

Contact

Please talk to your care coordinator for further information.

For information on Trust services, visit:

www.awp.nhs.uk

PALS

To make a comment, raise a concern or make a complaint, please contact the Trust's Patient Advice and Liaison Service (PALS)

Tel: 01225 362 900

Freephone: 0800 073 1778

Email: awp.pals@nhs.net

Other languages and formats

If you need this information in another language or format (such as large print, audio), please contact PALS.



Lead: Banes Involvement Coordinator

Leaflet code: AWP024B

Last reviewed: July 2023

Next review: July 2026



CARER/SUPPORTER INFORMATION

AWP BANES



BANES Carer/Supporter Information

Caring or supporting someone with a mental health condition is sometimes a lonely and difficult time. Accessing mental health services in crisis situations can be stressful.

You may not recognise yourself as a carer, but Avon & Wiltshire Mental Health Partnership NHS Trust (AWP) use the term 'carer' to mean a person who may be a family member, friend or neighbour, supporting or helping someone with a mental health problem.

As carers ourselves, we thought it was important to develop this information booklet specifically for carers in Bath and North East Somerset (BANES). We worked together with AWP staff in BANES to produce it. It contains information, useful phone numbers and contact times.

Also included in this booklet is a copy of the 'Family, Friends and Carers' Charter'. This is an important document which demonstrates AWP's commitment to supporting and valuing your role as a carer.

We hope you find the pack useful.

BANES Carers Forum



Help in a hurry

24 hours a day, 365 days a year

In a medical emergency

Tel: 999

For urgent medical problems call NHS Direct

Tel: 111 Non emergency medical help & info on local services

AWP Response Line, 24hrs a day

Tel: **0800 953 1919**

If you or your loved one feels unsafe, at risk or unable to cope without professional advice, our dedicated staff, will respond to your enquiries and arrange for trained mental health advisors and clinicians to help enable you to manage your difficulties.

For someone to listen, 24hrs a day

Samaritans

Tel: 116 123

Shout (open 24/7)

Text: shout to 85258

These calls are free of charge.

Artwork by Jess Crowden



Useful contacts

AWP Patient Advice and Liaison Service (PALS)

Tel: 01225 362900 Freephone: 0800 073 1778

Email: awp.pals@nhs.net

BANES Carer's Centre

Freephone: 0800 388885

KS2 Bath - Carers Support Group

Tel: 07528 668040

Papyrus - Prevention of young suicide

Tel: 0800 684141 Text: 07860 039967

The Advocacy People - Advocacy Service

Tel: 0330 440 9000

FRANK - National Drugs Helpline

Tel: 0300 1236600

National Domestic Violence Helpline - 24 hr Freephone for Domestic Abuse

Tel: 0808 2000 247

Artwork by Eddie Bowkett



AWP's Family, Friends and Carer's Charter

In AWP we use the term 'carer' to mean people who may be a family member, friend or neighbour who supports or helps someone who has mental health problems.

This is our commitment to you:

- We will value the experience and expertise that you have and work with you as equal and expert partners, in order to give the best possible care.
- We will identify you, the person/primary carer, who gives most support, either at first contact, or at the earliest opportunity, in the community or in the hospital. We will make contact with you as soon as possible.
- We will give you, the primary carer, clear and up-to-date information on what to do in a crisis, both in working hours and at night, and how to get support for yourself.
- We will make sure you have access to an assessment of your needs, whether with us or a partner organisation. We will make sure any identified needs that are our responsibility will be followed up.
- We will look at the broader family or support system and recognise their role, acknowledge the impact on them and offer support.



Notes

- We will understand that when there is a bereavement that we need to provide you with support at a difficult time.
- We will recognise that you are integral to the whole care plan, initial assessment, risk assessment, reviews, discharge and recovery planning, including how to re-enter services when needed. Where the person you care for agrees, you will be given copies of these plans.
- We will not expect you to care, or manage risk, without sufficient information and support to do so.
- We will have clear guidelines and practice about confidentiality which we will share with you. We will use these rules with common sense, compassion and empathy.
- We will recognise that you have a right to talk to professionals privately about your concerns and expect your confidentiality to be respected.
- We will involve you in the planning and development of services which includes making sure that there is comparable service provision in all areas of the Trust.



