

Handbook for Families and Carers

This handbook is for family members, partners and friends who care for someone with a mental illness.

Handbook also
available on carers'
page of SLaM's website

2013-2015 Issue



- Who you can talk to for help
- How you can get the support you need
- Questions to ask your care team
- Contact details/ sources of other information

Contents

What is SLaM?	3
What does the term 'carer' mean?	4
What is this booklet for?	6
Our promise to you	7
Triangle of Care	8
The Care Programme Approach - (CPA)	9
The care coordinator	10
Carers' needs assessments	12
Care plans	14
Help in a crisis	16
Sharing information	18
Confidentiality	19
Can I access the medical records of the person I care for?	20
Young carers	21
Types of treatment	22
Psychological therapies	22
Medication – where can I get more information?	23
Hospital admissions	24
Questions to ask	26
The Mental Health Act (MHA)	28
Main sections of the Mental Health Act	29
Services to help and support you as a carer	30
Where can I find more information?	36
Information leaflets available from SLaM	37
Services in your area	38
Useful website and contact details	44
Tips for working with carers	46
What if I am happy or unhappy with the way I have been treated?	47

What is SLaM?

South London and Maudsley NHS Foundation Trust (SLaM) provides specialist mental health and substance misuse services to people living in the London boroughs of Croydon, Lambeth, Lewisham and Southwark. We also have a number of specialist services for people from across the UK, including; services for people with learning disabilities, eating disorders and mother and baby services.

SLaM works in partnership with staff in local councils, such as social workers, and with GPs and local health centres.

We are part of King's Health Partners, bringing together the skills and knowledge of staff at SLaM, King's College and Guy's and St Thomas' hospitals to improve healthcare for patients and clients. Services are provided across organisational boundaries in Clinical Academic Groups – often referred to as CAGs.

Who uses SLaM's services?

We usually see people with complex mental health needs that cannot be treated by their GP or local NHS teams. We can treat people for short or long periods – it very much depends on their particular needs.



What does the term 'carer' mean?

At SLaM we use the term 'carer' to describe someone who provides regular, unpaid emotional and/or practical support to a person with mental health problems or who is addicted to drugs or alcohol. You could be a family member, partner or close friend.

You might also be a child or young person under the age of 18 who is caring for someone in your family. This could be anyone in your family – including your mother, father, brother, sister, a grandparent, aunt or uncle.

Carers provide emotional as well as practical support. Emotional support may be as simple as having someone to talk to about the things that may be worrying you. Practical support might involve help with the activities of daily living including personal care and managing money or attending care meetings.



I don't see myself as a carer

We know that many people don't see themselves as a carer in the formal sense. For example, you might see caring as your duty or responsibility because the person you care for is a family member or partner. Regardless of who you care for, or how you see yourself, if you care for someone with a mental health problem you are probably entitled to help and support.

What is this booklet for?



Families and carers play a vital role supporting people with mental health problems or with an addiction to drugs or alcohol. So as well as providing people who use our services with care and treatment, we also see it as

our job to support you as a carer or family member. This involves listening to your experience so we can give you the best service for your needs.

We know that this role can sometimes be difficult,

demanding and lonely, and we know that there may be times when you need help and support. This handbook will help you to find the help and support you need.

Our promise to you

Whatever help you need, we will always do our best to support you. We promise to:

- listen to you, respect your views and treat you with dignity at all times
- recognise you as an important source of information about the person you care for
- respond to your questions and concerns
- support you and keep you informed

If ever you feel we aren't doing any of these things well enough, then please tell our Patient Advice and Liaison Service (PALS) - Contact **0800 731 2864**

Triangle of Care



We have adopted a national initiative called the “triangle of care” as we believe it fits in well with what family and carers tell us they expect of us.

The triangle of care is a therapeutic alliance between service users, staff members and carers that promotes safety, supports recovery and sustains wellbeing.

The key elements to achieving a triangle of care

We are working to ensure that the six key elements or standards are completely embedded in practice. They are:

- 1 Carers and the essential role they play are identified at first contact or as soon as possible afterwards
- 2 Staff are ‘carer aware’ and trained in the best way to engage with you as a carer
- 3 Policy and practice protocols regarding confidentiality and sharing information are in place
- 4 Defined posts responsible for carers are in place
- 5 A carer introduction to the service and staff is available, with a relevant range of information so that you can become familiar with everything that is important to you and the person you care for
- 6 A range of carer support services is available.

SLaM has a Trust wide family and carers committee to oversee the implementation of the triangle of care and all other family and carer activity within SLaM, local authority and independent sectors.

