

A photograph of two women in conversation. The woman in the foreground is a Black woman with dark hair, wearing a pink jacket, looking towards the right. The woman in the background is a white woman with blonde hair, wearing a plaid shirt, looking down. The image is partially obscured by large, overlapping geometric shapes in green, yellow, and blue at the bottom.

Carers' Handbook

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

For a better life



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Introduction & who this handbook is for

This handbook is for anyone who cares for someone who is receiving care and treatment from Surrey and Borders Partnership NHS Foundation Trust

We know that a person who has a mental illness or a Learning Disability has improved prospects of recovery if they have support from their family, friends and community. The Trust has a responsibility to provide the best possible treatment and care for people who use our services, and we know how important it is to work alongside carers and give them support too. Caring for someone can take its toll on carers and can be physically, emotionally and practically demanding.

Carers say that having information early on helps. This handbook aims to provide you with information and guidance to help you feel informed, including what to expect from our services and where to go for further support both locally and nationally.

The Triangle of Care

The Triangle of Care is a nationally recognised best practice guide and way of working. It is a therapeutic alliance between people, staff and carers that promotes safety, supports recovery and sustains wellbeing. We have a commitment and responsibility to work closely with all carers as partners. We use the Triangle of Care as a framework of practice and train our staff in using it, and we also engage with carers using it.

The concept of a triangle was suggested by many carers and professionals. It brings together years of research about what carers feel will benefit them when involved with mental health services. It was devised and developed by the Royal College of Psychiatrists and the Carers Trust in response to a need for a best practice framework that supported carers.

When this partnership is developed, it works to promote safety and support ongoing recovery which improves the wellbeing of both the carer and the person they care for.

Our commitment to carers

We work in partnership with Surrey County Council to recognise the essential role that carers take on in supporting people who have mental health problems, learning disabilities, or problems with drugs or alcohol. We also closely with local support services to develop effective partnerships and ensure that carers are well informed and supported in their caring role.

For more information about our commitment to the Triangle of Care, visit the Carer pages on our website at www.sabp.nhs.uk.

Carers' Charter

In line with the local defined Carers' Charters, we are making sure that:

- Staff will help people who use our services to understand the benefits of sharing appropriate information with their carer
- Care Coordinators will provide carers with the support and help needed on issues relating to information sharing and confidentiality
- Staff will involve carers in treatment plans and in major decisions about people who use our services.
- Issues regarding confidentiality will be recorded in people's notes, so that all staff are aware of any changes in the person's attitude regarding confidentiality
- The use of Advance Statements is encouraged. These allow people who use our services to plan their care when they are well, explaining what they would like to happen if they become unwell



Am I a carer?

A carer is someone who helps another person, usually a relative or friend, in their day to day life. The other person would not manage without this support.

The person you support may have mental health problems, Learning Disabilities, or they may misuse drugs or alcohol. They don't have to be living with, but if they rely on you then you are entitled to support as a carer.

How do you feel about being a carer?

Carers often express many different feelings about being a carer.

You may recognise that your role is rewarding, a responsibility taken on with a positive commitment and outlook. On the other hand your caring role may prevent you from doing other things that are important to you like having a job, or making time to see your friends. This can lead to you feeling isolated.

Caring can also change your relationship with the person you care for and with others in your family. You may feel unprepared for how your life has changed.



Carers' Rights

As a carer you have legal rights. Knowing your rights can help you to get the support you need.

We have summarised below some of the most important aspects that we think are useful for carers to know.

Carers' legislation

The Care Act 2014 sets out carers' legal rights to assessment and support. It came into force in April 2015 and significantly increased the rights of carers to get the support they need at the time they need it. More information is available at www.carerstrust.org.

The Care Act relates to adult carers (aged 18 and over) who are caring for another adult. This is because young carers (aged under 18) are assessed and supported under a separate children's legal framework. However, regulations under the act allow the government to make rules about looking at family circumstances when assessing an adult's need for care, i.e. making sure the position of a young carer within a family is not overlooked. This is called a ***whole family approach***.