Charlotte Hitchings
Trust Chair



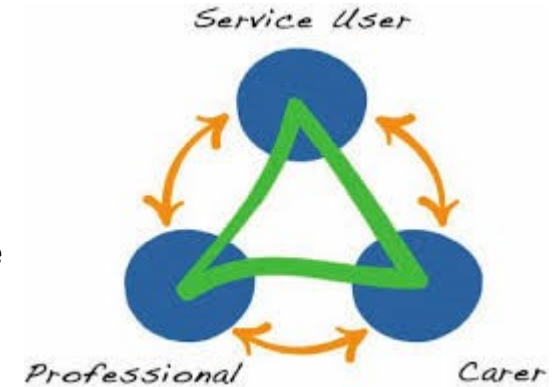
Dominic Hardisty



Notes

Triangle of Care

As a carer you should be reassured that the Trust is proud to be members of **The Triangle of Care - Carers Included: A Best Practice Guide in Mental Health Care in England**



The main aim of the scheme is to help staff identify the things that will achieve a better collaboration with carers. It is recognised nationally as evidence of good practice when working with carers.

It also:

- Refers to the essential three-way relationship between professionals, service users, their carer's and families.
- Emphasises how bringing together the knowledge of all people involved in the care of a service user, helps to create a fuller picture of their needs, maintains important relationships and promotes recovery.

We continually strive to maintain a positive working relationship with our carers, be consistent in the way we work with carers and value the contribution that you make.

We know that by working in partnership with you (our carers) we are more likely to reduce your stress and enable you to continue caring without becoming ill yourself.

Triangle of Care

The six key elements to being an accredited member of the scheme are as follows:

1. Carers and the essential role they play are identified at first contact or as soon as possible thereafter.
2. Staff are 'carer aware' and trained in carer engagement strategies.
3. Policy and practice protocols about confidentiality and sharing information are in place.
4. Defined post(s) responsible for carers are in place.
5. A carer introduction to the service and staff is available, with a relevant range of information across the care pathway.
6. A range of carer support services is available.

[Click here for more information](#)



Triangle of Care



Invaluable to attend - worth investing the time and effort to help learn how to take care of self and others

Mental health training for non-paid carers

Family, friends, supporters of a loved one with mental health challenges

Free to carers living or supporting someone in BANES

Developing knowledge, understanding and approaches, to create the best possible environment that supports everyone's emotional and mental wellbeing.

Course delivered over 4 sessions.

Bath Carers Centre

Exact dates & times TBC

For more info or to book
Call Ralph, St Mungo's on 07825 115 775
E-mail ralph.lillywhite@mungos.org
www.bridges2wellbeing.co.uk/carers-training

A QR code located at the bottom left of the poster, which likely links to the training information.

KS2 Bath commissioned and developed this training in collaboration with St Mungo's, with support from Avon & Wiltshire Mental Health Partnership NHS Trust (AWP) and BANES Carers Centre.

The logo for KS (King's Speech), featuring the letters "KS" in a stylized font.The logo for St Mungo's, with the tagline "Ending homelessness. Rebuilding lives."

Quotes from carers/supporters

‘As a carer, the information about all the teams with phone numbers is extremely useful’

‘I wish we had this when I first needed services’

‘The carers pack is a very important document, giving local and trust wide information to carers to help support their loved ones’

Confidentiality

Information for carers



Do you support/ care for someone with mental health difficulties?

If so you are called a carer. As a carer, you hold the story and know the person you support. You can tell when they are becoming unwell and as such, you are the best person to provide this vital information that the professional needs to know.

