pm - 7 pm

The self-help organisation Verein Psychiatrie-Erfahrener e.V (Association of People with Experience of the Mental Health System Inc., VPE) provides advice to those affected and operates a tea room.

0511 131 88-52

Opening hours:

Monday to Friday, 11 am - 1 pm

The relatives' association Arbeitsgemeinschaft der Angehörigen psychisch Kranker in Niedersachsen und Bremen e.V (Lower Saxony and Bremen Working Group of Relatives of People with a Mental Illness Inc., AANB) provides advice to relatives and offers a range of group meetings.

Ph.: **0511 622 676**

Phone line operating hours: Monday to Friday, 10 am - 1 pm

|| How can you contribute?

Act independently: self-help means taking your problems into your own hands, becoming active and finding your own solutions. Self-help groups bring together people suffering from a common problem, who then forces to contribute to improving their lives without professional guidance.



The German health system includes specialists for different types of illness, life stages and life situations.

There are, for example, specially trained psychotherapists for children and adolescents. In the same way, there are also services especially for older people with a mental illness. Addictions are recognised as illnesses and are treated by specialised service providers.

Migrants can access all services. However, there are services where language

barriers are paid particular attention.

In hospitals, it is customary that both female and male personnel treat women and men on the same ward. However, some services may also be offered in a gender-specific setting if necessary.

The following chapters offer a small overview of services that are available in the District of Hanover for older people, children and adolescents, people with addictions and migrants.

22. Services for older people

The field of gerontological psychiatry is concerned with older people and their mental health.

Normal age-related changes may make the diagnosis of a mental illness in older people more difficult. It is therefore important to make a clear distinction between e.g. a decline of physical or mental ability that can be linked to age, and a symptom of a mental illness that can and must be treated.

The effects of medication can change in old age. Different or stronger side effects and interactions with other medications may occur. Among the side effects may also be psychological symptoms such as confusion or forgetfulness.

Addictions may also play a large role in old age.

There is a wide range of services available for older people with disabilities. People can use the appropriate services according to individual need.

Outpatient services are suitable for people who can manage their day-to-day lives despite their mental illness. Apart from outpatient services, there is the option of inpatient psychiatric treatment or psychotherapy in a hospital. This may be considered for older people experiencing severe life crises that they cannot overcome while living in their usual surroundings. For some people, this geographical distance from their domestic environment seems to be useful.

A hospital stay may also make sense for patients who suffer from a physical as well as from a mental illness.

Some offer treatment at a day hospital. Patients receive treatment exclusively during the day, so that they can spend their evenings and weekends at home.

Information and assistance for older people living in the District of Hanover:

- You can find a list of service providers specialising in geronto-psychiatry in the Hanover district community mental health service directory called „Liste

der Angebotsformen/Einrichtungen im Sozialpsychiatrischen Verbund der Region Hannover', available online at www.hannover.de/spv

- You can reach District of Hanover senior citizen and care service centres (Senioren- und Pflegestützpunkte) in Burgdorf on **0511 700 201-16** Wunstorf on **0511 700 201-14** and Empelde on **0511 700 201-18**.

- Hannover city senior citizen and care service centres (Senioren- und Pflegestützpunkte) can be found in each city district. Information is available e.g. via the Senior Citizens Info Line (Seniorentelefon):

0511 168 42345

The municipal senior citizens bureau (Senioren-Service) offers assistance and advice on **0511 168 42345** or at www.seniorenberatung-hannover.de



23. Services for children and adolescents

Treatment for children and adolescents is adapted to their individual stage of development.

It is especially important that the social environment, such as family, kindergarten and school, is also involved in the treatment.

Special risk factors are present during childhood and adolescence, which it is helpful to pay attention to. They include, for example, parents separating or divorcing, the death of a close family member, a severe physical or mental illness in the family, sexual abuse, moving to a new neighbourhood or being at risk of addiction.

Specialised services may be accessed in outpatient, day hospital or inpatient mode according to need. Patients with all types of psychiatric disorders are treated in inpatient care mode, i.e. at specialist children's and adolescent psychiatric and psychotherapy departments, if they are in an acute crisis situation, and if outpatient and partial inpatient treatment measures are no longer adequate.