The Care Programme Approach (CPA)

This is the framework we use to provide care to many of our clients with severe and enduring mental health problems, but not everyone will be on CPA. The CPA is made up of the following:

- **A care coordinator:** a point of contact for both you and the person who is unwell. Also responsible for making sure that all the other elements in the CPA take place (coordinating)
- **Joint working:** between the various people involved in caring for the person you look after, including mental health professionals, social workers and GPs. It is the care coordinator’s job to make sure that joint working happens effectively and to make sure everyone is kept up to date on any changes to the care and treatment being provided
- **A needs assessment:** a full assessment of a person’s health and social needs. As a carer you are also entitled to a carer’s needs assessment

- **A care plan:** a written agreement between patient and clinician, setting out the care and treatment that can be expected
- **Regular meetings:** with the person using our services, carer and others to see if the plan is working well

Not everyone being treated by us will need the full range of care covered in the care programme approach. For example, they may only use one of our services. Even if this is the case, a care coordinator will still be responsible for their care and will be the first point of contact if you have any enquiries.

As a family member or carer looking after someone with a mental illness, the care coordinator will involve you as much as possible.

Generally, they will support you in four ways. They will:

- make sure you have a carer’s needs assessment (**page 12**) so we can find the most appropriate types of help and support for you
- involve you in the care plan (**page 14**) for the person you look after as much as possible
- give you as much information as they can about the mental health problem of the person you care for and information on how to manage it
- tell you about and give you information about the services (**page 30**) that are there to support you. This may be services provided by SLaM or other organisations such as those in the independent sector

If ever you think that your care coordinator is not doing any of these things, you should talk to them or seek advice from the Patient Advice and Liaison Service – **0800 731 2864**

Care coordinator

There to give you information, help and support

What is a care coordinator?

As a family member or carer you should get the name of the care team that is providing a service to your family member. As well as the team's full contact details you should also be given the name of the person responsible for their care. This person is called a care coordinator (sometimes also called a lead clinician).

How will my care coordinator help me?

The care coordinator will be the first point of contact for both you and the person you care for. If you have any questions or are worried about the person you care for, please do not hesitate to contact your care coordinator. They will always listen to what you have to say and will help you any way they can. As the name suggests,

care coordinators are also responsible for coordinating and organising the range, or package, of care someone will receive. We call this package of care the Care Programme Approach (CPA)

What if I do not know who my care coordinator is?


If you do not know who your care coordinator is, contact the care team and ask to speak with your care coordinator, giving the name of your friend or relative. If you do not have the contact details of the team SLaM's Patient Advice and Liaison Services (PALS) will be able to guide you.

You can call them on **0800 731 2864** – again giving the name of the person you care for.

While PALS will always try to help you, they will only be able to tell you the care team or care coordinator if you are the named carer. This means that the person you care for has given

their consent for this information to be given to you. If you are not the named carer, PALS will be able to tell you what your options are.

PALS is a department of SLaM and can give you information about our services, help to resolve any problem you may have or give advice if you are unsure what to do next.



Sometimes the care team does not know that a carer is involved, which might explain any lack of communication between you and the care team. This is one of many reasons why we would always encourage you to get in touch if you have a question, concern or query

Carers' needs assessments

– getting the help and support you need



What is a carer's assessment?

If you provide regular and substantial emotional and/or practical care to someone with mental health problems or who is addicted to drugs or alcohol, you are entitled to a **carer's needs assessment**.

At a carer's needs assessment we will listen to you and talk about your individual circumstances so we can find the most appropriate help and support for you. We will ask you what information

you need and if caring affects your ability to work, enjoy leisure activities and fulfil other family commitments. We will discuss what to do in an emergency so that you are confident about the best response. We will also ask you if you are willing and able to carry on with all the tasks involved in being a carer.

At the end of the assessment you will have a care plan of your own based on the discussion. It records what support

you need and what we will do to help you. You will be given a copy of the whole assessment.

The assessment is usually carried out in a private meeting with you so you can speak freely, but if you prefer you can ask the person you care for to be involved too.

If you are a carer and have not had a carer's needs assessment you should tell the care coordinator.

We have a duty to treat any information you give us as confidential. We talk more about confidentiality on **page 19**

Care plans

Listening to and involving you in the treatment and recovery of the person you care for



What is a care plan?

A care plan is a written agreement which describes the support that someone using our services will receive, from whom and when – as well as what to do in the event of a crisis. A care plan should make sense, be helpful and reflect what the person receiving services thinks and feels.

Families and carers should be involved as much as possible in the development of a care plan. As a carer or family member you should be given a copy of the plan and should be invited to regular meetings to discuss the plan, unless the person you care for has not given his or her consent.

If you are concerned that the care plan is not being followed, you have not been invited to any meetings or you are not being involved as much as you would like, you should tell your care coordinator or care team. Both you and the person you care for can ask for the care plan to be reviewed at any time.

The amount we can involve you in developing a care plan depends on the amount of information the person you care for is happy for us to share with you. We talk more about the information we can share with you on **page 18**

Why is it important for me to be involved?

We will involve you as much as possible in the treatment and recovery of the person you care for. Involving you is vital as you are likely to know more about them than anyone else.

