

A photograph of a woman with dark hair, wearing a pink shirt, looking towards the right. In the background, a young child with blonde hair is visible, looking down. The image is overlaid with several large, semi-transparent geometric shapes in shades of green, blue, and yellow.

---

## Carers' Handbook

We hope you find this handbook helpful and that it supports you in your vital role.

For a better life



## Contents

### Introduction & who this handbook is for

The Triangle of Care

Our commitment to carers

Carers' Charter

### Am I a carer?

How do you feel about being a carer?

### Carers' Rights

Carers' legislation

What does the Care Act do?

What is a Carer's Assessment?

How to arrange a carers assessment

What happens following assessment?

Care plans for the person you're caring for

Contingency Plans

What happens next?

### Young Carers

What is a young carer

The Care Act & Young Carers

What is a young carer? (5 – 18)

### Young Adult Carers (18 - 24)

How we help young carers

What other support is there locally?

Information for young carers

### Confidentiality & information-sharing

Frequently asked questions about confidentiality, information sharing, and understanding the care we provide

4	If the person I care for withdraws consent, can I still get support from you?	15
5	What can I do if I feel that the service is not involving me appropriately in the care that is being provided?	15
6	<b>How to go about getting support for the person you care for</b>	<b>15</b>
7	Regular support for mental health	15
7	Out-of-hours support for mental health	16
8	Emergency information:	16
8	Crisis Helpline (0800 915 4644)	16
9	Safe Havens	16
9	Children and Young People's Havens	16
9	What other services do we offer?	16
10	The Recovery College	17
10	Out-of-hours support for physical health	17
11	Emergency information	17
11	Non-emergency information:	17
11	Walk-in centres	17
11	<b>Benefits</b>	<b>18</b>
12	Where to get more information	19
12	Carers UK	19
12	National Carers UK Helpline	19
12	Department for Work & Pensions (DWP)	19
12	The Money Advice Service	19
12	Local sources of information	19
15	Frequently asked questions about benefits	19

Where should I go if I need advice on what benefits may be available to me as a carer?	19
<b>Information about diagnosis</b>	<b>20</b>
Understanding a mental health diagnosis	20
Rethink Mental Illness <a href="http://www.rethink.org">www.rethink.org</a>	20
Other sources of information:	21
Understanding the concept of recovery, resilience & re-ablement	21
<b>Understanding medication</b>	<b>22</b>
Further information	22
<b>Physical health</b>	<b>23</b>
Considering physical health needs means:	23
Frequently asked questions about physical health	24
What can I do as a carer if the person I care for is either refusing to take their medication or is having side effects that were not discussed when the medication was prescribed?	24
What can I do if I feel that the service has neglected the physical health needs of the person I care for?	24
Maintaining your wellbeing	24
Focus on the positive aspects of your life:	24
Finding the right support for yourself	25
Exercise	25
Alternative & complementary therapies	25
Healthy Living	25
Counselling/Cognitive Behavioural Therapy (CBT)	25
Chaplaincy	25
Mind Matters	26
How to self-refer to the Mind Matters service	26
<b>Recommended books for carers</b>	<b>27</b>
<b>A-Z directory</b>	<b>28</b>
<b>Acknowledgements</b>	<b>34</b>

---

## Frequently asked questions about confidentiality, information sharing, and understanding the care we provide

### If the person I care for withdraws consent, can I still get support from you?

Yes. Whilst there may be certain pieces of information we are prevented from sharing with you, you are still entitled to your rights as a carer to a carer's assessment and we can continue to support you as the carer and signpost you to additional support. Even if we cannot give you certain pieces of information it is very important to us that you keep in contact with us and continue to feedback to us any concerns you may have about the person you care for.

### What can I do if I feel that the service is not involving me appropriately in the care that is being provided?

It is important that any concerns you have are raised with the care coordinator or CMHRS in the first instance. If you are still dissatisfied, you can get additional advice from the Patient Advice and Liaison Service (PALS) contact details can be found at the end of this handbook.



---

## How to go about getting support for the person you care for.

If you feel the person you care for needs more support, then there are different ways you can help them to get this.

- Your GP surgery (who can also register you as a carer)
- Your local council, see information section for contact number and for more information
- The organisations listed in the directory.

