

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 Service user 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 call the PALS number.



Lead: Banes Carers Group

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BANES CARERS INFORMATION PACK



Artwork by Sandra Hedley

BANES Carer's Information Pack

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 the 'BANES Carer's Pack'. We worked in partnership with AWP in BANES to produce it. It contains leaflets with useful phone numbers and contact times.

Also included in this pack 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.

B&NES 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

Tel: **0300 3031320**

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 Cowley - Carer

Useful contacts

AWP Patient Advice and Liaison Service (PALS)

Tel: 01225 362900 Freephone: 08000 731778

Email: awp.pals@nhs.net

BANES Carer's Centre

Freephone: 08000 388885

KS2 Bath - Carers Support Group

Tel: 07528 668040

Papyrus—Prevention of young suicide

Tel: 08000 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

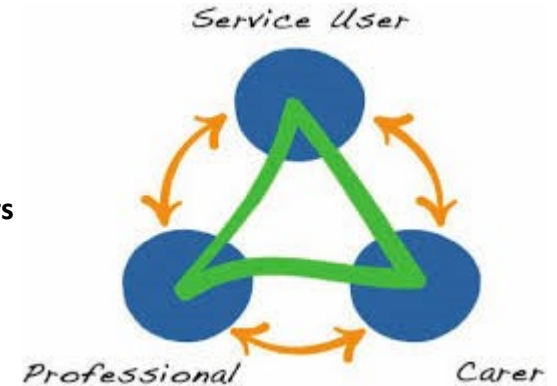


Dominic Hardisty

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.

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.

For more information about the Triangle of Care Membership scheme visit: <https://carers.org/resources/all-resources/72-triangle-of-care-membership-scheme-in-england>



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'



This FREE course is for carers , families and friends (supporters) of people with mental health needs living in Bath & NE Somerset It is delivered by St Mungo's Building Bridges service and a KS2 carer.

Supporters who come on the course have usually been caring for over a year and are looking to enhance the way they provide support. The training consists of four x 2 hour sessions. .

Understanding mental health challenges

An opportunity to explore what it can be like to experience mental health challenges and how mental health needs can impact on people's behaviour.

Support people with mental health needs to make changes

To explore some of the challenges of supporting people to make changes and introduces some techniques for working with change.

Conflict and crisis

Reducing and managing conflict and crises with the person you support.

Learning, reflecting and support

To be better able to establish clear boundaries, positive communication and relationships.

For more information, to see the video of carers talking about the training & how to book go to
www.bridges2wellbeing.co.uk/carers-training

AWP BANES Teams and Wards

**Information and
contact details**

Inpatient Ward Information

Sycamore Ward – Psychiatric Inpatient Unit

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

Phone number: 01225 362700

Inpatient Psychiatrist: Dr Spooner

Ward Manager: Sarah Williams

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

Appointments with Inpatient Psychiatrist: These can be made by contacting the secretary. Appointments are usually on Fridays but telephone consultations can also be arranged if this day is not convenient.

Tel: 01225 362749 Patients' phone No: 01225 362790

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

Ward 4 – St Martins Hospital

Address: Ward 4, St Martins Hospital, St Martins Hospital, Midford Road, Bath, BA2 5RP

Phone number: 01225 675196

Ward manager: Beth Jones

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 Ward 4 for a copy of their own specialist Carer's Pack.



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.



Lee Rawlings

Tel: 07917 210 187

Email: l.rawlings@nhs.net



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

KS2 Bath

Keep Supporting through Knowledge and Skills



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 at:

The Bath Carers' Centre, The Woodlands, Lower Bristol Road, Bath, BA2 9ES between 7pm and 9pm

We also meet every fourth Monday of the month at:

The Green Park Brasserie, Green Park Station, Bath, BA1 1JB between 10:30 am and 12:30pm

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!



@ks2bath



@ks2bath



admin@ks2bath.org



Ks2bath.org



07528 668040

Community Teams

Primary Care Talking Therapies Service

If you, as a carer, are feeling stressed, anxious, depressed and unable to cope, BANES talking therapies practitioners are trained to help people to understand more about these difficulties. They can also help to find ways of talking or coping with these feelings. This is a self-referral service. **Tel: 01225 675150**

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

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 any advice, help or support.

Referral in to the service is through their GP, other professionals, or they can self-refer. **Tel: 01225 371480** 8:00 am - 6:00 pm Monday to Friday (excluding bank holidays)

Approved Mental Health Professionals Team (AMHP)

The AMHP is 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. Alternatives to hospital will always be considered first and this team only become involved if other less restrictive options have been exhausted and other services have been unable to manage the risks presented. **Tel: 01225 362778** 9:00 am - 5:00 pm Monday to Thursday; 8.30 am - 4:30 pm Fridays (excluding bank holidays)

Intensive Service

The Intensive Service operates 24/7 and provides emergency assessments (within 4 hours) for people in a mental health crisis. 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

Complex Intervention & Treatment Team (CITT)

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)

Therapies

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)



Carers' Centre
Bath and North East Somerset

NHS
Avon and Wiltshire
Mental Health Partnership
NHS Trust

Carers' Café

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

New to caring for someone with mental health difficulties?
Still finding your way?
Want a break, a chat or a bit of advice?

We are currently unable to meet face-to-face in a café but we still meet via video calling. For more details and a link to join, please contact Lee Rawlings using the details below.

Who are we?

Lee - AWP BANES Involvement Coordinator
07917 210187 - email l.rawlings@nhs.net

Tom - BANES Carers Centre, Carer Identification Officer

Mike - AWP BANES Occupational Therapist

AWP

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

Radstock Carers' Centre, 1 Riverside Cottages,

Radstock, BA3 3PS

Information taken from the BANES Carers Centre leaflet

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 pm (older adults)

Early Intervention in Psychosis Team (EI)

The EI team is a multidisciplinary service providing psycho social interventions to people aged 14 - 60 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)

Recovery Service

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 to support you as a carer.

Tel: 01225 731631

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

Confidentiality and Information Sharing

We may not always receive consent from the service user to share information with you but we always have the ability to listen to you.

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.

There may be some things the person you care for does not wish us to share or involve you with. Where this is the case, we will be open 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 happen in very specific circumstances.

We encourage all carers to ask questions and build relationships with us. Please try not to see us being unable to share specific information with you about the person you care for as a complete barrier.

Other Support

The Carers' Centre



The 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.