We need to hear the knowledge and experience you have of the individual's

mental health problems and what has helped in the past. This can be very useful when the best course of treatment and support is being developed.

By working together like this we hope to develop the most appropriate care plan for both you and the person you care for.



How do I get help in a crisis?



Part of the care plan will set out what should happen if the person you care for suddenly becomes unwell. Within mental health, this is often called a crisis and can happen at any time and sometimes comes out of the blue.

Involving family members and carers in crisis planning is important as they are often the first to notice a problem. It is therefore important to think about how you might respond to a crisis before it happens. A crisis plan should also

include information about what might increase the risk of a relapse, possible warning signs of a relapse, details of who will do what and contact information for support from us.

The care coordinator will

be able to talk to you about who should be contacted in a crisis and the type of support that you would prefer. Other sources of help are listed on the following page or on our website – www.slam.nhs.uk

“Seek help at an early stage” Carer



SLaM's 24-hour information line is available seven days a week and can provide information about how to get help.

Tel: 0800 731 2864

Other sources of help in a crisis:

- GP service
- The new 111 telephone line offers health advice and information on a 24-hour basis.
Tel: 111
- Most accident and emergency department have specialist mental health staff on duty 24-hours a day, seven days a week. They can assess people and give advice on getting appropriate help.
- Where there is an immediate risk of harm, the police or ambulance service can be called by dialling **999**

Sharing information

Another way we will support you is by giving you as much up-to date information as we can about the person you care for. If possible we would like the flow of information to be a two way process. While the amount of information we can share with you may vary (see below) your care coordinator

will be able to give you some general written information about the kind of problem the person you care for is experiencing.

You should also be given information about the range of services and facilities available to help and support you as a carer. We talk more about this on **page 30**.

A list of information leaflets available from us can also be found at the back of this handbook as can the contact details for a wide range of relevant organisations – both our main and national websites have information for patients and carers.

Questions you could ask your care coordinator:

- How much can you tell me about his or her problem, care and treatment?
- Will I be involved in discussions about this or her care and treatment?
- Which aspects of his or her care and treatment will I be involved in?
- How much of what I am saying will you tell the person I care for?

Confidentiality



Can I share information with you?

We would always encourage you to share information about the person you care for. You probably know them better than anyone so the information you give can be vital when we are developing a care

plan for them. We will always listen to what you have to say.

We understand that you may want to tell us information about the person you care for but do not want them to know.

We also have a duty of care to you as a carer; you can always speak to us in confidence. However, if we have to break your confidentiality we will inform you of this and it will only be for reasons of risk or harm.

How much information will you share with me?

As much as we can. Keeping you informed and up-to-date is an important part of our job. We want to help you understand the care and treatment we provide, but we have to find the right balance between keeping families and carers up to date and respecting an individual's right to confidentiality.

To help us do this, our staff will talk to the person you care for and ask them about the information they are happy for us to share

with you about their care and treatment.

Sometimes, we are asked not to disclose information. We know this can be frustrating, especially when you are the person who provides day to day support to someone during their everyday life. In these cases, we do our best to give families and carers enough information without personal details being disclosed. At the end of the day though, we have to respect the wishes

of the people who use our services. An exception to this could be if you need certain information to enable you to continue caring or if you are at risk of harm. If this is the case we will ensure that you are given all the information you need to continue caring or to reduce the risk.

It can be helpful to talk about this issue with your care coordinator and the person you care for so that we can find a solution that works for everyone. You should tell the care coordinator if you are not being given enough information.

Can I access the medical records of the person I care for?

There is a fixed NHS process that we have to go through to respond to requests by carers or family members to see someone's medical records. We cannot simply release records because we have a duty of confidentiality towards the people who use our services.

If you are the parent or guardian of a child under 16 then you just need to put your request in writing to:

**Data Protection Office
Maudsley Hospital
Denmark Hill
London SE5 8AZ**

We are required by law to respond within 40 days, though we always try to do so more quickly. If the child is over the age of 12, then the clinical team may ask for his or her consent before the records are shared.

If you are the carer or family member of an adult who is using our services, then we will need his or

her permission to release medical records to you.

If someone is unable to make this kind of decision because of a lack of mental capacity, then a decision on whether to share the records may be taken by a legal representative such as a solicitor. If there isn't a legal representative, then the clinical team will make the decision.



Young carers



Young carers are children who look after someone in their family who has an illness, a disability, a mental health problem or a substance misuse problem, taking on practical and/or emotional caring responsibilities that would normally be expected of an adult.

Caring for a distressed parent can have significant consequences when the family is left to cope without any support. Young carers may lack self confidence, find it hard to make friends, or be bullied because of their family circumstances.

For young carers whose parent has a mental health problem, these factors are compounded by negative stereotypes of mental distress. A quarter of all young carers report missing school because of their parent's support needs and over time, young carers are likely to have more restricted life choices than their peers.