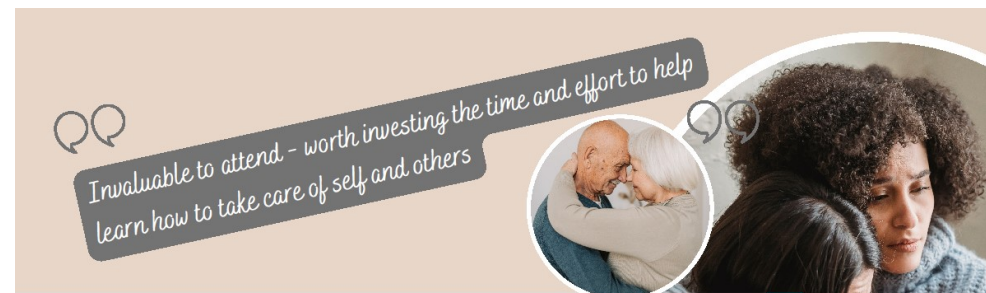
Listening to carers

A member of staff can listen to information from a carer about the person they are caring for and offer general advice. This will not breach confidentiality.

Issues around confidentiality should not be used as a reason for not listening to carers

“Confidentiality” should not be used as a reason for not listening to carers, nor for failing to discuss fully with individuals the need for their family and friends to receive information so that they can continue to support them”

(*Department of Health: Developing services for carers and families of people with mental illness, November 2002)



Mental health training for non-paid carers

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Free to carers living or supporting someone in BANES

Developing knowledge, understanding and approaches, to create the best possible environment that supports everyone’s emotional and mental wellbeing.

Upcoming dates in 2023

Bath Carers Centre
September,
Exact dates & times TBC

For more info or to book

Call Ralph, St Mungo's on 07825 115 775

E-mail ralph.lillywhite@mungos.org

www.bridges2wellbeing.co.uk/carers-training



KS2 Bath commissioned and developed this training in collaboration with St Mungo's, with support from Avon & Wiltshire Mental Health Partnership NHS Trust (AWP) and BANES Carers Centre.





KS2 Bath

Keep Supporting through Knowledge and Skills

*A support group for carers
of people with mental
health difficulties*



**Do you have a relative or friend with mental health difficulties?
Do you support them? If so, you are a carer and this group is for
you!**

Meet other people who face similar challenges as you, who can understand and support you. As well as support, we can help you with:

- Information on the changes currently taking place within the mental health services
- Access to training
- A chance to get involved and improve the services within mental health for service users and carers

We meet on the second Tuesday of each month:

7:00 - 9:00 pm

We also have a 'café drop in' session every third Thursday of the month

10:30 am - 12:00 noon

Come along for a chat, have a tea or coffee and meet real people who know what you are going through - we look forward to seeing you there

Both sessions take place at:

**The Bath Carers' Centre, The Woodlands,
Lower Bristol Road, Bath, BA2 9ES**



@ks2bath



@ks2bath



hello@ks2bath.org



Ks2bath.org

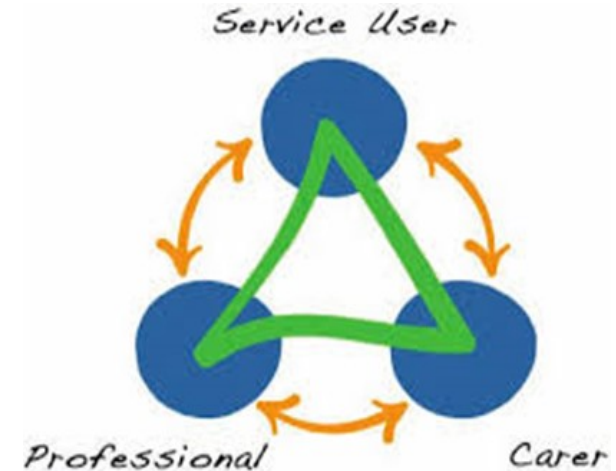


07528 668040

Giving carers information

It is important that you, as a carer are provided with information on how to get help and support, particularly during a crisis.

If you are included as part of the support team, have good communication and feel supported you will be more able to provide better care.



