



Camden and Islington
NHS Foundation Trust

ACUTE DIVISION

CARER LEAFLET



ACUTE DAY UNITS



Your partner in
care & improvement



At C&I we are: Welcoming | Respectful | Kind | Professional | Positive | Working as a Team

Contents

1. INTRODUCTION	3
• What is a crisis episode?	
• The Acute Division	
• What is a carer and what are carer rights?	
• Confidentiality and information sharing during the crisis episodes?	
• What can I do to support the service user?	
• What can I do to support myself?	
2. THE ACUTE DAY UNITS IN CAMDEN AND ISLINGTON	6
3. GOING INTO AN ACUTE DAY UNIT	7
• The referral process	
• Initial assessment	
4. WHO ARE THE PROFESSIONALS IN THE ACUTE DAY UNIT?	8
• Psychiatrists	
• Mental Health Nurses	
• The Acute Day Unit Manager	
• Health Care Practitioners (HCPs)/Support Workers	
• Therapists	
5. WHAT INTERVENTIONS ARE PROVIDED BY THE ACUTE DAY UNIT TEAM?	9
• Key-working	
• Group programme	
• Medication	
• One-to-one therapy	
• Smoking cessation	
6. WHAT ARE THE 'MDT REVIEWS' AND SHOULD I ATTEND?	10
7. PRACTICAL INFORMATION ABOUT THE ACUTE DAY UNIT	10
8. WHAT HAPPENS WHEN A SERVICE USER IS DISCHARGED?	11
9. USEFUL CONTACTS	12
• How do I contact the Acute Day Unit?	
• How do I get more information?	
• How do I raise concerns or make complaints?	
• Local support information	
• Website links	

Introduction

What is a crisis?

In mental health, a 'crisis' refers to a time when an individual may need an additional and intensive period of support to manage their mental health needs.

Acute Division (Inpatient Wards, Crisis Houses, Crisis Teams, Acute Day Units and Liaison Services)

When a person is in a 'crisis' they may require services within Camden and Islington's **Acute Division**.

These services are: Liaison Services at Emergency Departments, Inpatient Wards, Crisis Houses, Crisis Teams, and Acute Day Units. They all aim to provide assessment and treatment in the least restrictive setting, while taking into consideration the individual's needs. The service user will be discharged back to their specialist community service or GP following an episode completion.

What is a Carer and what are Carer rights?

The word 'carer' refers to a friend, relative or partner of a service user. A carer may provide practical or emotional support to the service user. They may or may not live with the service user.

As a carer, you have legal rights and entitlements. These rights include:

- Having your needs assessed in a Carer's Assessment, which look at all your needs and determines whether you are eligible for services and additional support
- Receiving direct payments so you can choose the most appropriate service
- Rights in the workplace

Confidentiality and information sharing during crisis episodes

The Acute Division recognises the importance of information sharing between service users, professionals and yourselves.

Service users must consent to information being shared with you. Sometimes, service users may decide to share different types of information. For example, they may choose to share information about their diagnosis and care plan with you but not more sensitive, personal information. It can be upsetting and worrying when service users decide to withhold information from you. The Acute Division aims to support you during these times.

Clinical teams will be ready to focus on aspects of care which specifically relate to you (e.g. overnight leave from hospital if you live with the service user).

Introduction cont'd...

Clinical staff within the Acute Division, have a duty of care to disclose any appropriate risk information with you following a risk assessment.

All Acute Division services welcome information provided by you. You can provide 'third party information' which is kept confidential and not disclosed to service users. Service users cannot prevent clinical staff from receiving information from carers.

Top tips for sharing information between you and staff:

- Share your views on your own needs as well as the services users
- Inform the clinical team of the areas of care you wish to be involved in
- Always state if you want anything you say to be kept confidential
- If you wish to discuss issues with senior staff, please ask for this. Appointments with senior staff may need to be booked in advance. Any written information provided by the carer in advance of discussion is welcome

What can I do to support the service user?

It can be difficult to know how best to support an individual during times of crisis, especially if you see the individual experiencing acute distress, self-harm, extreme changes in behaviour or suicidal thoughts.

Here are some key things to keep in mind during this time:

- Mental health charities can provide information on how best to support individuals, however, unfortunately there is a 'no size fits all' rule
- It might be useful to note the helpful and not so helpful approaches you have already tried in supporting the individual
- Sometimes, it is valuable to understand the individual's diagnosis and how mental health problems affects them
- Keep a note of medication, changes to treatment and any questions you may have for the professionals
- Sometimes keeping a diary of all appointments and meetings can be helpful
- When possible, encourage the individual to continue to do shared daily activities with you

What should I do to support myself?