Child and adolescent mental health day hospitals offer children and adolescents who need intensive support, and who are not or no longer in inpatient treatment, the option of partial inpatient care. In the evenings, overnight and at weekends, these children and adolescents live in their usual family environment.

Therapeutic services consist of a range of components and integrate psychotherapeutic with (health) education and medication-based treatment approaches. In addition, occupational, exercise, speech, music, art and other therapeutic services are also available.

Information and assistance for children and adolescents in the District of Hanover: Paediatricians are the first port of call for all health issues.

There are adolescent, family and parenting counselling centres across the District of Hanover.

- The District of Hanover has a community mental health counselling centre for children, adolescents and their families, which you can call on
- 0511 616 265-35.

- You can find a list of additional counselling centres, outpatient services, hospitals, day hospitals, day-care centres as well as group accommodation and care home facilities specialising in children and adolescents in the District of Hannover community mental health service directory called ‚Liste der Angebotsformen/Einrichtungen im Sozial-psychiatrischen Verbund der Region Hannover‘, available at www.hannover.de/spv
- You can find specially trained psychotherapists for child and adolescent mental health at www.psychinfo.de (using extended search, ‚erweiterte Suche‘).



24. Services for migrants

The migration process bears opportunities as well as risks for individuals and for society.

Adapting to a new culture, language, values and norms can, however, be a burden, and often results in increased stress. Stress can, in turn, increase the risk of a mental illness developing. There are also cultural differences in the understanding and management of mental illness. The symptoms can also differ from culture to culture.

Accessing therapeutic services is usually not possible without communication through language.

It may be necessary to provide assistance with interpreting. Especially in relation to mental health issues, it may be necessary to employ specially trained interpreters because this task is too difficult for family members or friends. How the costs will be covered needs to be clarified ahead of time. The service provider usually does this.

In addition, there are mental health facilities that specialise in treating migrants. These often have staff members who speak additional languages.

The treatment of refugees and asylum seekers is subject to the Asylum Seeker Benefits Act (Asylbewerberleistungsgesetz). There are specialised counselling centres for this group available in the District of Hannover.

Information and assistance for migrants living in the District of Hanover:

- Trained interpreters for psychiatry appointments can be requested from, among other service providers, the Ethno-Medical Centre Inc. in return for coverage of the associated costs. Available online at
- www.ethnomed.com
- You can find a series of information brochures in a range of languages on the German health system, on individual illnesses and other health topics at www.mimi-bestellportal.de

- Information in a range of languages on guardianship law and making provisions for the future can be downloaded at www.itb-ev.de/broschueren
- It may be useful to exchange experiences with people who have similar problems, e.g. in a self-help group. You can find the contact details of a range of groups at www.kibis-hannover.de
- You can find doctors who speak additional languages at www.arztauskunft-niedersachsen.de (using expanded search terms, 'erweiterte Suche')
- You can find psychotherapists who speak additional languages at: www.psych-info.de (using expanded search terms, 'erweiterte Suche')
- Additional service providers specialising in the treatment of migrants and refugees may be found at www.hannover.de/spv
- You can get assistance at counselling centres, psychiatric hospitals, day hospitals, supported accommodation facilities and outpatient services specialising in addiction and its prevention. You can find a current address list of the different services for people with addictions online at www.hannover.de/spv

25. Addiction services

An addiction, also called substance-related disorder, is a medically recognised illness. There is a range of substances on which people may become dependent, including alcohol, prescription or illegal drugs. However, there are also substance-independent addictions, e.g. gaming addiction or shopping addiction.

For most people, acknowledging an addiction is difficult or impossible without external assistance.

People with addictions often try to play down their addiction. They frequently withdraw from their social environment and neglect friendships and leisure activities. Addiction counselling services therefore not only target people with an addiction, but also their relatives, friends and acquaintances.

Different services may be accessed, depending on the form an addiction takes. There are specialised inpatient, partially inpatient and outpatient services available for people with addictions.

Within these types of services, further specialisations exist for different addictions, but also services e.g. for women only or for men only.

There are individual, group and family services.