Some children help look after someone in their family by:

- staying in the house a lot to be there for them.
- helping them to get up, get washed or get dressed, or helping with toileting
- doing lots of the household chores like shopping, cleaning, cooking
- looking after younger brothers and sisters
- providing emotional support or a shoulder to cry on

For many families, relying on your child to care for you may seem like the only option. You may be a single parent family with no relatives living nearby who can help, or a two parent family but one of you works long hours or away from home. However your children should not be expected to carry out inappropriate levels of care.

Young people whose parents are receiving a service from mental health services are entitled to receive an assessment of the needs as a carer and or be referred to a young carers service in the borough they live in. As a young carer you may need information about the health condition of your family member that you are caring for you can ask your parent care co-coordinator or seek further advice from these local services.

- Lewisham Young Carers Services: **020 8699 8686**
- Lambeth Young Carers Project: **020 8678 5605**
- Southwark Young Carers Project: **020 7703 6400**
- Croydon Young Carers Project: **020 8649 9339**

Types of treatment

What types of treatment will the person I care for receive?

The type of treatment someone with mental health problems will receive can vary considerably from person to person. These may include: psychological therapies, medication, social interventions, occupational therapy and vocational services.

What are psychological therapies?

These are also known as talking therapies, and help people to explore and deal with their problems. They involve talking in groups, one to one or with families and partners, and sometimes include trying things out between meetings. It can take time for people to notice changes during therapy. Types of therapies include:

- cognitive behavioural therapy (CBT)
- psychoanalytic or psychodynamic therapy
- cognitive analytic therapy (CAT)
- family therapy

A range of problems can be helped by psychological therapies including anxiety, stress, depression, obsessions, traumatic life experiences, long term emotional problems and psychosis.

The care coordinator will be able to give you information on the types of therapy available. Or see the patients section of our website – frequently asked questions www.slam.nhs.uk

Medication - where can I get more information?



Many people with mental health difficulties need to take medication, either on a short or long-term basis. While medication is not a cure, it can treat people's symptoms, helping them to cope better and benefit from other therapies and sources of support.

A wide range of medicines are used to treat people with mental health problems. If you would like

more information about the type of medication the person you care for is on, you can find it from:

- patient information leaflets (these often come with the medication) or available in the reception area of most Community Mental Health Centres
- Medication leaflets, which are available on request from members

of the care team or on the patient information section of our website – www.slam.nhs.uk

- Pharmacists, who can be telephoned directly at the relevant pharmacy department. Local teams can provide the contact details for the right pharmacy department, or the information can be found on the SLaM website

Hospital admissions



Although most mental health problems are successfully managed in the community, some people need a stay in hospital.

People are admitted to hospital either informally or on a section of the mental health act (MHA). An informal patient can leave the hospital at any time and their movements are not generally restricted.

If a person is in hospital under a section of the mental health act they need medical permission to leave the ward (called section 17 leave) and may be expected to take medication and treatment.

If you are the nearest relative* you also have rights under the Mental Health Act. For example, you can ask that the person you care for has a mental health act assessment which may lead to admission to hospital. You can also ask that

they be discharged from hospital and you have the right to information about their discharge from hospital (unless the patient requests otherwise).

Before discharge from hospital, family and carers should be involved with the care team in drawing up what is known as a discharge plan. The plan should include a relapse prevention plan which makes sure everyone knows what to do if the person's mental health deteriorates again.

A small number of sectioned patients return to the community under community treatment orders (CTO) which lay down certain conditions and allow a recall to hospital.

***The nearest relative is not necessarily the next of kin.**

**“Take care of yourself with counselling and exercise”
Carer**



Questions to ask



Hospital treatment

- Does the person I care for need to go into hospital?
- What are the alternatives to hospital admission?
- If the person I care for has to go into hospital, which one would it be?
- What arrangements will be made for care to be given once he or she leaves hospital?
- What If the person I care for is discharged and I am unable to look after them?

About medication

- What medication is being used and why?
- Is the lowest effective dose being prescribed?
- Can the dose be increased when necessary?
- How often will the medication be reviewed?
- What are the short and long term benefits?
- Are there any short or long term side effects?
- Can you provide written information about the medication?

Mental health act

(for more information on the MHA see next page)

- What does it mean to be admitted to hospital under a section of the Mental Health Act?
- What Section of the Act is relevant in this case and what does it mean?
- Will the person be allowed to leave hospital to visit me?

Don't be afraid to ask us questions

Although the amount of detail your care coordinator can give you will vary, they will always be happy to answer any questions that you may have. We always encourage you to talk to the care coordinator and ask them questions.

What if I'm not sure what to ask?

Here are some of the questions that you may find it helpful to ask your care coordinator:

About the diagnosis

- What illness does the person I care for have?
- What does the diagnosis mean?
- What are the likely causes?
- Will the person recover?
- What symptoms and signs suggest this?
- What is known about the causes?
- What is likely to happen in the future?
- Where can I get written information about this condition?
- If a diagnosis has not been made, what are the possibilities?