The act also contains new rules about working with young carers.

What does the Care Act do?

It means being treated equally to the person you care for.

The Care Act gives Local Authorities a responsibility to assess a carer's need for support, where the carer appears to have such needs. Wellbeing is important and we look at how best to lessen the impact on you of your caring role and how to promote your health and wellbeing to prevent any deterioration that would further impact on your life. Local authorities must provide information, advice and support to prevent, reduce and delay a crisis.

What is a Carer's Assessment?

A Carers' Assessment is not an assessment of your ability to care but rather looks at what support you might need. It considers:

- The impact being a carer has on you and the person you care for i.e. caring can affect your relationships, being able to work, it can also impact on the responsibilities that you may have for children or others
- The role you play in caring for the person who has the mental illness. By understanding the whole picture it helps us to promote the best support for everybody in your family, including any children and young adults.

We encourage both you and the person you care for to be involved in these discussions so that we can ensure you both have all the support you need to carry out your caring role. It is also possible for you to be assessed separately for all or part of your assessment if you choose. If you would like an advocate to attend the assessment with you please ensure that you inform the assessor before the assessment so this can be arranged.

Subjects that might come up during your assessment could include:

- Practical and emotional support
- How to balance employment with caring i.e. flexible working
- How best to help and support the person you care for
- Confidentiality and information sharing
- Your rights if the person you support refuses consent to share information
- Your own health, wellbeing and leisure needs
- Help with understanding recovery options that the person you support are being offered
- Welfare benefits, are you claiming all you are entitled to?
- Culturally appropriate support that is specific to your needs
- Are you supporting more than one person?

How to arrange a Carers' Assessment

The way to go about getting your Carers' Assessment varies depending on what services the person you care for is using:

The person you care for is getting support from the Trust's mental health services (either as an inpatient or in the community)	Our Community Mental Health Recovery Service will offer you a Carers' Assessment. These teams have staff from both health and Social Care working together, and you can also request an assessment if you are not offered one.
The person you care for lives in Surrey but is not getting support from the Trust (this includes people who are funding their own care and support)	You should ask Surrey County Council's Adult Social Care Team on 0300 200 1005 or via www.surreycc.gov.uk/social-care-and-health/care-and-support-for-adults/contact for your assessment.
The person you care for lives in North East Hampshire.	You should contact the Hampshire County Council's Social Care Team on 0300 555 1386 or via www.hants.gov.uk for your assessment.
The person you care for is getting support from an Older Adult team.	You should contact the Social Care Team in Surrey or North East Hampshire, as appropriate.

What happens following an assessment?

Depending on the outcome of your assessment you may be offered a range of information and/ or support.

You may have said during your assessment that you feel willing but not able to continue with your caring responsibilities, or you are not willing or able to provide the support to the person. With this information about your wishes it can be ensured that a person's needs are supported appropriately.

Care plans for the person you're caring for

A care plan is a written agreement that describes the support that someone using our services will receive, from whom and when, including information on 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 followed, or if you have not been invited to any meetings or you are not being involved as much as you would like, you should speak to the care coordinator/ care team or the healthcare professional involved with supporting the person you care for. Both you and the person you care for can ask for the care plan to be reviewed at any time.

Contingency Plans

A contingency plan covers situations when you are unable to provide care. This could be because of an emergency, or any other reason. It is important to have a contingency plan as it helps to anticipate situations which might cause a crisis if not planned for.

We will work with you to develop a contingency plan. You may find that having specific information helps you to feel prepared should something unexpected happen. This plan may contain details such as a contact name and number of someone who is willing to help in an emergency. Details of the support provided for the person receiving services and whether there are any access issues to their accommodation. Contingency plans can be shared across multiple agencies. This may include your GP, other professionals or organisations.

What happens next?

The care plan is reviewed yearly or if there is a significant change in circumstances, the care plan will be reviewed at that time to reflect these changes.

Young Carers

What is a young carer

A young carer is someone aged 18 or under who helps look after someone who has a mental health illness, Learning Disability, drug or alcohol problem.

