

Handbook for Families and Carers

For anyone who cares for someone with a mental illness

2011-2012 Issue

- Who you can talk to for help
- How you can get the support you need
- Questions to ask the care team
- Jargon buster – terms used in mental health explained
- Contact details / sources of further information



Handbook also available on Carers' page of SLAM's website





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 Lambeth, Lewisham, Southwark and Croydon. 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.

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.



Four things in this handbook that we think it is essential you know.....

- Families and carers play a key role in the recovery of those with mental health issues and are entitled to help and support
- If you are a family member or carer looking after someone with a mental illness, we want to hear about your experience so we can get you the help and support you need
- You should not hesitate to contact us if you are worried about something, have a problem, need more information or simply want to talk to somebody about the person you care for
- We will always listen to what you have to say

Families and carers



What does the term 'carer' mean?

At SLAM we use the term 'carer' to describe someone who provides regular, unpaid 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.

If you are a young carer and would like some help you should contact your local social services department (see numbers on page 36). Carers may need 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 do not see themselves as a 'carer' in the formal sense. For example, you might see caring as your natural 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 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 get you the most appropriate type of help and support.

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 details on page 5).

Care coordinator



the person you can talk to for 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 or friend. 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').



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

If you do not know who the care coordinator is, contact the care team and ask to speak with the care coordinator - giving the name of the friend or relative you care for. If you do not have the contact details of the care team SLAM's Patient Advice and Liaison Service (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 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.

The Patient Advice and Liaison Service (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 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.



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 the 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) (see box).

Elements of the CPA include:

- **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 setting out the care and treatment that can be expected
- **Regular meetings:** with person using our services, carer and others to see if plan is working well.

Not everyone being treated at SLaM 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 in the programme of care.

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

- Make sure you have a **carer's needs assessment** (page 8) so we can find the most appropriate type of help and support for you
- Involve you in the **care plan** (page 10) for the person you look after as much as possible
- Give you as much **information** (page 14) 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 26) that **are there to support you**. This may be services provided by SLaM or other organisations such as those in the voluntary sector.

If ever you think that your care coordinator is not doing any of these things, you should talk to them or someone in our Patient Advice and Liaison Service (contact details on page 5).



Carers' needs assessments

getting the help and support you need



What is a carers' needs assessment?

If you provide regular and substantial 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 if caring affects your ability to work, enjoy leisure activities and fulfil other family commitments. We will also ask you if you are willing and able to carry on with all the tasks involved in being a carer.

Sometimes the person you care for is involved in this assessment, but you can ask to be seen separately if this makes you feel more comfortable.

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

“I want to be a real partner in the care. I don't want left out of important decisions.” Carer

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 get, 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 delivered, you have not been invited to any meetings or you are not being involved as much as you would like, you should tell the 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 14.

Why is it important for me to be involved?

At SLaM, 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 you 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 SLaM. 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 below or on the Trust's 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
- NHS Direct offers health advice and information on a 24-hour basis. Tel: 0845 4647
- accident and emergency departments can access 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
- in situations 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. We would encourage you to tell us anything you know about the person you care for as it might help us to treat them. While the amount of information we can share with you may vary (see following page) the care

coordinator will be able to give you some general, written information about the kind of problem the person you care for is experiencing. Even if the information they can share with you is limited they can still listen to your concerns and receive information from you.

You should also always 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 26.

A list of information leaflets available from SLaM can also be found at the back of this handbook, as can the contact details for a wide range of relevant organisations – both national and local. SLaM's website also has information for both carers and patients.

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 his 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?

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. Because we also have a duty of care to you as a carer, you can always speak to us in confidence.

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 what 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 carers and families 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 are at risk of harm. If this is the case we will ensure that

you are given all the information you need to reduce the risk.

It can be helpful to talk about this issue with the 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 do not think you are 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. The reason why we cannot simply release records is 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.

“As a carer you don't understand what to do or where to go for help” Carer



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 or one to one 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)

A range of problems can be helped by psychological therapy including anxiety, stress, depression, obsessions, traumatic life experiences, long term

emotional problems and psychosis.

The care coordinator or PALS will be able to give you information on the types of therapy available. Or see the 'patients' section of SLaM's website (frequently asked questions) www.slam.nhs.uk.

Where can I get more information about types of medication?

