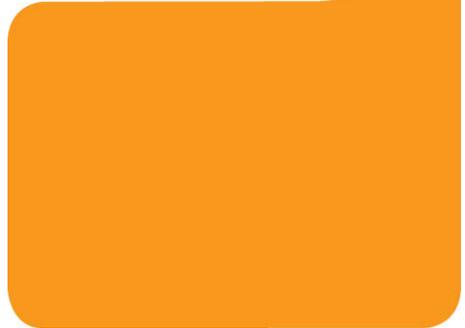




Camden and Islington  
NHS Foundation Trust

# CARERS WELCOME PACK

# COMMUNITY MENTAL HEALTH DIVISION



Your partner in  
care & improvement



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

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## WELCOME

Caring for someone experiencing a period of mental distress can be a challenging, sometimes life-changing experience. You may be a long term supporter of someone living with a mental health condition; or you may be entirely new to offering care to another person in this situation.

The person you care for is now receiving a service from Camden and Islington NHS Foundation Trust (the Trust), in partnership with the local authorities in these boroughs.

The Trust would like to acknowledge the care that you provide, as well as the physical and emotional energy it can take to be a carer. We would also like to support you with this task, and to always be more '**carer aware**'.

This is a guide, written specifically for carers and co-produced with existing carers, which will answer five main questions.

- What care, treatment and support is the person I care for receiving from you?
- What can the Trust, in partnership with my local authority, offer to support me in caring?
- Which other places are available in my local area that can help me?
- How can I support the person I care for in a crisis?
- What information might, and might not be shared with me as a carer?

Words which we use that you might come across often in services are written in **green**, and you will find a 'jargon buster' section at the end of this pack, which explains what they mean.

# What care, treatment and support is the person I care for receiving from you?

The person you care for is now using services provided by the Trust's community mental health division. The main services in this division are:

## **Complex Depression Anxiety & Trauma (CDAT) service**

This provides a multi-disciplinary approach in working with those who experience complex depressive and anxiety disorders, or have experienced trauma. Professionals from a range of disciplines including medicine, psychology, nursing, occupational therapy and social care provide care coordination and a range of help including psychological therapies, medical treatment and social **interventions**.

## **iCope**

This is the Camden and Islington Psychological Therapies Service. They offer therapies for adults of all ages, which aim to help people learn ways to help themselves so they feel more able to cope with problems.

## **Mental Health Assessment and Advice service**

They offer initial assessments to determine what a person needs and the most appropriate service to meet that need. They provide information, advice, educational support and consultation to other professionals and agencies on the management of mental illness.

## **Neurodevelopmental Disorders (Attention Deficit and Hyperactivity Disorder and Autism Spectrum Disorders) Clinic**

This service offers psychiatric and psychological **assessment**, consultation and guidance to people who may experience one of these conditions.

## **Personality Disorders service**

They offer clinical management and **care coordination** for those with a diagnosis of personality disorder. This involves working in a structured way towards the service user's goals to improve daily functioning and support with social care needs. Dialectical Behaviour Therapy (DBT), Mentalisation Based Treatment (MBT) and Schema Therapy (ST) are offered by the Specialist Therapies team.

## **Practice Based Mental Health Teams**

These are teams of C&I consultants, nurses and psychologists working alongside GPs and other primary care professionals, often in the GP practice. They offer mental health expertise, advice, training and consultation to GPs and practice staff and see patients for comprehensive mental health assessments.

## **Psychodynamic Psychotherapy service**

They offer a psychodynamic consultation service that leads to a treatment recommendation. This includes individual and group psychotherapy on a brief or longer term basis. Issues addressed may be depression, relationship and interpersonal difficulties, anxiety, loss, career difficulties, low self-esteem and emotional life problems expressed through unexplained physical symptoms.

## **Traumatic Stress Clinic**

This provides evidence-based psychological treatment for people with complex post-traumatic stress disorder (PTSD). People who have had a single incident are seen by the iCope service.

## **Referral, transfer and discharge**

Each of these services have separate referrals processes. Some take self-referrals, and others may need a referral from your GP or prior service. Please take a look at the 'Useful websites' section below for further information about this.