About care and treatment

- What are the aims of the care and treatment?
- What is the role of the care coordinator?
- Who else will be involved in the treatment?
- How often will appointments be made to see a member of the clinical team, and which member of the team will this involve?
- What is your plan for treatment and support?
- How long will this treatment last?
- Would psychotherapy (talking treatment) help? Is it available close to where I live?
- What happens if the service user refuses treatment?
- What support and services are available for carers and families and how do I get access to them?

The Mental Health Act (MHA)



If someone is unwilling to go into hospital and is considered to be at risk to themselves or others, a decision could be taken to use special legal powers known as sections to detain them in hospital. These powers are set out under various sections of the Mental Health Act (MHA) and are usually applied when staff working with the person believes that there is no better alternative.

There are seven main sections of the act, although there are others that cover different eventualities. For more information on the MHA speak to the care coordinator, Patient Advice and Liaison Service (**see page 36**) or visit the patients' section on our website.

The main sections of the Mental Health Act are:-

Section 2

This section lasts for up to 28 days. Two doctors and an approved mental health professional (AMHP) decide when someone is put on section 2. A senior doctor known as a responsible clinician (RC) will be in charge of their care and treatment.

Section 3

This lasts for up to six months. Again two doctors and an approved mental health professional decide when someone is put on section 3 – and a responsible clinician will be in charge of their care and treatment. The main purpose of section 3 is to allow more time to effectively treat someone for their mental health problem.

Section 4

If someone comes to hospital under section 4 it means the approved mental health professional assessing them was very concerned about them and needed to act quickly. Section 4 means only one doctor saw them and it only lasts for up to 72 hours. A section 4 is usually followed by a section 2 or section 3.

Section 5(2)

If someone comes into hospital without being on a section, they would be an informal or voluntary patient. If they wanted to leave and this was not considered safe or appropriate, section

5(2) could be used by the doctor which lasts for 72 hours allowing for a decision on further care for example under section 2 or 3. Section 5(2) is sometimes called a 'doctor's holding power.'

Section 5(4)

If a doctor was not available to use section 5(2) a nurse may stop a patient leaving by placing them under section 5(4). This power lasts for up to six hours ending when a doctor assesses the patient. This is sometimes called a 'nurse's holding power.'

Section 136

A small number of people are brought to hospital under section 136, a power that can be used by a police officer if they are concerned about the way someone is behaving in a public place. The assessment suites where people are seen are referred to as place of safety suites.

Community Treatment Orders (CTO)

Some patients under section 3 can leave hospital and carry on receiving treatment in the community. A patient on a CTO needs to keep to particular conditions and can be recalled to hospital if there are concerns about them. A CTO lasts for up to six months and might be renewed.

Services to help and support you as a carer



What services are there to help and support me?

There are services available to support carers, but the type needed will vary from person to person.

You may need some emotional support such as someone to talk to who understands the pressures you are under. You may need practical help such

as assistance getting financial benefits or help shopping and cleaning. You may need both types of support. Examples of the support services available include:

- Time out or respite from your caring responsibilities
- The chance to talk to others in similar situations or join support groups or access counselling services, to help you look after your own wellbeing
- Financial support or advice on how to access it

What kind of support services does SLaM provide?

SLaM has support workers that can help carers and family members with some of the practical aspects of caring. This could include:

- arranging attendance at a carers induction course
- getting advice from a pharmacist on medications used
- arranging assessments for physical aids (such as handrails)
- giving you advice and directing you to the right support services
- finding someone to take over your caring duties for a short time so you can have some time off (respite care)
- arranging talking therapies for you such as counselling

Getting access to SLaM services

Can I also get therapy?

If you think that therapy may help you, a good first step is to talk to a doctor or nurse at your GP surgery as they may offer counselling services. If they do not offer counselling at the surgery, they will be able to refer you to someone that does.

Many carers centres are now offering counselling and the waiting times are not usually too long. For details of your local carers centre see pages?

It is also possible to refer yourself for therapy at any of the Increasing Access to

Psychological Therapies (IAPT) services below.

After a referral is made, you will usually be offered an assessment so that you can discuss what is on your mind and what might help you.