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)
- SLaM medication information leaflets, which are available on request from members of the care team or on

the patient information section of SLaM's 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 www.slam.nhs.uk.

Hospital admissions



Although the majority of 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. An informal patient can leave 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 have 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).

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

Before discharge from hospital, family and carers should be involved with the care team in drawing up 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 “supervised community treatment orders”, which lay down certain conditions and allow a recall to hospital.

“Take care of yourself with counselling and exercise” Carer



Questions to ask



Do not be afraid to ask us questions

Although the amount of detail the care coordinator can give you will vary, they will always be happy to answer any questions you may have. At SLAM 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 the care coordinator:

About the diagnosis

- What illness (diagnosis) 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? (this is the person in the clinical team who is your main point of contact)
- 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 them?

Hospital treatment

- Does the person I care for need to come 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?
- If the person I care for is discharged and I am unable to look after them, what will happen?
- Can I have a copy of the aftercare plan?

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 MHA see next page)

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

The Mental Health Act



If someone is unwilling to go into hospital, then a decision could be taken to use special legal powers called '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 believe that there is no better alternative.

There are six main sections of the Act, although there are others that cover different eventualities. For more information on the MHA speak to the care coordinator, PALS (see page 5) or visit patients' section on SLaM's 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 decide when someone is put on Section 2. A senior doctor known as a Responsible Clinician 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 a 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 to hospital without being on a section, they would be an 'informal' or 'voluntary' patient. If they wanted to leave and this was not considered appropriate, the decision could be made to assess them under Section 2 or Section 3.

These assessments take time to carry out so sometimes a person is placed under Section 5(2) to allow a full assessment to take place. Section 5(2) is done by one doctor and only lasts up to 72 hours. It is sometimes called a 'holding power'.

Section 5(4)

If a doctor was not available to use Section 5(2) (see above) a nurse may stop a patient leaving by placing them under Section 5(4). This section only lasts up to six hours and ends when a doctor assesses the patient.

Section 136

A small number of people are brought to hospital under Section 136. This is a power which a police officer can use if they are concerned about the way someone was behaving in a public place.

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 last for up to six months and might be renewed.

Services to help and support you



What services are there to help and support me?

There are many services available to support families and carers, but the type needed will vary from person to person. You may feel that you need some emotional support such as someone to talk to who understands the pressures you are under. Or you may need practical help with financial benefits or attending carer support meetings. You may need both types of support.

Examples of the support services available include:

- 'time out' or 'respite' from your caring responsibilities
- chance to talk to others in similar situations, join support groups or access counselling services
- financial support or advice on how to access it
- help to look after your own health and wellbeing

If you are a young carer and would like some help you should contact your local social services department (see numbers on page 36).



What kind of support services does SLaM provide?

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

- arranging a place at a carer's 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, such as help making benefit claims
- 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 (also see page 31).

How do I find out about support services that SLaM offers?

You should speak to the care coordinator first as they will be able to give

you information about support services provided both by SLaM, and by other

organisations such as those in the voluntary sector.

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, joining 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 5).

Services to help and support you



What other support can I get from the NHS?

Families and carers can also seek help from their GP or local health centres. Help could include counselling or psychological therapy and support where appropriate. Contact details for some local NHS centres can be found at the back of this handbook.

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

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 local and national organisations that provide support for families and carers at the back of this handbook.

Services to help and support 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.

See www.direct.gov.uk or call the DWP on: **0800 88 22 00**

Disability Living Allowance and Attendance Allowance

08457 123 456
7.30am to 6.30pm
(Mon to Fri)

Carer's Allowance

0845 608 4321
8.30am to 5.00pm
(Mon to Thurs)
(lines close 4.30pm on Fridays)

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. (see below)

Addington CAB, 1 Overbury Crescent, New Addington, CR0 0LR
01689 846 890

Beckenham and Penge CAB, 20 Snowdown Close, Avenue Road, SE20 7RU
020 8778 0921

Bermondsey CAB, 8 Market Place, Southwark Park Road, SE16 3UQ
0844 499 4134

Catford CAB, 120 Rushey Green, SE6 4HQ
0844 826 9691

Croydon CAB, Strand House, Zion Road, Thornton Heath, CR7 8RG
020 8684 2210

Peckham CAB, 97 Peckham High Street, SE15 5RS
0844 499 4134

Streatham CAB, 1 Barrhill Road, SW2 4RJ
020 8687 8430

Sydenham CAB, 299-301 Kirkdale, SE26 4QD
0844 826 9691

Local authority Welfare Rights Services and a number of voluntary agencies can give support and advice about benefits that may be available to you. For further information, visit: www.carerscentre.com or call them on **0800 161 3839**



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 somewhere that does.