Crisis episodes can be a very difficult period for carers. Sometimes the crisis episode has been building and carers can already be exhausted by the time services intervene. Carers can then be faced with a variety of emotions during these times such as worry, relief, guilt and sadness.

During these times it is essential that you look after your own health and wellbeing. Often carers report that their main priority is the service user and their own needs can be neglected.

Here are some key things to keep in mind during this time:

- Try to eat regularly and exercise when you have the opportunity
- Monitor your sleep and ensure you have enough rest
- Try to give some time to yourself to do things you enjoy
- Balance your daily activities and cut down on non-essential tasks
- Talk to friends, family or join a local support group
- If you begin to feel low, you can speak to your GP. Talking therapies are also available via your GP
- Do not put too much pressure on yourself
- If you don't feel safe with the person you care for, or if they have hurt you, tell a health or social care professional

Acute Day Units in Camden and Islington

Acute Day Units offer intensive support from 10am - 4pm to service users who are in an acute crisis.

The Acute Day Units serve as an alternative to hospital and Crisis House admissions, and aim to offer support and treatment to resolve current crises.

Acute Day Unit admissions are short to medium-term, with a maximum stay of eight to ten weeks.

There are *two* Acute Day Units for adults (18+) across Camden and Islington.

NAME	LOCATION	CASELOAD
Daleham Acute Day Unit	Daleham House, North Camden	Approx. 30 service users
Jules Thorne Acute Day Unit	Daleham Acute Day Unit	Approx. 30 service users

Going into an Acute Day Unit

The referral process

Service users can be referred to an acute day unit by their community team, GP or via the Crisis Team. Sometimes, a service user may be referred to an acute day unit from another acute division service (e.g. from an inpatient ward or upon discharge from a crisis house).

Service users who are currently staying in Camden and Islington's two Crisis Houses can access the Acute day unit resources during their stay.

If you feel that a family member or friend may benefit from time at an acute day unit please speak to them or discuss this further with a professional involved in their care.

Referrals are accepted between 9am and 5pm each day. There is sometimes a waiting list for attendance.

Initial Assessment

If the referral is appropriate, service users will be offered an assessment for their suitability at an acute day unit. This is also an opportunity for the service user to look at the unit and ask any relevant questions. Perhaps you may want to attend this assessment with them.

On occasion, the team may feel the acute day unit is not the most appropriate service at that time (e.g. if the service user is not willing to engage in the programme).

Who are the professionals in the Acute Day Unit?

Each crisis team is made up of a 'multi-disciplinary team' (MDT) consisting of a variety of professionals. These include:

Acute Day Manager

The Acute Day Unit manager oversees both Acute Day Units. The manager has overall responsibility for the quality of care given in each unit. The manager is happy to see individuals and their carers at any time.

Psychiatrists

Consultant Psychiatrists are medical doctors who have undergone additional training to specialise in the treatment of mental health problems. Psychiatrists provide input into each acute day unit and regularly review the care plan and medication. Service users will tend to meet with a doctor during their time at an Acute Day Unit. The Consultant also supervises a team of 'Speciality Training' and 'Core Trainee' doctors. These are doctors who are currently undergoing the additional psychiatric training.

Mental Health Nurses

Trained mental health nurses work in the Acute Day Units. Nurses specialise in mental health medication and nursing roles.

Health Care Practitioners (HCPS)/ Support Workers

The delivery of treatment is also provided by a team of HCPS and support workers who have specialised interests and skills working with service users.

Therapists

There are number of therapists who work across both Acute Day Units. These include; Occupational therapists who specialise in helping service users carry out every day meaningful activities, clinical psychologists who specialise in talking therapists, music therapists who specialise in psychotherapy via music, art therapists who specialise in psychotherapy via art, drama therapists who specialise in psychotherapy via drama and dance and movement therapist who specialise in psychotherapy via movement.

Referral to the therapy team is led by clinical priority determined by the MDT.

What interventions will the service user receive whilst they are in the Acute Day Unit?

Interventions are based on the recovery model and aim to help individuals build their skills, confidence and self-esteem.

All service users who attend the acute day unit will have a care plan. This outlines the planned treatment an individual will receive whilst at the acute day unit. It is important for the clinical team to get input from service users and their carers about what they would like included in the care plan. Please feel free to put forward any suggestions to the care plan. All service users should have a copy of their own care plan, and if they give permission, this can also be given to their carer.