Young carers may have to help out their loved one with practical tasks such as cleaning, going to buy food, or they may give emotional support. Sometimes young carers don't realise they are carers as they haven't known any other way of life. Being a young carer can have an impact on a young person's health and wellbeing.

The Care Act and Young Carers

The Children and Families Act 2014 gives young carers (and parent carers) similar rights to assessment as other carers have under the Care Act. This is because the Care Act does not cover the assessment of people under the age of 18 who care for others.

Regulations under the Care Act set out how assessments of adults must be carried out to ensure the needs of the whole family are considered. This could include assessing what support an adult needs to enable them to fulfil their parental responsibilities towards their children, or to ensure that young people do not undertake inappropriate caring responsibilities.

What is a young carer? (5 - 18)

A young carer is someone aged 18 or under who helps look after someone who has a mental health illness, drug or alcohol problem.

Young carers may have to help out their loved one with practical tasks such as cleaning, going to buy food, or they may give emotional support. Sometimes young carers don't realise they are carers as they haven't known any other way of life.

Being a young carer can have an impact on a young person's health and wellbeing.

Young Adult Carers (18 - 24)

If you are aged between 18 – 24, live in Surrey and care for someone with an illness, disability or addiction, the Young Adult Carers Network is here to help you. They can support you getting out and about, get support and join in. Contact them by email: yac@actionforcarers.org.uk or telephone: 01483 568269.

How we help young carers

We try to help young carers to ensure that they do not miss out on all opportunities young people should have a right to. We aim to help young carers by making sure they are;

- Identified
- Recognised
- Included

- Supported and referred onto services where appropriate
- Protected against inappropriate or excessive levels of caring
- Safeguarded.

We work with the whole family as everyone's needs are important to assess and support. There is a process in place for situations where parental consent for working with a young person is not given.

What other support is there locally?

Surrey Young Carers offer free activities and events to help young carers achieve their potential. They currently support 2,400 young people in Surrey.

Get in touch by:
Email: syc@actionforcarers.org.uk
Phone: 01483 568269

www.surrey-youngcarers.org.uk

If you live in North East Hampshire to access carer support and carers assessments you should contact the Social Care Team on 0300 555 1386 or www.hants.gov.uk

Information for young carers

We try to support young people by providing information to help them understand the situation affecting their family member. This can help improve their own confidence and build an awareness of the importance of looking after their own health and wellbeing.

For useful information visit our website at
www.sabp.nhs.uk/our-services/advice-guidance/info-carers-families/youngcarers

A carer requested information for her two children, aged 13 and 16, whose father uses the drug and alcohol service. We used our young carer information as a guideline for the conversation. Both children do not carry out any caring duties as such and they both have a good school record and an active social life. However, their father drinking is having an impact on their emotional wellbeing. They wanted to understand alcoholism and we were able to provide them with information.



Confidentiality & information-sharing

This section has been taken from the 'Carers and Confidentiality' leaflet produced by The Royal College of Psychiatrists and The Princes Royal Trust for Carers.

'The sharing of information is crucial to the ongoing wellbeing of both people who receive services and their carers. If carers are excluded from important discussions and decision making involving the person this can have serious practical, financial and personal consequences for both the carer and the person receiving services. Not being involved increases a feeling of isolation, grief and loss which are common to many carers'.

The relationship between the professional and the person using the service is based on having confidence or trust that what is said will not be disclosed without their agreement. We are required by law not to share information without getting consent from the person using our service. When we get consent we will be ensuring that the person using services understands what it is they are consenting to, and the purpose of sharing it.

There might be risk to the carer if certain information is not shared with them. We understand that these situations may happen and it may be difficult for carers, and we will listen to your views and any concerns you may have about the person that you feel you need to share with us. We try to find a way of offering support and information without jeopardising the confidentiality of the person. We will ensure we are confident that the person has the capacity to make this decision.