All those affected and all relatives can and should get counselling.

Information and assistance for people with addictions living in the District of Hanover

- You can find a list of drug and addiction support services of the City and the District of Hanover in the 'Go for it' guide available online at www.hannover.de
- Many people are familiar with Alcoholics Anonymous. Such self-help groups also exist for many other addictions and for different target groups. For relatives, the exchange of experiences in their own self-help groups can also be very useful. You can find contact details at www.ki-bis-hannover.de



Glossary of important terms

Registered: approved by the state

Asylum Seeker Benefits Act (Asylbewerberleistungsgesetz, AsylbLG):

Asylum seekers cannot become members of a statutory health insurance fund for the first 15 months after their arrival in Germany. However, they are entitled to benefits subject to the Asylum Seeker Benefits Act. It ensures basic health care. You can find the wording of the act online at www.gesetze-im-internet.de/asylblg

Disability: According to the Social Code (Sozialgesetzbuch, SGB), people are disabled if their physical, intellectual or mental state of health leads to an impairment that differs from the condition typical for their age for more than 6 months, and therefore restricts their social participation. People are at risk of becoming disabled if such a restriction can be expected.

The term ‚persons with disabilities‘ is defined in Article 1, paragraph 2 of the UN Convention on the Rights of Persons with Disabilities. According to the convention, the term ‚persons with disabilities‘ relates to people „who have long-term physical, mental, intellectual or sensory

impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others“.

Diagnosis: Identification of an illness by a doctor or psychotherapist. For this purpose, the World Health Organization publishes a list of classified diseases (ICD-10, the International Classification of Diseases), which lists all recognised diseases.

Reintegration assistance (according to Book XII of the Social Code, SGB XII): ‚Reintegration assistance for people with a (mental) disability‘ comprises a range of benefits offered by the social security provider. For example:

Assistance

- with medical rehabilitation
- with participation in the life of the community
- through services aimed at workforce participation
- with employment in a workshop for people with disabilities
- with schooling
- at a residential disability services facility

The aims of reintegration assistance are :

- Avoiding a potential disability (prevention)
- Eliminating or mitigating an existing disability or its effects (rehabilitation)
- Reintegration of a person with a disability into society.

Reintegration assistance services must be applied for with the respective social security provider. In order to make a professional decision, a case conference is conducted, to which you can bring along a person you trust.

Social security benefits are granted when your existing income and assets are insufficient to cover the services applied for. In this context, any potential maintenance obligations of relatives are also assessed.

Persons with an entitlement to reintegration assistance may also apply for the relevant services in the form of a personalised budget.

Admission: see hospital admission

Specialists' statement: In order to approve reintegration measures according to social security law (Eingliede-

rungshilfe according to SGB XII) for you, the social security provider will need a comprehensive statement from your medical specialist. You can have a look at the form at www.hannover.de/spv

Basic social security benefit (Grundsicherung): Financial household assistance for job seekers (SGB II), or in case of reduced earning capacity or old age (SGB XII).

Case conference (Hilfekonferenz): If you lodge an application for reintegration assistance benefits, a case conference is held. At the case conference, the social security provider, the community mental health service, the mentally disabled person and, if you wish, a person you trust (e.g. such as family or legal guardian) discuss about your personal assistance needs. The necessary assistance is recorded in the help plan, the recommendations of the case conference.

Hospital admission: Hospital stay prescribed by a doctor.

Health insurance fund: A type of insurance that covers the costs of necessary treatment in case of illness. Most people in Germany are insured with statuto-

ry health insurance funds (gesetzliche Krankenkasse). Contributions are usually made via wages, the pension fund, the basic social security benefit (Grundsicherung) or by the person's own means.

Crisis passport: In the crisis passport, you can note down important information, e.g. people to be notified in case of crisis. You should also write down your current medications and any allergies, so that, in a crisis, you can be cared for as best as possible and according to your wishes. You can obtain this passport free of charge from the District of Hanover community mental health team (Team Sozialpsychiatrischer Dienst) at the offices of the Community Mental Health Alliance (Sozialpsychiatrischer Verbund) in Peiner Straße 4, 30519 Hannover.