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



Help if the person I care for is violent

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

Tel: **01708 765200**

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

Web: **www.supportline.org.uk**

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**

“Speak out if something is wrong” Carer



Where can I find more information?



Contacting 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 SLaM 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.

If you do not have the contact details of the care team or care coordinator looking after the person you care for, the Patient Advice and Liaison Service (PALS) will be able to guide you. You can call them on **0800 731 2864** – giving the name of the person you care for.

Web:
<http://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

SLaM is keen to ensure that all service users and carers have written information on its services and policies. The care coordinator, care team or Patient Advice and Liaison Service (PALS) will be able to give you a wide range of written information, including any of the leaflets listed.

A range of leaflets is also available on the SLaM website.

- Information for patients and carers: what you can expect from us
- Carers' assessments
- Patient Advice and Liaison Service (PALS) Crisis service information
- Use of personal information
- Working together: Care Programme Approach (CPA)
- Guide to the 1983 Mental Health Act: for detained service users
- Guide to the 1983 Mental Health Act: for nearest relatives of detained service users
- 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
- Medication information sheets
- National Institute for Health and Clinical Excellence (NICE) treatment recommendations on major conditions including anxiety, depression, bipolar disorder and schizophrenia
- Physical Health including smoking cessation, healthy eating, safe sex, exercise
- Confidentiality and information sharing

Where can I find more information?



Local councils and NHS services

SLaM works closely with local councils and NHS organisations such as GPs, Primary Care Trusts and health centres.

Local council's social work departments

Croydon council: 020 8726 6500

Email: Referral.team2@croydon.gov.uk

Web: www.croydon.gov.uk/healthsocial

Out of Hours Social Work Team: **020 8726 6000**

Lambeth council: 020 7926 5555 (ask for Social Services)

Web: www.lambeth.gov.uk

Out of Hours Social Work Team: **020 7926 5555**

(Ask for Emergency Social Work Team)

Lewisham council: 020 8314 6000

(Ask for Health and Social Care Department)

Web: www.lewisham.gov.uk

Southwark council: 0207 525 5000

Email: pals@southwarkpct.nhs.uk

Web: www.southwarkpct.nhs.uk

Out of Hours Social Work Team: **0207 525 5000**

(Ask for Duty Social Work Team)

Local NHS services

NHS Croydon: 020 8274 6000

Email: pals@croydonpct.nhs.uk

NHS Lambeth: 020 3049 4444

Email: enquiries@lambethpct.nhs.uk

NHS South East London: 020 7206 3200

NHS Southwark: 020 7525 0400

Local voluntary organisations that support carers

A wide range of local organisations offer support to carers. Those included below are just a selection, but each of them will be able to help you find organisations that can give you the help and support you need. **Mind in Southwark** and **Mind in Lambeth** also produce a service directory – a list of all services available to you as a carer. These service directories list both local and national organisations that give help to carers – and are available online and in print.

Croydon

Rethink Severe Mental Illness - Croydon Carers Support Project: helps carers and families of adults with severe mental illness, particularly those with schizophrenia, manic depression, OCD and related conditions.

Tel: **020 8649 9339**
Email: pauline.fisher2@rethink.org
Web: www.carerscontactline.co.uk

Tel: **020 8649 9339**

Email: pauline.fisher2@rethink.org

Web: www.carerscontactline.co.uk

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

Tel: **020 8649 9339**

Email: info@carerscontactline.co.uk

Web: www.carerscontactline.co.uk

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

Tel: **020 8688 7219/ 020 8680 8253**

(Out of hours)

Email: croydoncarers@fsnet.co.uk

Web: www.croydoncarerscentre.co.uk/

Croydon Mind: for anyone with experience of mental distress or of using mental health services, also people's friends, relatives and partners.

Tel: **020 8668 2210**

Email: admin@mindincroydon.org.uk

Web: www.mindincroydon.org.uk

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

Tel: **020 8681 6888**

Email: hear.us@hear-us.org

Web: www.hear-us.org

Croydon Community Drug Agency: this is a voluntary sector organisation managed by Cranstoun drug services and provides treatment and support for drug misuse: Run a carers group on Saturday mornings.