As a carer you are likely to have known the person before they became unwell. We acknowledge that you may have key information relevant to how we provide effective care for them. You will likely be aware of what may influence their wellness. We will encourage you to share this information because it will help us to provide the best support for the person you care for, as well as giving you a positive role and confidence in what we are doing. There may also be times when a carer shares personal information with us about themselves that they do not wish the person to know. We have the same obligation to not share this personal information without your consent. This includes information you may share with us about how you are feeling or coping in your caring role.

We aim even when the patient continues to withhold consent, to ensure that carers are given sufficient knowledge to enable them to provide effective care. That they are also given the opportunity to discuss any difficulties they are experiencing in their caring role and help to try and resolve these. The provision of general information about mental illness, emotional and practical support for carers does not breach confidentiality.

There might be circumstances where not sharing essential information might place the carer and other family members at significant risk. If there is a situation that puts other people at risk or the person themselves then acting immediately and in the interests of the person needs to be progressed.

Where possible carers are given general factual information, both verbal and written about:

- The diagnosis
- What behaviour is likely to occur and how to manage it
- Medication, benefits and possible side-effects
- Contact details of the care coordinator
- Local inpatient and community services
- The Care Programme Approach (CPA).

Carers are helped to understand:

- The present situation
- Any confidentiality restrictions requested by the person
- The person's treatment plan and its aims
- Any written care plan, crisis plan or recovery program
- The role of each professional involved in the person's care
- How to access help, including out-of-hours services
- What an advanced statement is.

Carers are given:

The opportunity to see a professional on their own

- The right to their own confidentiality when talking to a professional
- Encouragement to feel a valued member of the team
- Confidence to voice their own views and any concerns they may have
- Emotional and practical support
- An assessment in their own right
- A referral to carer support services.

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

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

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

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
- 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 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



Benefits

As a carer, you may be entitled to certain benefits, or you may want to understand more about the benefits due to the person you care for.

The most up-to-date information about government benefits for carers is available from the Department for Work and Pensions (DWP) or the Money Advice Service.

It may help to start by looking for the following information:

- The main benefits and tax credits that you can claim
- How benefits interact with each other
- How to claim each benefit
- How much you will get

Where to get more information

As well as the organisations listed in the directory, you can also contact:

Carers UK

www.carersuk.org

National Carers UK Helpline

0808 808 7777 - Monday to Friday, 10am-4pm

Department for Work and Pensions (DWP)

www.gov.uk, select the link to 'benefits'

The Money Advice Service

www.moneyadviceservice.org.uk

Telephone 0800 138 7777 - Monday to Friday, 8am-8pm; Saturday, 9am-1pm

Local sources of information

- Action for Carers (Surrey): 03030 401234
- Princess Royal Trust for Carers (Hants) 01264 835246
- Local Citizens' Advice Bureau

Frequently asked questions about benefits

Where should I go to if I need advice on what benefits may be available to me as a carer?

Wherever possible, we will signpost you to the right kind of support. However, as a first point of contact we would recommend you contact your local citizens advice bureau who will help you find out what support is available. Please also use the contact details listed above to find a source of useful information.



Information about diagnosis

Caring for someone who has a mental health illness can be more difficult without clear information about their diagnosis, treatment options and medication. Understanding their diagnosis enables you to plan for the future and may mean other health and social care needs are also identified.

Understanding a mental health diagnosis

Rethink Mental Illness

www.rethink.org

The Rethink mental illness website is an excellent source of information on mental health conditions in an easy to read and understand format.

The website provides comprehensive information on symptoms, diagnosis, treatment and support. The website also offers a library of factsheets that cover useful topics such as: antipsychotics, hearing voices, mental health and prisons, and talking therapies.

Other sources of information:

- Royal College of Psychiatrists www.rcpsych.ac.uk
- Mind www.mind.org.uk
- Centre for Mental Health www.centreformentalhealth.org.uk
- We have a Choice and Medications section on our website which has explanations of common conditions and their treatment. You may also find the section about the Early Intervention in Psychosis service helpful.

Understanding the concept of recovery, resilience and re-ablement

It is important that carers understand the concept of recovery in the context of mental illness. This is because the concept of recovery used here has a particular meaning which is significantly different from our usual understanding of the word recovery.