Further information on the crisis passport is available by calling **0511 616 44763** and online at www.hannover.de/spv

Personalised budget: People who are entitled to reintegration assistance can also apply for these benefits in the form of a personalised budget.

This means that they are provided with an amount of money, which they then

use to organise and pay for the necessary services themselves. This involves regular financial reporting to the social security provider responsible.

Care insurance (Pflegeversicherung): All members of statutory health insurance funds are also covered by care insurance (Pflegeversicherung).

To obtain care insurance benefits, you will need a care needs assessment conducted by the medical service of the statutory health insurance funds (MDK), allocating you one of its five levels of care. www.bundesgesundheitsministerium.de/themen/pflege/online-ratgeber-pflege/die-pflegeversicherung.html

Psychiatry: A branch of medicine that deals with mental health.

Psychotherapeutic approaches: Psychotherapy is effective and scientifically recognised. The therapist applies to the health insurance fund for coverage of costs. The health insurance fund assesses the application and may approve a course of behavioural, analytical or depth psychology based psychotherapy.

As language is the basis of all psychotherapeutic methods, it is good to find a therapist who speaks your native language. On the website www.psych-info.de you can, using extended search terms ('erweiterte Suche'), find therapists who also speak languages other than German.

You can find further information about psychotherapy under the heading 'Patienten' on the webpage of the Chamber of Psychotherapists at www.pknds.de

Professional confidentiality: All medical, therapeutic and social services personnel are subject to professional confidentiality. Your information is subject to privacy legislation. Without your permission, the personnel are not allowed to tell anyone what you have talked to them about or to pass on documents about you. Breaching professional confidentiality is an offence.

Social Code: The books of the Social Code Sozialgesetzbücher contain the Federal Republic of Germany's social laws (e.g. basic social security benefit, health insurance, care insurance, pension fund, rehabilitation and participation).

Community mental health: The term 'community mental health' (Sozialpsychiatrie) comprises knowledge about the origin, prevalence and treatment of mental disorders in their social context. A particular characteristic of the community mental health approach to action is that those affected will be able to find and obtain the assistance that will support the healing process in their familiar surroundings, i.e. in the community close to their place of residence.

Suicide: If you intend to take your own life, or if you know someone who has this intention, then you must talk to someone about it, e.g. relatives, friends, acquaintances, your doctor or others who are important to you. If it is impossible to find someone to talk to and the risk can't be averted, then approach public services such as the police, the community mental health service or the crisis intervention service.

Referral: Your doctor can refer you to a medical specialist (e.g. a psychiatrist) if she or he does not specialise in this area or doesn't have the necessary equipment. The medical specialist then sends a written report to the family doctor.

Maintenance obligation: Close relatives who are directly descended from each other (parents and their children) are obliged according to § 1601 of the Civil Code (BGB) to pay each other maintenance.

For example, the respective social security provider (previously the Office of Social Affairs) will assess whether you must pay part of the costs of your child's or your parent's accommodation in a residential care facility. The assessment is made based on income and asset thresholds.

Prescription (Rezept, Heilmittelverordnung): Your doctor can prescribe medication („Rezept“) and therapeutic interventions („Heilmittelverordnung“), e.g. with an occupational therapist. You will receive a printout with the relevant information.

Co-payment: For some health insurance benefits, you must cover a particular amount yourself. These co-payments are limited to a maximum of 2 % of your gross income, in case of chronic illness to 1 %. Rebates for children, a spouse or registered partner are taken into account.

Contact your health insurance fund to have the actual amount of your maximum contribution calculated.

Up to age 18, no co-payments are required for prescriptions.

Referral information

Ärztammer Niedersachsen (Medical Association of Lower Saxony)

Karl-Wiechert-Allee 18-22
30625 Hannover
Ph.: **0511 380-02**
Email: info@aekn.de
www.aekn.de

The Medical Association of Lower Saxony (ÄKN) is the independent professional association for the more than 40,000 medical practitioners in Lower Saxony. Together with the Kassenärztliche Vereinigung (Association of Statutory Insurance Registered Practitioners), it operates the Arztauskunft Niedersachsen (www.arztauskunft-niedersachsen.de, the Lower Saxony medical directory service), which lists daily updated information about doctors working in community mental health. To those looking for advice in the District of Hanover, the medical association's regional office (email: bz.hannover@aekn.de) also offers advice and practical support.