Tel: **020 8686 7500**

Email: nhowarth@foundation66.org.uk

Web: www.foundation66.org.uk

MDF The Bipolar Organisation – Croydon:

self-help group for those suffering from manic depression / Bipolar and their carers.

Tel: **08456 340 540**

Email: mdf@mdf.org.uk

Web: www.mdf.org.uk

Where can I find more information?



Lambeth

Lambeth Mind: for anyone with experience of mental distress or of using mental health services, also people's friends, relatives and partners.

Tel: **020 7735 3505**

Email: info@lambethmind.org.uk

Web: www.lambethmind.org.uk

Carers' Hub Lambeth: information and support services for carers in Lambeth, including parent carers

Tel: **020 7642 0038**

Email: connect@carershub.org.uk

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**

Email: enquiry.line@disabilitylambeth.org.uk

Web: www.disabilitylambeth.org.uk

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

Tel: **020 7095 1980**

Email: lambethharbour@blenheimcdp.org.uk

Web: www.blenheimcdp.org.uk

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

Tel: **020 8655 7712**

Email: admin@lambethmencap.org.uk

Web: www.lambethmencap.org.uk

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

Tel: **020 8671 6188**

Email: lambeth@souththamescrossroads.org

Web: www.crossroads.org.uk

Lewisham

Carers Lewisham: provides a wide range of services to anyone with caring responsibilities in Lewisham including Young Carers (children under 18).

Tel: **020 8699 8686**

Email: info@carerslewisham.org.uk

Web: www.carerslewisham.org.uk

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

Tel: **020 8290 8190**

Email:

lewishamandgreenwich@alzheimers.org.uk

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

Tel: **020 8695 1955**

Web: www.familyhealthisis.org.uk

PLUS (Providence Link United Services): provides support for older people and black and minority ethnic elders and their carers who are disadvantaged by mental illness.

Tel: **020 8297 1250**

Web: www.plus-services.org

Crossroads Care: offers regular breaks for carers through its Support Worker Respite Care Service and a Caring Cafe.

Tel: **020 8690 8554/7009**

Web: www.crossroadscaregl.org.uk

Deptford Hearing Voices Group: weekly support group for anyone who experience voices or visions.

Tel: **020 8692 4211 or 07966391211**

Lewisham User Forum (LUF): is an independent group of people with mental health issues that meets regularly to socialise, support each other and to give feedback on mental health services.

Tel: **0208 297 9593**

Lewisham LINK: for anyone interested in health (including mental health) and social care and who wants a say on local services. Provides a regular newsletter, outreach to health centres, public talks etc.

Tel: **020 8690 3900**

Email: miriam.long@parkwoodhealthcare.co.uk

Metro Centre: provide 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. Open daily from Monday to Friday.

Address: **Evelyn Community Centre, Wotton Rd, Deptford London SE8 5TQ**

Tel: **020 8694 0952**

Vietnamese Mental Health Services: providing mental health support to the Vietnamese Community in Lewisham.

Address: **25 Fair Street, London SE1 2XF**

Tel: **020 7234 0601**

Email: Jack@vmhs.org.uk

Southwark

Southwark Mind: for anyone with experience of mental distress or of using mental health services, also people's friends, relatives and partners.

Tel: **020 7358 7030**

Email: info@southwarkmind.org.uk

Web: www.southwarkmind.org.uk

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

Tel: **0207 708 4497**

Web: info@southwarkcarers.org.uk

Southwark Bereavement Care: provides counselling for anybody facing loss due to bereavement.

Tel: **0207 735 1344**

Email: info@southwarkbereavement.org.uk

Web: www.southwarkbereavement.org.uk

Southwark Disabilities Service: works with Southwark residents with a significant physical or learning disability.

Tel: **0207 525 2149**

Where can I find more information?



National voluntary organisations that support carers

Barnardos: run projects working to support young carers and their families.

London and South East

Tel: **0208 551 0011**

Web: www.barnardos.org.uk/what_we_do/our_projects/young_carers.

Carers Direct: information, advice and support for carers.

Tel: **0808 802 0202**

Web: www.nhs.uk/carersdirect

Carers UK: the voice of carers. Provide information, advice, support.