Key-working

Each service user is allocated a key-worker during their time at the units. Key-workers try and meet with service users at least once a week during their time at the unit. Their role is to guide and support the individual through the recovery progress. They will work with the individual to think about what they need to do to stay well. This might include setting short and long term goals and thinking about strategies to help deal with difficult emotions. If appropriate, key-workers may also give advice on issues related to the individual's wellbeing such as healthy living, learning about mental health conditions and taking medication.

With the service user's consent, the Key Worker will liaise with carers and other health professionals involved in the individual's care. The Key Worker is a good point of contact should you have any concerns about the individual you are caring for, or if you wish to discuss anything about their care

Smoking cessation support

Camden and Islington is a no smoking Foundation Trust. Smoking is not permitted anywhere on site. Smoking cessation and nicotine support is offered.

One-to-one therapy (psychology, art, music and drama therapy)

A range of therapeutic one-to-one interventions are delivered to promote well-being and facilitate recovery. Referral to one to one therapy is led by clinical priority determined by the multi-disciplinary team.

Interventions cont'd...

Group programme

The main interventions at the Acute Day Units are centred on a weekly group programme which incorporates a broad range of therapeutic groups. Examples of some of the groups that might be taking place include talking groups, dance and movement therapy, art and music therapy, pottery, walking, creative writing and film groups.

Each service user will be given a timetable of the group programme. You can also ask for this information.

What are Multi-disciplinary Team (MDT) Reviews and should I attend?

MDT reviews are held regularly between staff, the service user and if appropriate, community professionals (e.g. the service user care coordinator). Each review aims to develop care plans and to move service users towards discharge.

You are welcome and encouraged to attend these reviews if the service user agrees. If the review times are unclear or if you need to attend at a specific time during the week, please telephone the Acute Day Unit. You can also request to speak to staff on a one-to-one basis if necessary.

Medication

When appropriate, Acute Day Units sometimes take over the prescribing and disposing of medication. This will be reviewed by the medical and community team. When a service user already has a community team usually medication administration continues in this team.

Practical information

When are meal times?

Lunch is provided free of charge between 12.00-12.45pm. Service users can make snacks and hot drinks in the kitchen area.

What are the visiting arrangements?

Unfortunately, visitors and carers cannot attend the Acute Day Units unless they have a planned appointment with a professional.

What are the expectations of the service user?

Acute Day Units expect service users to attend the unit for a minimum of three days per week and to engage in the relevant treatments.

What happens when the service user is discharged?

Discharge from the Acute Day Unit will be planned with the MDT. A discharge planning meeting will take place, which the service user is invited to attend. You may also wish to attend this meeting.

If appropriate, some service users will be referred on to other services within the acute division such as the crisis teams. Some service users will be referred to new community teams within other divisions. These teams provide community support and follow up. Sometimes service users are allocated a care coordinator from the relevant community team. This professional acts as a key point of contact for the service user and their carers.

On occasions, service users are also referred to voluntary organisations such as MIND.

When an individual is discharged, a discharge plan will be available providing information about follow up support and who to contact in case of need.

If you have any questions or concerns about discharge, please discuss these with the Acute Day Unit Team.

For more information on Camden and Islington's community mental health support teams, please refer to **www.candi.nhs.uk**.

What happens if I am concerned about the service user?

Your expertise and knowledge of the service user is crucial. If you are concerned about the service user, you can speak to the Acute Day Unit staff, GP or community team between 9am-5pm weekdays.

You can also speak to the crisis team or encourage the service user to attend A&E outside of working hours.

Useful contacts

How do I contact the Acute Day Unit?

Main Switchboard number: 020 3317 3500.

How do I get more information?

Please feel free to speak to staff members.

Trust website

www.candi.nhs.uk

How do I raise concerns or make complaints?

You can speak directly to the Acute Day Unit staff or manager about any concerns or complaints you may have.

Alternatively, you can contact the Advice and Complaints Service who will try to resolve your concerns. This service is confidential and open between 9am and 5pm Monday to Friday.

Phone number: 020 3317 3117

Email address: complaints@candi.nhs.uk

Office address: Advice and Complaints Service, Camden and Islington, NHS Foundation Trust, 4 St Pancras Way, London NW1 0PE

Useful websites

www.rethink.org.uk

www.mind.org.uk

www.carersuk.org.uk

Men's Advice Line: 0808 801 0327

Solace Women's Aid: 0808 802 5565

This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request. Please contact Shabir Abdul at equalityanddiversity@candi.nhs.uk or on **020 3317 7170**.