**You as a carer should not be expected
to provide support for the person you
care for without sufficient information to
enable you to do so**



Confidentiality

Everyone, including the carer, has a legal right for their information to be kept private (confidential). We have to get permission (consent) from service users to share information about them. We do this by asking service users to complete and sign an 'Information sharing and consent form'. This confirms who they are happy for information to be shared with and what information they wish to keep private.

Sharing of information should be discussed with both the service user and carer at an early stage and be revisited regularly. In these discussions, staff will let you, as a carer, know what information we can and cannot share.

Even if a service user continues to withhold consent to share information with a carer, the carer should be listened to and given information to help them provide effective care

Support for carers

As a Carer/ supporter of someone with a mental health difficulty, you should be offered an assessment of your own needs with your own written care plan. Talk to the care co-ordinator and ask for an assessment. They can also offer signposting for further support.



Care 'n' Share Cafe

Caring for someone with mental health issues?

Trying to find your way?

Want a break, a chat, a bit of help and advice?



2nd Friday of every
month
10:00 am - 12:30 pm

The Boathouse,
Newbridge Road

*****Drop in: Tea, Coffee & Soft Drinks are on us*****

Who are we?

Jo – Involvement Coordinator, BANES, AWP
A rep from the BANES Carers' Centre
AWP clinical staff member experienced in mental health

For more info: contact Jo Woodsford
Tel: 07714 174462 Email: j.woodsford@nhs.net



The Carers' Centre also offers



Wellbeing

A Wellbeing Programme so you can take a break from caring. Caring can be relentless. You may feel you have no time to stop or take care of yourself. Our Wellbeing Centre and activities give you the space to breathe, recharge and stay well. Find out more at banescarerscentre.org.uk/carer-breaks or give us a call.

Children & Young People

We offer services for young carers aged 5 to 17. We can provide a needs assessment, peer support groups and fun days out. We also offer support for 18 – 25 year olds to help transition into adult services.

Get in touch

Freephone: 0800 0388 885

info@banescarerscentre.org.uk

banescarerscentre.org.uk

Bath Carers' Centre, The Woodlands, Bath BA2 9ES



Information and contact details

Information taken from the BANES Carers Centre leaflet



Inpatient Ward Information

Sycamore Ward – Psychiatric Inpatient Unit

Address: Hillview Lodge, Royal United Hospital, Combe Park, Bath, BA1 3NG

Phone number: 01225 362735

Inpatient Psychiatrist: Dr Wallace

Ward Manager: Vicki Price

Visiting times: 10:00 am— 8:00 pm every day

Appointments with Responsible Clinician (RC) or Specialist

Psychiatrist: Appointments can be made by contacting the ward staff to arrange. Telephone consultations can also be arranged.

Carers can speak with nurses on the ward at any time.

Cedar Ward – Older Adults Inpatient Unit

Address: Hillview Lodge, Royal United Hospital, Combe Park, Bath, BA1 3NG

Phone number: 01225 675196

Ward manager: Ben Amor

Visiting times: There are no set visiting times, but where possible, please try to avoid meal times which are 12:30 - 13:30 and 17:00 - 18:00.

Please contact Cedar Ward for a copy of their own specialist Carer's Pack.



Other Support

BANES Carers' Centre



BANES Carers' Centre helps people who care for others in Bath & North East Somerset.

Who are we?

We're a local charity working to create a carer friendly community. Our vision is a community where carers are fully recognised, valued and supported and have what they need to stay well, in control and feel connected.

The Carers' Centre offers:

A Support Line to give you free information and advice.

Caring can be confusing – there's so much information and you may not know where to turn. If you need advice on what to do next, call our friendly Support Line for guidance on **0800 0388 885** or email **support@banescarerscentre.org.uk**

A range of local Carer Cafés where you can come for a cup of tea and a chat. Caring can be lonely, and you might feel like no one else understands. Our Carer Cafés can help you to stay connected with other carers and share experiences. Find your nearest Carer Café at **banescarerscentre.org.uk/help-for-carers/carers-cafes** or give us a call.





Service User and Carer Involvement

What is involvement?