When someone is discharged or transferred from a service, this should be with the involvement of the person using the service, who should be clear of the reasons for this. If you have questions about discharge as a carer, you may speak to a clinician at the service for further information

## What can the Trust, in partnership with my local authority, offer to support me in caring?

The first type of support we can offer you is a **Carer's Assessment**. This is a holistic assessment of your caring role, looking at the type of care that you give, and how you might be supported to manage any pressures accompanying this.

Some of the main areas might be: supporting the person you care for with daily needs like washing and dressing; taking them to places; supporting them emotionally; and helping manage their finances.

We consider the impact of this care upon you, looking at your physical and mental wellbeing. We also think about how caring might affect you taking a break, having time for yourself, and getting involved with activities caring might make it difficult to do.

You will complete this with support from someone from the service the person you care for accesses. We will listen to you and at the end of the assessment think about way we can help.

Sometimes this might mean arranging you some support from the local authority. For example, this could be a **respite** break from

the caring task, or a small budget to spend on an activity to help you relax. The support we might offer could also be suggestions of how you could learn more about the condition of the person you care for or places which you can access to meet other people in a similar caring role. Sometimes carers may not feel safe at home looking after the person they care for.

They may be hurt physically or emotionally and be left feeling vulnerable. If this happens, it is important to tell a health or social care worker about it, so you can be safeguarded. There are also community organisations that can help at the back of this community pack. It's important to say what is offered very much depends on what care you are offering, and how it effects you. Everyone's situation will be different.

## Real-life example - Khadija

Khadija cares for her adult son, who has autism and obsessive compulsive disorder (OCD). When offered a carer's assessment by her son's care coordinator, Khadija identified that she was struggling to manage the pressures of full-time work with the tasks she helped her son with. These were mainly travelling to and from appointments, reminding him of appointment times, and helping him to manage the money he received every week. She also was still unsure about what OCD was, and why her son behaved sometimes in the ways that he did.



Khadija was offered support from her son's mental health team in understanding more about OCD, as well as details of local OCD and carers support groups which she can attend and meet other parents in a similar situation.

To help relieve some of the pressure on her, and with her son's consent, he was offered more support around travel to appointments and money management from a local support service working with adults with autism.

Khadija was also offered a small personal budget each week from the local authority. She was able to use this money to go once a week, with a friend, to a yoga group. She found this gave her some personal space she was missing, and helped her to manage her often stressful day to day life.

***Names have been changed and a stock image has been used.***

## Which other places are available in my local area that can help me?

There are different services available in your local area which might help you both directly and indirectly in the care you provide. For example, these might be services the person you care for can use, which will support them and relieve the pressure on you.

There might also be services you could use which could be of benefit to you, like local carer groups.

Stephen and Janice are a retired couple caring for their daughter, who lives at home with them, and who experiences anxiety and panic, as well as long periods of depression. They were able to find details of local counselling services which helped them to share how they were feeling about this new role in their life together. Janice was also able to find a local community centre for retired people, where she met new friends and began an art course.



*Names have been changed and a stock image has been used*

The main services specifically for carers are listed below. If you would like to see an easily accessible, fully comprehensive list of local services, please take a look at the 'Useful websites' section at the end of the pack.

### **Islington Carers Hub – 0800 085 1141**

[www.islingtoncarershub.org](http://www.islingtoncarershub.org)

Call or email for advice information and support on any aspect of your caring role, health, community care, benefits, housing, your legal rights and emotional and practical support.

### **Camden Carers Centre – 0207 428 8950**

[www.camdenccs.org.uk](http://www.camdenccs.org.uk)

Camden Carers Service (CCS) is a partnership between Camden Carers Centre and Centre 404. CCS offers advice, support and activities for family and unpaid carers across the borough.

### **Carers UK – 0808 808 7777**

[www.carersuk.org](http://www.carersuk.org)

This is a national charity offering expert advice, information and support to carers. In addition to fact sheets and other advice publications, Carers UK offer a supportive telephone line which carers can call to get support, as well as online forums where carers can speak to others about caring.