---

## Regular support for mental health

If the person you are caring for is already receiving support from mental health, learning disability, or specialist services then the first point of contact should be their care coordinator.

---

## Out-of-hours support for mental health and learning disabilities

### Emergency information:

- Dial 999 for emergency services where the person is at immediate risk.
- Call 111 and press option 2 for the First Response Service, a 24-hour service for people in a mental health crisis. This service is for anyone, of any age. Specially trained mental health staff will speak to you and discuss with you your mental health care needs.
- An out of hour's telephone support service, run by Lifeline, is available for anyone experiencing a crisis in their mental health. The service is also available for carers who are concerned about someone they know. The out of hours telephone number is 0808 808 2121. This is available every day, including weekends, from 7pm-11pm.

### Crisis Helpline (Free phone 0800 915 4644, open 24 hours a day, 7 days a week)

#### This service offers:

- A trained member of staff to listen to your situation and assess what help you may require
- Accurate information and advice about what mental health services are available to you
- Communication with other services or teams on your behalf if you wish
- Support and encouragement to take control of your own life and come to your own decisions.

---

## Safe Havens

Our Safe Havens provide out of hours help and support to people and their carers who are experiencing a mental health crisis or emotional distress. There are five Safe Havens across Surrey and North East Hampshire which are open evenings, weekends and bank holidays, to find your local Safe Haven please visit;

[www.sabp.nhs.uk/our-services/mental-health/safe-havens](http://www.sabp.nhs.uk/our-services/mental-health/safe-havens)

---

## Children and Young People's Havens

The Children and Young People's Havens are Haven a drop-in service for 10 to 18 year olds who need a safe place to talk about how they are feeling. There are a number of professionals on hand including a mental health nurse, youth worker and peer mentor. More details can be found at;

[www.cyphaven.net](http://www.cyphaven.net)

---

## What other services do we offer?

Surrey and Borders Partnership NHS Foundation Trust offers over 140 different services across Surrey and North East Hampshire. Find out more

[www.sabp.nhs.uk/our-services/services-a-z](http://www.sabp.nhs.uk/our-services/services-a-z)

---

## The Recovery College

The Recovery Colleges in Surrey and North East Hampshire are designed to support people in their recovery. They help people improve their health and wellbeing through educational courses on a range of psychological, mental and physical health conditions.

The colleges are a partnership arrangement involving voluntary, NHS and local authority organisations.

All courses are run by our staff and are developed and delivered alongside our Recovery Coaches who are experts by experience. They have all had experience of mental or physical health conditions, or are supporting someone with a mental or physical health condition. The college includes courses for carers around wellbeing and education. Carers are welcomed on any of the courses, as the college is open to any member of the public living in our area.

### For more information:

- email: [recoverycollege@Sabp.nhs.uk](mailto:recoverycollege@Sabp.nhs.uk)
- call: 01276 454150
- Text only: 07920207046

---

## Out-of-hours support for physical health

### Emergency information:

- Dial 999 for emergency services
- Contact the emergency doctor, who is available from your GP surgery.

### Non-emergency information:

- Dial 111 for NHS 111 service and speak to a highly trained adviser supported by healthcare professionals. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones
- Visit NHS Choices website [www.nhs.uk](http://www.nhs.uk) for more information and search 111.

### Walk-in centres:

These are usually managed by a nurse and are available to everyone. Patients do not need an appointment. Most centres are open 365 days a year and outside office hours. Some newly opened centres may offer different opening hours during their first few months.

For more information and to find a local centre, please visit the NHS Choices website - [www.nhs.uk](http://www.nhs.uk)

If you would like this information in another format or another language:

Call: 01372 216285    SMS text: 07786 202545

Email: [communications@sabp.nhs.uk](mailto:communications@sabp.nhs.uk)

Surrey and Borders Partnership NHS Foundation Trust  
18 Mole Business Park, Leatherhead, Surrey KT22 7AD

Tel: 0300 55 55 222    Textphone: 020 8964 6326    [www.sabp.nhs.uk](http://www.sabp.nhs.uk)

 [@sabpnhs](https://twitter.com/sabpnhs)  [facebook.com/sabpnhs](https://facebook.com/sabpnhs)