Tel: **0808 808 7777**

Email: info@carersuk.org

Web: www.carersuk.org

Crossroads Care Association: leading provider of support for carers.

Tel: **0845 450 0350**

Web: www.crossroads.org.uk

Family Information Direct: provides information, advice and support to all - mums, dads, grandparents, carers and other adults with caring responsibility.

Tel: **0808 802 5544**

Web: www.dcsf.gov.uk/familyinformationdirect

Get Connected: confidential helpline for young people – including young carers.

Tel: **0808 808 4994**

Web: www.getconnected.org.uk

Mental Health Care: information for family members and friends of people who have psychosis.

Web: www.mentalhealthcare.org.uk

Mind: provides information and advice, and campaigns to promote and protect good mental health for everyone.

Tel: **0845 766 0163**

Email: contact@mind.org.uk

Web: www.mind.org.uk

Partners in Care: provides information for anyone interested in spirituality and mental health, anyone with mental health problems, carers and relatives.

Tel: **020 7235 2351**

Web: www.partnersincare.co.uk

Rethink: Working to help everyone affected by severe mental illness recover a better quality of life.

Tel: **0845 456 0455**

Email: info@rethink.org

Web: www.rethink.org

At Ease (Rethink for teenagers):

Provides information and support for all young people.

Tel: **0207 840 3188**

Samaritans: provides confidential, non-judgemental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair.

Tel: **08457 90 90 90**

Email: jo@samaritans.org

SANE: provides emotional help and information to those experiencing mental health problems, their families and carers through SANEline and SANEmail.

Tel: **0845 767 8000**

Email: sanemail@sane.org.uk

Web: www.sane.org.uk/SANEline

The Princess Royal Trust for Carers:

provides information, advice and support services to over 400,000 carers, including approximately 25,000 young carers.

Tel: **0844 800 4361**

Email: info@carers.org

Web: www.carers.org

Young Carers: gives help and advice to young carers to support them when they are in trouble.

Tel: **0844 800 4361**

Email: info@carers.org, help@carers.org

Web: www.youngcarers.net

YoungMinds: charity committed to improving the emotional well-being and mental health of children and young people and empowering their parents and carers.

Tel: **0808 802 5544**

Web: www.youngminds.org.uk



Jargon buster



explanation of terms used in mental health

Acute unit – a hospital unit for people who are very unwell with a mental health problem

Antipsychotic – medications usually used to treat psychosis

Art therapy – way of expressing difficult feelings by using imagination and creativity rather than thinking and talking

Assertive outreach team (AOT) – a team that aims to help people who find it hard to engage with services. These teams tend to have smaller caseloads than community mental health teams and often work intensively with people

Caldicott Guardian – senior healthcare professional in each NHS organisation responsible for safeguarding the confidentiality of patient information

CAMHS – shorthand to describe Child and Adolescent Mental Health Services

Care coordinator – the member of the care team who will coordinate the Care Programme Approach and act as a key contact point for service users and their carers

Care plan – a written plan of care and support covering a period of time – usually several months

Care Programme Approach (CPA) – the name for the way in which care and treatment for service users is planned and coordinated

Clinician – someone who provides care and treatment to patients, such as a nurse, psychiatrist or psychologist

Cognitive Analytic Therapy (CAT) – ‘talking treatment’ to see how early relationships and experiences affect how someone views themselves and other people

Cognitive Behavioural Therapy (CBT) – ‘talking treatment’ to overcome upsetting and unhelpful ways of thinking and behaviour

Community mental health team (CMHT) – team providing mental health support in the community. Referrals are usually made by GPs.

Consultant – a specialist who has reached a certain level of expertise in psychology, psychiatry or nursing, for example

Consultant psychiatrist – medical doctor with specialist experience and qualifications in mental illness and emotional disorders who has overall responsibility for a patient’s care, including medication

Community psychiatric nurse (CPN) – a qualified mental health nurse who supports someone in the community

Crisis Resolution and Home treatment teams (HTTs) – teams, which may operate under various names, provide alternatives to a hospital admission. They aim to give intensive support to people at home during a relapse

Dance and drama therapy – way of expressing difficult feelings by using imagination and creativity rather than thinking and talking

Dual diagnosis – refers to a combination of mental illness with another condition such as alcohol or drug misuse

Early intervention service (EIS) – a mental health team working with adults of working age who are experiencing their first episode of psychosis or are in the early stages of illness