The key factor in this concept of recovery is a change in outlook by the carer and the person you are caring for. The ongoing journey becomes a journey about how to live a meaningful and purposeful life, with or without ongoing episodes of illness, and how to sustain emotional wellbeing as well as physical health.

The support provided by the carer in helping achieve the goals of recovery, resilience and re-ablement underpins the ongoing journey.

To find out more about Recovery in this context, visit the website of the charity Mind and search for 'Recovery'.

www.mind.org.uk



Understanding medication

Medication may be involved in the treatment of the person you care for. Carers can speak to healthcare professionals if they have any questions.

When a medication is dispensed by a pharmacy it will usually be supplied with a Patient Information Leaflet (PIL), a useful source of information that explains what a particular medication is for, how it should be taken, and possible side effects.

Further information

Further information about medication and health conditions is available from the following websites:

- Choice and Medication: A database of expert information on medication choices, side effects etc: www.choiceandmedication.org
- Medicines and Healthcare products regulatory agency: www.mhra.gov.uk
- Easyhealth: Easyhealth produces information about health conditions that is accessible and easy to read and includes the use of pictures. There are more than 500 leaflets on the Easyhealth website that can be downloaded and printed. www.easyhealth.org.uk
- NICE (National Institute for Health and Care Excellence): An independent organisation that produces evidence-based national guidance about medicine, treatment and procedures: www.nice.org.uk



Physical health

People with mental health problems are at increased risk of physical illnesses. It is therefore important to us that people receive care and attention to their physical health. As a carer, your own wellbeing is also very important.

All people will have their physical health needs considered at any initial assessment attended by them and as part of their review. Care co-ordinators and carers should be part of these discussions where the person wants them to be. Otherwise do speak with your GP with regard to regular reviews.

Considering physical health needs means:

Gathering information about past and present illnesses.

- A review of current physical health and symptoms and current lifestyle (including smoking, diet and exercise).
- May include physical health monitoring such as weight and blood pressure monitoring.
- May require blood tests before starting treatment.

Frequently asked questions about physical health

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?

Encourage the person you care for to raise these concerns themselves. As a carer you can also speak to the team which is caring for the person you care for or to the care coordinator. If you raise concerns about someone using our services please be aware that your concerns will be logged on their record and discussed with them. Your GP may also be able to offer advice.

What can I do if I feel that the service has neglected the physical health needs of the person I care for?

If you are concerned that the service has overlooked the physical health needs of the person you care for you can raise these concerns with their care coordinator. We know that people with mental health conditions have an increased risk of physical illnesses.

Maintaining your wellbeing

When you are focusing on the person you are caring for it is important that you do not neglect your own wellbeing. Below are some tips that many people say have helped them improve their sense of wellbeing.

- Make time for yourself.
- Learn to say 'no' as you cannot do everything.
- Don't neglect your own health needs.
- Find time to rest and get enough sleep.

Focus on the positive aspects of your life:

- What do you enjoy? What are you good at?
- Find an exercise you enjoy that gives you time for yourself.
- Talk to someone: a friend, family member or support from a carer group.
- Ask for a carer's assessment or a review of your needs whenever you need it. This can help for example to look at other ways of looking at ways of supporting you.
- Keep important numbers near your phone.
- Ask your GP to register you as a carer as this will make it easier when seeking support and benefits.

Finding the right support for yourself

Below are some examples of the types of activities and therapies that may be of benefit to carers:

Exercise

There are proven links to the effects that exercise can have on your mental wellbeing. This can include sports, going to the gym or simply walking regularly.

Alternative and complementary therapies

Yoga and massage therapy, for example, help you to relax and give a sense of general wellbeing. Other benefits may include reduced stress, improved circulation and deeper sleep.

Healthy Living

Avoid stimulants such as cigarettes, alcohol and caffeine and eat a varied and well-balanced diet because the healthier you are the better your ability to cope.