Ethno-Medizinisches Zentrum e. V. (Ethno-Medical Centre Inc.) (EMZ)

Königstraße 6
30175 Hannover
0511 168 41020
Fax: 0511 457215

E-Mail: info@ethnomed.com
www.ethnomed.com

The Ethno-Medical Centre Inc. (EMZ) is a registered association with charitable status. It is active across Germany and internationally. The aim of its work is to facilitate migrants' equal access to the services of the local health, social and education systems, as well as to the labour market. To this end, the EMZ offers an interpreting service, professional development for specialised personnel and health education in native languages using health guides, as well as multilingual education materials on a range of health topics.

Kassenärztliche Vereinigung Niedersachsen (Association of Statutory Insurance Registered Practitioners, KVN)

Berliner Allee 22
30175 Hannover
Ph.: 0511 3803
E-Mail: info@kvn.de
www.kvn.de

The KVN offers an online search function to look for doctors and psychotherapists at www.arztauskunft-niedersachsen.de. The KVN appointment service

(dial **0511 56 99 97 93**) offers referrals for an initial psychotherapy consultation or acute treatment session within four weeks. The appointment service can be reached Monday to Friday from 8 am to 6 pm.

Landesfachbeirat Psychiatrie Niedersachsen (State Expert Advisory Committee on Psychiatry of Lower Saxony)

Hildesheimer Straße 20
30169 Hannover
Ph.: 0511 616 22237
Fax: 0511 616-1124647

This committee is an expert group advising political decision makers on behalf of the Ministry of Social Affairs of Lower Saxony. In addition, it sees its role as a competent access point for those affected and their relatives, service providers and funders, and, last but not least, for the public.

Among its main concerns are prevention, therapeutic, rehabilitation and social participation issues with regard to mental illness. Of special significance is assisting and supporting the work of the

community mental health service alliances in the rural districts and cities of Lower Saxony.

Niedersächsisches Ministerium für Soziales, Gesundheit und Gleichstellung (Ministry for Social Affairs, Health and Equal Opportunity of Lower Saxony)

Hannah-Arendt-Platz 2
30159 Hannover
Ph.: 0511 120-0
Fax: 0511 120-4298
E-Mail: poststelle@ms.niedersachsen.de
www.ms.niedersachsen.de

The State Government of Lower Saxony has the task ensuring community-based mental health care for its population. Rural district and city community mental health services have a special role to play in this. They are intended to serve as a first port of call by providing advice on treatment options within each region. A contact list for all community mental health services and psychiatric hospitals in Lower Saxony is available for download as a PDF at www.ms.niedersachsen.de/themen/gesundheit/psychiatrie_und_psychologische_hilfen/14025.html

Psychotherapeutenkammer Niedersachsen (Chamber of Psychotherapists of Lower Saxony)

Roscherstraße 12
30161 Hannover
E-Mail: info@pknds.de

On its website, the Chamber of Psychotherapists of Lower Saxony answers questions about the topic of psychotherapy. Apart from a search function to find psychotherapists, there is also a guide on how to go about looking for a suitable therapist.

Sozialpsychiatrischer Verbund Region Hannover (Community Mental Health Services Alliance in the District of Hannover)

Peiner Str. 4
30159 Hannover
Ph.: 0511 616 44763
Fax: 0511 616-24030
www.hannover.de/spv

Needs and services in the field of mental health care are varied. The Lower Saxony Mental Health Patient Assistance and Protection Act (Gesetz über Hilfen und Schutzmaßnahmen für psychisch

Kranke, NPsychKG) regulates the Community Mental Health Service (Sozialpsychiatrischer Dienst, SpDi) with forming Community Mental Health Alliances (Sozialpsychiatrische Verbünde, SpV) and managing their affairs. Such an Alliance shall have representation from all service providers (§ 8.1).