Forensic services – the area of mental health dealing with people who commit offences while being mentally ill

Family/Systemic Therapy – therapy involving, and exploring difficulties in relationships with family, partners and friends

Formal patient – person legally kept in hospital under a section of The Mental Health Act 1983 (MHA) (often called “a section”)

General practitioner (GP) – local doctors based in the community

Group therapy – form of psychotherapy done in a group

Health care assistants – member of hospital staff who helps qualified nursing staff to care for patients

Informal patient – someone who is in hospital because they want to be – not detained under the Mental Health Act 1983 (MHA)

Inpatient – someone staying in hospital

Involvement Register – register service users, carers and the public join to become involved in various aspects of the Trust

Mental Health Act 1983 (MHA) – a legal framework governing the treatment of people with mental illness in England and Wales

Nearest relatives – the spouse, co-habitee, child or parent (in that order) that has certain rights in relation to having their relative detained or discharged under the Mental Health Act

Next of kin – the person nominated by the service user as their contact in case of emergency

NHS Trust – organisation providing health and social care services within the National Health Service – usually a hospital

Occupational Therapist (OT) – person working to develop skills and confidence in everyday life, such as work, social and leisure activities and personal care

Outpatient – someone who comes to hospital for an appointment to see a doctor, nurse, social worker or psychologist, but does not stay overnight

MHOA – shorthand to describe Mental Health in Older Adults
MHLD – shorthand to describe Mental Health and Learning Disabilities

Music therapy – way of expressing difficult feelings by using music and and creativity rather than thinking and talking

Named carer – someone registered as the official carer for someone using mental health services

Patient Advice and Liaison Service (PALS) – service at SLaM to give telephone help, advice and information

Pharmacist – someone with expert knowledge of medicines

Pharmacology – the study of drugs and medicines, and their uses and effects

Primary care trusts (PCTs) – Local NHS organisations that plan local health and social care

Psychoanalytic/psychodynamic therapy – ‘talking treatment’ looking at how past relationships affect current feelings and behaviour

Psychiatrist – medical doctor with specialist experience and qualifications in mental illness and emotional disorders

Psychological therapies (also known as ‘talking therapies’) – ways of helping people by talking through emotional problems with a trained psychological therapist

Psychologist – someone with a psychology degree and expertise in psychological therapies to help people with emotional or psychological problems

Psychosis – disorders involving distorted perceptions of reality - often with symptoms of hallucinations and delusions

Psychotherapist – someone trained in psychotherapy. They can be from any professional background – or none, but should be registered with a professional psychotherapy organisation

Psychotherapy – ‘talking treatment’ to help people to understand their mental or emotional problems and change behaviour, thoughts or emotions

Responsible medical officer (RMO) – doctors with ultimate medical responsibility for patients detained under the 1983 Mental Health Act (usually a consultant psychiatrist)

Secondary care – a level of care that is specialised and cannot be accessed without a referral by GP or other health care professional. GPs deliver primary care and SLaM delivers specialist secondary care in mental health.

Service user – the person receiving care from mental health services. Some people prefer to use the word ‘patient’

SLaM – shorthand for South London and Maudsley NHS Foundation Trust

Social workers – a professional who helps with practical aspects of living. They usually work for the local authority (Council) and work closely with other organisations - such as GP’s and hospitals

Support workers – staff employed to support qualified nurses in providing care

Talking therapy / treatment – general term for treatments that involve talking in individual or group sessions with a trained mental health professional

Team leader – senior clinician - such as a nurse or social worker - in charge of a mental health team

Ward doctor – psychiatrist responsible for patients’ daily medical care and for prescribing medication. They may stand in for a consultant (see Consultant Psychiatrist).

Ward manager – senior nurse in charge of running a hospital ward

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

We welcome compliments so that good practice can be identified and shared across the trust. Compliments can be sent to our Complaints Department (see below for contact details).

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 find it useful to raise your concerns with somebody informally first. This could be a member of our Patient Advice and Liaison Service (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:

SLaM
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 can be provided on request by the local care team, or by PALS.



Options available

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

Useful contact details

SLaM Switchboard: 020 3228 6000

SLaM 24hr Information Line (advice on how to access SLaM services): 0800 731 2864

Patient Advice and Liaison Service (PALS): 0800 731 2864

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