Counselling/ Cognitive Behavioural Therapy (CBT)

Talking therapies enable you to express your feelings, gain a greater level of understanding and self-awareness, and empower you to find solutions to your problems and strategies for coping. See overleaf for more information on how to access talking therapies.

Our Chaplaincy and Pastoral Care team

Recognising a person's spiritual dimension is one of the most vital aspects of care and recovery from serious illness and this applies to people of all faiths and to those of none. For more information on chaplaincy services please contact:

Gatton Place
St Matthew's Road
Redhill, Surrey RH1 1TA,
United Kingdom
Telephone: 01737 288 860 (answerphone)

Mind Matters

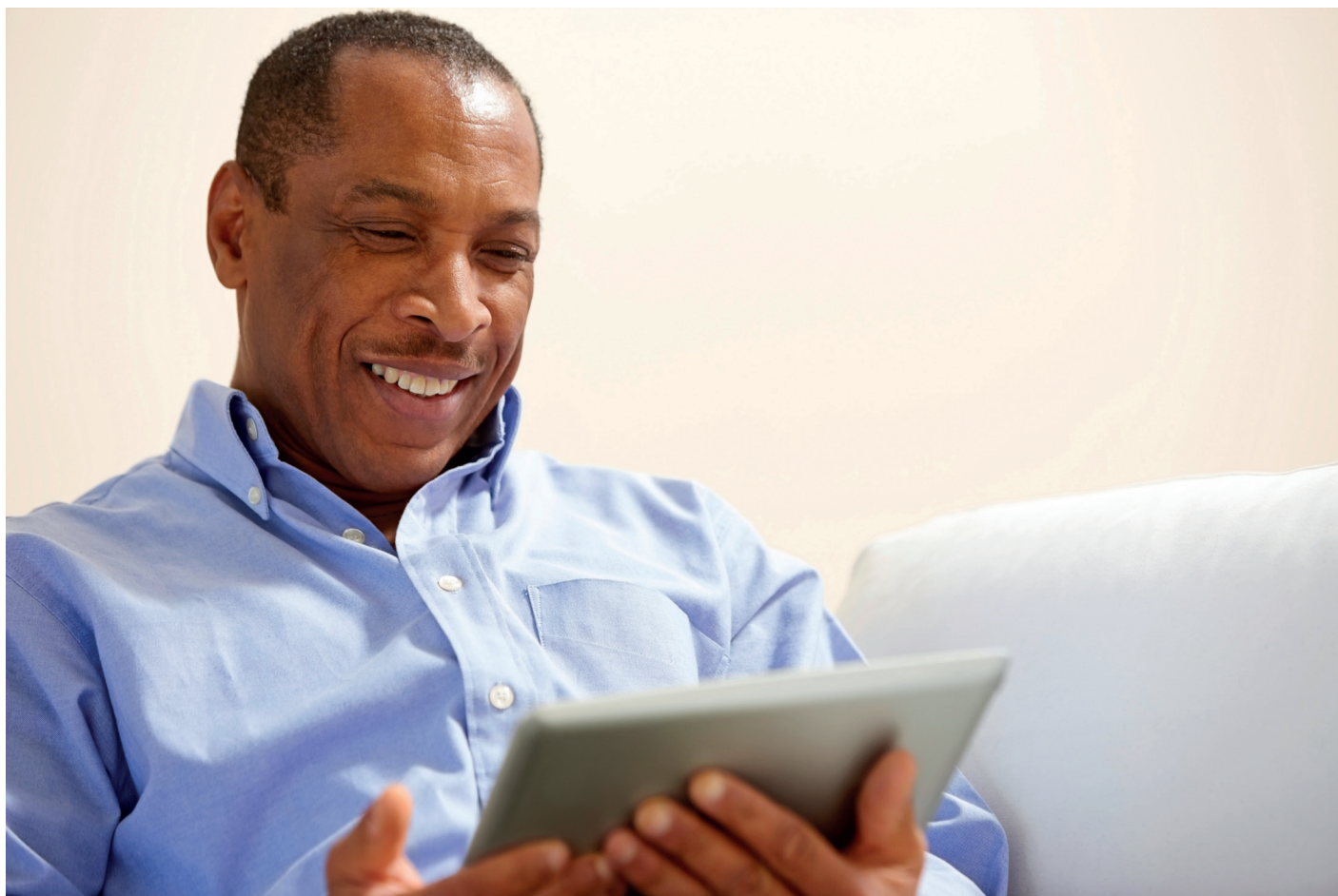
Mind Matters Surrey is a talking therapy service for anyone over 18 who is registered with a GP in Surrey. They provide quick and easy access to talking therapies, in line with individual needs and best practice recommended by the National Institute of Health and Clinical Excellence.