- Giving feedback about your experience of using mental health services.
- Sharing your knowledge and experience to guide and inform us when improving services.

How do I get further information?

Contact your local Involvement Coordinator to discuss ways in which you can become involved.



Jo Woodsford
Tel: 07714 174462
Email: j.woodsford@nhs.net



COMMUNITY TEAMS

Acute Hospital Liaison (Royal United Hospital)

If the person you are caring for has to go to the accident and emergency department (A&E) or has been admitted to a ward in the general hospital and there are mental health concerns, a professional may refer them to the Acute Hospital Liaison team. This team provides specialist mental health advice and/or a mental health assessment and are available 365 days a year.

Hillview Lodge, RUH, Bath

Tel: 01225 362720 or via the RUH switchboard Tel: 01225 428331

8:00 am -12 midnight (A&E) 9:00 am - 5:00 pm (older adults)

Intensive Service

The Intensive Service operates 24/7 and provides emergency assessments (within 4 hours) for people in a mental health crisis. The team provides intensive support and treatment for people in their home to try and prevent a hospital admission. The team also facilitates early discharges from mental health inpatient settings.

Tel: 01225 362814 24 hour service

Primary Care Liaison Service (PCLS)

If the person you are caring for is currently not receiving a mental health service and needs to have their mental health assessed, you/they can call PCLS to ask for advice, help or support. Referral in to the service is through the GP, other professionals, or carers can self-refer. **Tel: 01225 371480**

8:00 am - 6:00 pm Monday to Friday (excluding bank holidays)



NHS BANES Talking Therapies

If you, as a carer, are feeling anxious, depressed and unable to cope, BANES talking therapies practitioners are trained to help people understand more about these difficulties. They can help you learn skills and techniques to help to cope with these feelings.

They are a self-referral service. **Tel: 01225 675150**

9:00 am - 5:00 pm Monday to Friday (excluding bank holidays)

For more information and to refer yourself online visit our website iapt.awp.nhs.uk/talking-therapies-banes

Recovery Team

If the person you care for is over 18 years old and has complex mental health issues, they may be referred by a professional to the recovery team. They will be allocated a care coordinator to coordinate their care. The team will provide a multi-professional service to support recovery and also support you as a carer.

Tel: 01225 731631

9:00 am - 5:00 pm Monday to Friday (excluding bank holidays)

Therapies Team

The therapies team work alongside the specialist mental health teams, providing Art Psychotherapy, Physiotherapy, Psychological Therapies, Speech and Language Therapy, Occupational Therapy and Dietetics. **Tel: 01225 371414**

9:00 am - 5:00 pm Monday to Friday (excluding bank holidays)

Email: awp.banestherapiescommunications@nhs.net



Early Intervention in Psychosis Team (EI)

The EI team is a multidisciplinary service providing psycho social interventions to people aged 14 - 65 experiencing a first episode of psychosis. They work closely with families and individuals with the aim to intervene early and enhance long term recovery.

Tel: 01225 362760

9:00 am - 5:00 pm Monday to Friday (excluding bank holidays)

Complex Intervention & Treatment Team

The Complex Intervention & Treatment Team (CITT) work mainly with older adults and is split across two sites, one covering the Bath area and the other NE Somerset. The team work with adults over 65 or younger adults with dementia. They provide care coordination to support health and social care needs, set up care packages to meet service users and carers needs, and will also support you as a carer.

Bath NHS House

Tel: 01225 371411

9:00 am - 5:00 pm Monday to Friday (excluding bank holidays)

The Hollies, Midsomer Norton

Tel: 01225 396772

9:00 am - 5:00 pm Monday to Friday (excluding bank holidays)

Approved Mental Health Professionals Team

The AMHP team are specially trained professionals who co-ordinate and complete assessments under the Mental Health Act for people who may have become acutely unwell and need compulsory admission to hospital. This team only become involved if alternatives to hospital and other less restrictive options have been exhausted.

Tel: 01225 362778

9:00 am - 5:00 pm Monday to Thursday; 8.30 am - 4:30 pm Fridays