Community Mental Health Alliances ensure the cooperation of service providers and the coordination of services. This also applies to the cooperation of mental illness prevention service providers and the coordination of prevention services. To this end, Alliances in adjoining service districts can and should cooperate (§ 8.2).

The area for which the Community Mental Health Alliance is responsible covers the geographic area of the District of Hannover.

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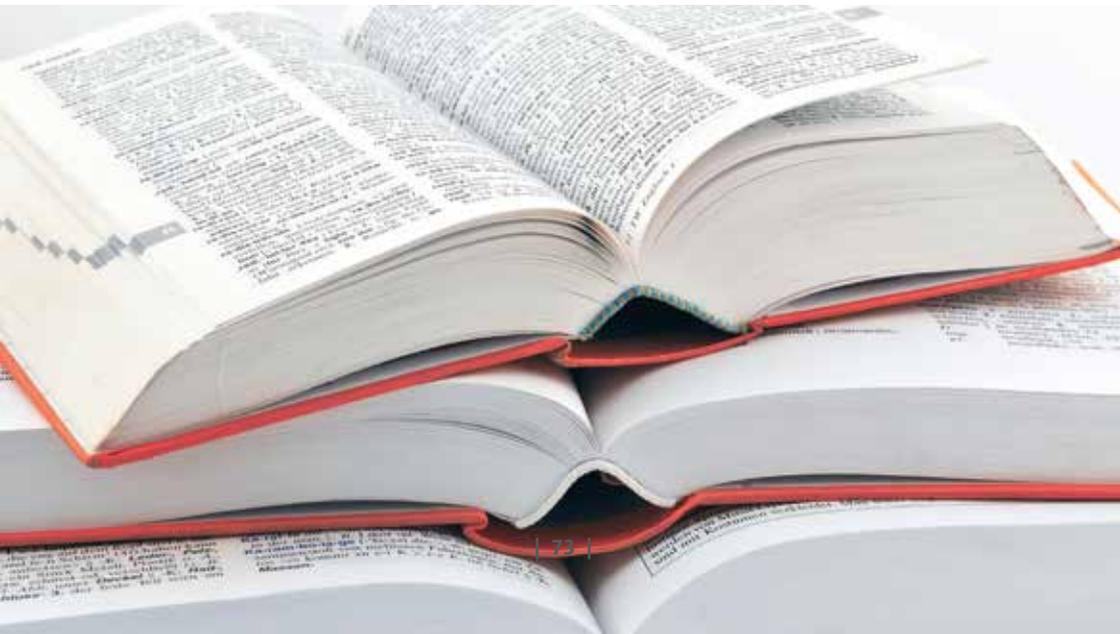
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Die Texte stehen Ihnen auf der Internetseite des Sozialpsychiatrischen Verbundes der Region Hannover als PDF-Datei zur Verfügung.

www.hannover.de/spv



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<p>Polnisch</p>	<p> Przewodnik – psychiatria społeczna Wskazówki i informacje na temat kryzysów i zaburzeń psychicznych oraz niepełnosprawności Wielojęzyczny przewodnik dla osób mieszkających w związku komunalnym Region Hanower</p>
<p>Russisch</p>	<p> Справочник-путеводитель по социальной психиатрии Что делать в случае психических кризисов, заболеваний и наступления инвалидности Многоязычный справочник-путеводитель для граждан в регионе Ганновер</p>

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<p>Türkisch</p>	<p> Sosyal Psikiyatri Rehberi Ruhsal krizler, hastalıklar ve engellilik durumları için öneriler ve bilgiler Hannover Bölgesi vatandaşları için çok dilli rehber</p>
<p>Arabisch</p>	<p>دليل إرشادي. الطب الاجتماعي - النفسي نصائح ومعلومات في حالات الأزمات النفسية والأمراض والإعاقات دليل إرشادي بلغات عدة للمواطنين والمواطنات في منطقة هانوفر</p>
<p>Farsi</p>	<p>راهنمای روان پزشکی اجتماعی نکات و اطلاعات هنگام بحرانهای روانی، بیماری و معلولیتها راهنما به زبانهای متعدد برای شهروندان زنان و مردان در منطقه هانوفر</p>

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