Croydon IAPT service
020 3228 4040

Lambeth IAPT service
020 3228 2194

Lewisham IAPT service
020 3049 2000

Southwark IAPT service
020 3228 2194



Services to help and support you as a carer

Other support for you

Help with benefits

A Department for Work and Pensions (DWP) online guide offers information on a range of benefits including the carer's allowance, attendance allowance and disability living allowance. The guidance is available at www.direct.gov.uk or call the DWP on: **0800 882200**

Disability Living Allowance and Attendance Allowance
0845 123 456 – 7.30am to 6.30pm (Monday to Friday)

Carer's Allowance
0845 608 4321 – 8.30am to 5.00pm (Monday to Thursday) lines close 4.30pm on Friday

The Citizens Advice Bureau (CAB) - also offers a useful online advice guide. For more information see www.citizensadvice.org.uk – or contact your local CAB office Local Authority Welfare Rights Services

and a number of voluntary agencies can give support and advice. For further information, visit: www.carerscentre.com or call them on **0800 161 3839**



“Speak out if something is wrong.” Carer

Help if the person I care for is violent

Though incidents of violence are much rarer than some media reports might suggest, they can occur. Your care co-ordinators should be able to provide information on local centres that support people who have experienced domestic violence.

Other sources of help include:

SupportLine offers confidential emotional telephone support in the UK for men, women, children and young adults.

Tel: **01708 765200**

Women's Aid – is a charity that operates a number of safe houses run by and for women experiencing domestic violence. They also run the National Domestic Violence Helpline – a free 24 hour service.

Tel: **0800 2000 247**

Web: www.womensaid.org.uk

Services to help and support you as a carer



Can I get involved in SLaM's services?

Where possible we want to involve families and carers in planning, delivering and improving our services. Your involvement could be as simple as giving us feedback on our services so we can improve them. If you would like

to be involved you can become a member of our Involvement Register. The register is for people who use SLaM's services and carers and examples of activities you might be involved in include taking part in a service planning

meeting, a recruitment panel, helping to deliver a training session or reading and commenting on a SLaM document or publication. Contact PALS for more information (contact details on **page 36**)

What support do other organisations provide?

A wide range of voluntary and private sector organisations provide support services for carers. A small number of organisations charge for their services, but this should be made clear at the outset.

Services might include support groups for carers,

telephone help lines, internet resources, short stays in residential care and day care services. They might also offer training for carers, information about benefits available to you and guidance on making decisions (perhaps related to the 2005 Mental Capacity Act).

The care coordinator should talk to you about the range of practical help available. There is also a list of organisations that provide support for families and carers at the back of this booklet.



“Carers’ experience makes them experts. The Trust must harness their role positively.” **Carer**

Where can I find more information with SLaM?



- **SLaM switchboard** – will be able to put you through to any of SLaM's services or departments.
020 3228 6000
- **SLaM 24hr Information line** – advice on how to access services.
0800 731 2864
- **SLaM Patient Advice and Liaison Service (PALS)** is a department of SLaM that provides help, advice and information about SLaM's services.
0800 731 2864
Web – www.slam.nhs.uk/pals
Email – pals@slam.nhs.uk
- SLaM website has a wide range of information including sections for both patients and carers:
www.slam.nhs.uk
- Making a complaint about a SLaM service or the way you have been treated – see inside back cover of this handbook.

Information leaflets available from SLaM

We are keen to ensure that all service users and carers can access written information on its services and policies. The care coordinator, care team or Patients Advice and Liaison Services (PALS) will be able to give you a wide range of written information, including any of the leaflets listed. A range of leaflets are also available on our website.

The following information leaflets are available:

- Service description leaflet including basic contact details
- Complaints
- Patient Advice and Liaison Service (PALS)
- Crisis service information
- Use of personal information
- Care Programme Approach (CPA)
- Mental Health Act
- Psychiatric Liaison team for Older Adults – A guide to delirium, depression and dementia for patients and carers
- Use of drugs and alcohol
- Psychological therapies
- Cognitive behavioural therapy for psychosis
- Family intervention for psychosis
- Medications
- National Institute for Health and Clinical Excellence (NICE) treatment recommendations (service user and carer version) on major conditions including anxiety, depression, bipolar disorder and schizophrenia
- Physical health including smoking cessation, healthy eating, safe sex, exercise
- Carer's assessments
- Rights of the nearest relative under the 1983 Mental Health Act
- Confidentiality and information sharing

Resources are also available on a range of topics, such as information about local support organisations for carers, and advice and advocacy services.

Services in your area



Local councils and NHS Services

We work closely with local councils and NHS organisations such as GPs, Clinical Commissioning Groups (CCGs) and health centres.

Local Health and Social Care departments:-

Croydon

Croydon council: **020 8726 6500**
www.croydon.gov.uk

Croydon CCG: **020 8274 6000**
www.croydonccg.nhs.uk

Lambeth

Lambeth council: **020 7926 5555**
www.lambeth.gov.uk

Lambeth CCG: **020 3049 4444**
www.lambethccg.nhs.uk

Lewisham

Lewisham council: **020 8314 6000**
www.lewisham.gov.uk

Lewisham CCG: **020 7206 3200**
www.lewishamccg.nhs.uk

Southwark

Southwark council: **020 7525 5000**
www.southwark.gov.uk

Southwark CCG: **020 7525 0400**
www.southwarkccg.nhs.uk



Services in your area



Local voluntary organisations that support carers

A wide range of local organisations offer support to carers. If you make contact and they are not able to help directly they will help you to find the right organisation to help and support you.