### **Carers Trust**

[www.carers.org](http://www.carers.org)

This is also a national charity, offering advice and support and access to online communities of carers of varying ages. This organisation developed a strategy for carers of those with mental health issues, called 'The Triangle of Care'. You can read more about that here:

<https://professionals.carers.org/working-mental-health-carers/triangle-care-mental-health>.

# How can I support the person I care for in a crisis?

People have told us that it is important for them to be able to help the person they care for in a crisis. This means that they can feel safer and more secure in knowing what to do. A carer is likely to be the first person who sees a crisis beginning, and we recognise that your involvement can be very supportive in the supporting the person you care for in recovering from this situation.

We would describe a mental health crisis as being a situation in which the person you care for feels at risk of harming themselves or others around them because of distress caused by their condition. It might also be a situation where the person feels their mental health is leading them into this situation. It is likely to be a time where they behave in a way that is more severe than is usual for them, although this might not always be the case.

We recognise it is also important for carers to feel 'safe' themselves at home when this happens.

For services which offer a **care coordinator** they will be the first person to speak to if you have worries about the person you care for or your own safety. There may also be a duty worker who you can speak to, if you cannot speak to their care coordinator. This is a person

who works for the same service as the care coordinator, and likely does exactly the same role. It's very important to keep in touch with our services throughout this time.

These people will work between 9am and 5pm, Monday to Friday. If you have a concern outside of these times, for example at a weekend or in the middle of the night, or on a public holiday, then there are still services you can speak to. These are listed below.

## The Crisis Resolution Team – 0203 317 6333

This is a 24 hour a day service, run by the Trust. They can offer advice and guidance on how to deal with a mental health crisis. They may offer a one-off, or regular visits to the person you care for, either at home, or at their offices. They can also organise a stay in a crisis house or to a hospital, depending on the needs of the person you care for.

Please be reassured that an admission to hospital is the last choice mental health services make for someone. There are many different ways we can support a person in a crisis before this is considered.

## **Crisis Houses**

There are several crisis houses which operate across Camden and Islington. These are places where someone can go to stay for a week or two when their mental distress has become hard to bear and they need some respite. They are staffed with supportive people who can give the person you care for regular help. They also run activities which can help to ease the person's distress. They are not hospitals, and using them is a completely free choice of the person you care for.

All of these places will accept a request from the person in distress to be considered for their service. They will also accept your request. They will then seek to speak to the service of the person you care for to get more information about the person.

Please be reassured that the crisis team, or the service of the person you care for, can also ask the crisis house to consider the person for their service. You don't have to do this alone. If their service is not suitable, they will tell you why, and you can talk about what other options might be better.

## **Highbury Grove Crisis Project - 0207 288 1051**

Provided by One Support Housing

Group, this provides a support service for short-term crisis interventions, including short-term residential stays, evening drop-in centre and evening-overnight crisis telephone support.

## **Drayton Park Women's Crisis House - 0207 607 2777**

A residential mental health crisis response to women who would otherwise be admitted to hospital. This offers short term crisis interventions and supports women to link into community services and opportunities that enhance their health and wellbeing. Children can also be admitted with their mothers. The House is part of Camden and Islington Foundation NHS Trust.

## **The Maytree Respite Centre - 0207 263 7070**

This offers a free four-night/five-day stay, and the opportunity to be befriended and heard in complete confidence, without judgment and with compassion and warmth.

**The Rivers Crisis House -  
0203 317 6860**

A mixed-gender inpatient facility providing a comprehensive mental health assessment, medication review, informal counselling, occupational activity and group therapy. We also have links with acute day services which also offer one-to-one and group therapy.

**North Camden Crisis House -  
0203 317 6300**

A mixed-gender inpatient facility which provides a comprehensive mental health assessment, medication review, informal counselling, occupational activity and group therapy.

**Solace Women's Aid -  
0808 802 5565**

**Men's Advice Line -  
0808 801 0327**

**Advice and support telephone numbers**

There are national charities that offer help lines which you, or the persons you care for, can use if they feel distressed. These lines may be the right choice if the person you care for feels they need someone to talk to, rather than any immediate medical support.