Croydon

Croydon Carers Information Service

(contact for services 1, 2, 3)

Tel: **020 8649 9339**

Web: **www.carersinfo.org.uk**

Email: **info@carersinfo.org.uk**

Rethink Severe Mental Illness, Croydon

Carers Support Project: helps carers and families of adults with severe mental illness.

Contact as above.

Young Carers Support Project: supports children who look after a parent or sibling who has a long-term illness, disability, mental issue, learning disability or drug or alcohol problem.

Contact as above.

Croydon drop-in: offers a counselling service to young people aged 11-25. Contact as above.

MIND in Croydon: for anyone with experience of mental distress or of using mental health services including friends, relatives and partners.

Tel: **020 8668 2210**

Web: **www.mindincroydon.org.uk**

Hear us: Group promoting the interests of people affected by mental health issues.

Tel: **020 8681 6888**

Web: **www.hear-us.org**

Croydon Community Drug Agency:

managed by Cranstoun drug services providing treatment and support for drug misuse. They have a weekly carers group.

Tel: **020 8686 7500**

Web: **www.foundation66.org.uk**

MDF The Bipolar Organisation: self help group for those suffering with manic depression / Bipolar and their carers

Tel: **08456 340 540**

Web: **www.mdf.org.uk**

Croydon Carers: organisation run for and by carers offering support to carers and campaigning for better services for carers in Croydon.

Tel: **020 8688 7219**

Web: **www.croydoncarers.org.uk**

Croydon Carers' Support and Advocacy

Service: offering advice on a wide range of issues, to Croydon based carers. These include benefits, housing, respite breaks, grants and difficulties accessing Social and Health services.

Tel: **020 8667 9893**

Web: **www.souththamescrossroads.org**

Lambeth

Lambeth MIND: for anyone with experience of mental distress or of using mental health services including friends, partners and relatives.

Tel: **020 7501 9203**

Web: **www.lambethandsouthwarkmind.org.uk**

Carer' Hub Lambeth: information and support services for carers in Lambeth including parent carers.

Tel: **020 7642 0038**

Web: **www.carershub.org.uk**

Disability Advice Service Lambeth (DASL):

for people with physical, sensory, or learning disabilities or mental health problems, their carers and families.

Tel: **020 7738 5656**

Web: **www.disabilitylambeth.org.uk**

Lambeth Harbour: support for crack, cocaine and stimulant users, their family and friends

Tel: **020 7095 1980**

Web: **www.blenheimcdp.org.uk**

Lambeth Mencap: for people with learning disabilities aged 18 and over, their families and carers.

Tel: **020 8655 7711**

Web: **www.lambethmencap.org.uk**

South Thames Crossroads: provides practical support to carers in Lambeth including home based respite care.

Tel: **020 8648 9677**

Web: **www.souththamescrossroads.org**

Services in your area



Lewisham

Carers Lewisham – provides a wide range of services to anyone with caring responsibilities in Lewisham including young carers (under 18).

Tel: **020 8699 8686**

Web: **www.carerslewisham.org.uk**

Alzheimer's Society (Lewisham): supports carers of people with dementia.

Tel: **020 8290 8190**

Web: **www.alzheimers.org.uk**

Family Health ISIS: supports people of African and African-Caribbean descent who are experiencing mental health difficulties.

Tel: **020 8695 1955**

Web: **www.familyhealthisis.org.uk**

Metro Centre: provides a weekly mental health drop-in group for anyone who identifies as lesbian, gay, bisexual, transgender or those questioning their sexuality.

Tel: **020 8305 5000**

Web: **www.metrocentreonline.org**

Vietnamese Carers' Support Project: offers support and help to Vietnamese carers of people with mental health problems. Based in Deptford.
Tel: **020 8694 0952**

Southwark

Southwark MIND: for anyone with experience of mental health distress or of using mental health services including people's friends and family.

Tel: **020 7358 7030**

Web: **www.lambethandsouthwarkmind.org.uk**

Southwark Carers: centre offering information, advice, support, counselling and help for people caring for people with mental health issues.

Tel: **020 7708 4497**

Web: **www.southwarkcarers.org.uk**

Alzheimer's Society (Southwark): providing information and signposting, healthy aging café and support group for carers.

Tel: **020 7735 5850**

Email: **Southwark@alzheimers.org.uk**

Southwark Legal Advice Network: where you can get advice to ensure that as a carer you are accessing all the support you are entitled to.

Web: **www.southwarkadvice.org.uk**



“Carers in Southwark, through Southwark Carers, can also access a personal budget – financial support that can be used flexibly to help give carers respite or simply to do something for themselves.”