**The Samaritans –  
116 123, 24 hours a day.**

**Saneline –  
0300 304 7000, 6pm – 11pm.**

**If you think the person you care for is at an immediate risk of harming themselves or others, or has done so, please call an ambulance or the Police, using 999. You can also take them to a hospital with an emergency department.**

## What information might, and might not be shared with me as a carer?

Carer's can understandably find it frustrating when they would like to know more about the support the person they care for is receiving, and they are refused information.

We must acknowledge that there may be some things that the person you care for does not wish for us to share or involve you with. Where this is the case, we will be open about this with you and offer support by other means, for example, by giving general information which does not breach confidentiality.

There may also be times when we have to share information about the person you care for with other services because of our legal duty to keep the person, or others around them, safe from harm. This would be a last choice for us, and would only be done in those very specific circumstances



## Jargon buster

You may see some of the following names for things involved with the service of the person you care for. Here are some explanations of what these mean which we hope you will find useful. If you're not sure about something, or want to find out more, please just ask someone at the service the person you care for uses.

**Assessment** - a thorough look at the needs of the person you care for. This will look at the person's mental health needs, but will also consider the impact of their mental health upon their physical health; their ability to get involved in their daily self-care; their social situation; work and learning; and other areas

**Care Act** - this is a recent piece of law from 2014, which entitles everyone who may have social care needs to an assessment from the local authority. This may be done by a mental health service, depending on the situation.

**Care coordinator** - a person who works for a mental health team, usually a nurse, occupational therapist or social worker, who supports a service user to create a care plan. They then make connections with the people and services identified in the care plan

to support the person to recover from their current difficulties. Everyone under CPA has a care coordinator.

**Care plan** - a document that is created for the service user following meeting with their treating professionals. This will be proportionate, depending on the person's needs. Carers should be invited to contribute when the service user consents, as well as receiving a copy.

**'Carer Aware'** - this is when services and organisations are mindful of the support and pressures upon carers, provide support to them and involve them in shaping service provisions.

**CPA** - this stands for the 'Care Programme Approach', a multi-disciplinary care and support planning process for people with complex mental health issues. Someone receiving a service under CPA will be offered a care and support CPA plan.

**Crisis plan** - this is a plan created with the service user, carers and different team members, giving options for the person and their carer should the experience a mental health crisis.

**Experts by experience** - these are people who have a lived experience of mental distress, and who may have used mental health services. Their insight into how services work, and their suggestions for improving them, are very useful.

**Personal budget** - a budget provided from the local authority to some people to support them meet their social care needs. Accessing a personal budget is dependent on the needs of the individual, following an assessment under the Care Act 2014.

**Personal health budget** - this is a budget provided by the NHS which can support a patient to pay for services meeting their health needs. Accessing a personal health budget is dependent on the needs of the individual, and an assessment by a professional.

**Recovery** - this is the idea in contemporary mental health services that people can define

for themselves how they will recover from their mental distress, and what this will look like when it has happened. For some people with enduring mental health conditions, this might not mean having no medical symptoms of mental disorder, but rather being able to manage these and participate in daily life as the person wishes.

**Respite** - this means having a period of rest for someone who is under pressure, away from the situation causing them stress. For service users, this might mean a short stay in a crisis house, for example. For carers, this might mean taking a short break from their caring role.

**Safeguarding** - this means everyone has the rights to feel safe at home. Safeguarding is a way of protecting people and is the responsibility of all health and social care professionals under the Care Act 2014.

## Useful websites

For more information on Community Mental Health Division services:

[www.candi.nhs.uk/our-services](http://www.candi.nhs.uk/our-services).

For more information on carers assessments:

[www.carersuk.org/help-and-advice/practical-support/getting-care-and-support/carers-assessment](http://www.carersuk.org/help-and-advice/practical-support/getting-care-and-support/carers-assessment) and [www.carers.org/carers-assessment](http://www.carers.org/carers-assessment).

For a directory of services offered in Islington:

<http://directory.islington.gov.uk/kb5/islington/directory/local.page>

For a directory of services offered in Camden:

<http://cindex.camden.gov.uk/kb5/camden/cd/home.page>

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](mailto:equalityanddiversity@candi.nhs.uk) or on **020 3317 7170**.