Useful websites and contact details



Alzheimer's Society	Specialising in dementia	www.alzheimers.org.uk Helpline: 0300 222 1122
Carers Trust	Help and Advice and support for the unpaid carer	www.carers.org Telephone: 0844 800 4361
Carers UK	Help and Advice to carers in the UK	www.carersuk.org Advice Line : 0808 808 7777
Child Line	A 24/7 service for children requiring support and help	www.childline.org.uk Telephone: 0800 1111
Get Connected	Confidential advice for people aged under 25	www.getconnected.org.uk Telephone: 0808 808 4994
Mental Health Care	Institute of Psychiatry and SLaM advice on mental illness	www.mentalhealthcare.org.uk
Mind	Charity campaigning for people with mental health problems	www.mind.org.uk MindinfoLine: 0300 123 3393
Partners in Care	Royal College of Psychiatrists supporting carers in mental health	www.partnersincare.co.uk Telephone: 020 7235 2351
Rethink	Mental Health information and advice	www.rethink.org.uk Advice team service. 0300 5000 927
Royal College of Psychiatrists	Resources and advice on mental illness	www.rcpsych.ac.uk/mentalhealthinfoforall.aspx Telephone: 020 7235 2351
Samaritans	24 hour helpline for those in need of help	www.samaritans.org Telephone: 08457 90 90 90
SANE	Meeting the challenges of mental illness	www.sane.org.uk Telephone Helpline: 0845 767 8000
South London and Maudsley NHS Foundation Trust (SLaM)	Providing services to people with severe mental illness.	www.slam.nhs.uk Main switchboard Tel: 020 3228 6000 . Patient Advice and Liaison Service (PALS) (for help, advice and information). Tel: 0800 7312864
Support Line	Confidential emotional support for all age groups	www.supportline.org.uk Telephone: 01708 765200
Women's Aid	Working to end domestic violence to women and children	www.womensaid.org.uk Telephone: 0808 2000 247
Young Carers	Part of the Carers Trust specifically for young carers	www.youngcarers.net Telephone: 0844 800 4361
Young Minds	For young people.	www.youngminds.org.uk Telephone: 020 7089 5050

Tips for working with carers

At our annual family and carers listening event in 2012 we were very impressed by the words of one carer who gave the professional staff some tips for working with carers. SLaM would like to share these with you and thank the author – Matthew McKenzie for allowing us to do so.

- 1 **Communication is key**, if you do not understand the issue, do not be vain, ask the carer for clarification.
- 2 **We are all human**, as a carer, I expect staff to make mistakes, what is important is that you try to help.
- 3 **Look after yourself**, mental health professions are as tough as it gets, I do not want to do deal with anger management as a career, so report to your boss for time out, if things are getting you down. Remember the old proverb; you cannot help anyone if you fail to help yourself.
- 4 **Compassion**, avoid interrupting, let the carer speak, and sometimes all they want is someone to just listen to them. Even if their world is falling apart.
- 5 **There is no need to know everything**, if you are not sure, pass the carer on to a service or someone who knows. It's okay to tell us that you do not know what to do.
- 6 **Never neglect your own training**; the most valued staff are usually the ones who keep their own skills up to date.
- 7 **Make the effort to come to carer's group meeting**, carers do not bite! We would like to see more social workers, community nurses at carer's group meetings.
- 8 **Learning is sometimes outside the class**, that is, every day we learn something new. Be it good or bad, time to self-reflect, what have you learnt from a carer today. Put yourself in our position one day.
- 9 **Get back to us**. When I leave messages on phones or email and get no reply or even after some days later no apology, it makes us feel ignored.
- 10 **If there is something you're unhappy with**, avoid being confrontational. Some carers are difficult to get on with, but this just goes to show there is stress all round.

What if I am not happy with our services or the way I have been treated?

Sometimes things go wrong and you may not be happy with the way we have treated you.

If this is the case, you may be useful to raise your concerns with somebody on an informal basis first. This could be a member of PALS (Freephone 0800 731 2864) or the team manager for your care team.

If neither of these options resolve the problem, a formal complaint can be made by writing to the chief executive or our complaints department at:

South London and Maudsley NHS Foundation Trust
Complaints Department
Maudsley Hospital
111 Denmark Hill
London
SE5 8AZ.
Email: complaints@slam.nhs.uk

More information about the SLaM complaints procedure is available on the SLaM website and in a leaflet which may be available in waiting areas, or can be provided on request by the local care team, or by PALS.

What if I am happy with the way I have been treated?

We also welcome compliments so that good practice can be identified and shared across the trust. Compliments can also be sent to our complaints department (see above for contact details).



Options available

If you'd like a large print, audio, braille or translated version of this handbook then please ask us.

Useful contact details

SLaM switchboard:	020 3228 6000
24hr information line:	0800 731 2864
Patient Advice and Liaison Services:	0800 731 2864

Published – June 2013 (Version 3)

First published – June 2010

Second published – May 2011

Review date – May 2015

Designed by: bigfrankmedia.com