The Mind Matters experienced staff will listen, allowing you to talk about your difficulties in a non-judgmental and supportive environment. They will help you to understand your issues, and will work with you to develop new ways of coping. This will help you to feel better about yourself.

How to self-refer to the Mind Matters service

You can refer yourself online at www.mindmattersnhs.co.uk/getting-help or ring 0300 330 5450 or email rxx.mindmatters-surrey@nhs.net

The recommended books listed below can be obtained from your local library or from online retailers such as www.amazon.co.uk



Recommended books for carers

Dementia: The One-Stop Guide by June Andrews

Practical advice for families, professionals, and people living with dementia and Alzheimer's Disease.

Keeping Mum: Caring for Someone with Dementia by Marianne Talbot

Lots of practical tips for caring for someone with dementia.

Partners in Healing by William Collinge

Simple ways to offer support, comfort, and care to a loved one facing illness.

Skills-based Learning for Caring for a Loved One with an Eating Disorder by Janet Treasure, Grainne Smith and Anna Crane

Supporting and encouraging those suffering from an eating disorder

The Carer's Handbook: 2nd edition by Jane Matthews

Essential information and support for all those in a caring role.

The Selfish Pig's Guide to Caring by Hugh Marriott

How to cope with the emotional and practical aspects of caring for someone.

Reading Well Books on Prescription

The Reading Well Books on Prescription scheme helps you to understand and manage your health and well-being using self-help reading. The scheme is endorsed by health professionals and supported by public libraries.

To view the list of recommended books, visit the website www.reading-well.org.uk.

For more information on how to obtain these books, consult your local library or GP.



A-Z directory

Action for Carers

This is a Surrey County Council commissioned service for carers.

Getting help: For advice and support for adult carers please contact their information service on Telephone no: 0303 040 1234 or email CarerSupport@actionforcarers.org.uk

For advice and support for Young Carers please contact the Surrey Young Carers team on telephone no: 01483 569269 or email syc@actionforcarers.org.uk.

Advocacy

Advocates are people who can help you to make decisions or to say what you want.

Advocates can help you:

- Access information and services
- Be involved in decisions about your life
- Explore choices and options
- Defend and promote your rights and responsibilities
- Speak out about issues that matter to you.

Age UK

Age UK provides a wide range of services for older people across Surrey County, including respite care, social clubs, local groups, support with recovery, befriending and visiting schemes as well as practical help in the home.

For services in Surrey telephone 0300 666 9860, 9am-3pm (outside these hours you will be automatically transferred to the national helpline), or visit www.ageuk.org.uk/surrey

National helpline: 0800 678 1174 free, available 8am-7pm, 365 days a year.

Website: www.ageuk.org.uk

Alzheimer's Society

To people affected by dementia, and their carers. Advisers provide support by phone, e-mail, social media, and through the online forum Talking Point. More than 200 free publications are available via the website, as well as the comprehensive services directory.

Alzheimer's Society: www.alzheimers.org.uk provides comprehensive information on types of dementia, symptoms and treatment.

(Alzheimers) Dementia Connect

Many services are provided locally, including carer support groups, memory cafes and art and music therapy groups. For more information telephone:

National Dementia Helpline: 0300 222 11 22 Website: www.alzheimers.org.uk

BEAT (eating disorders website)

A comprehensive website that includes a helpline for carers. www.b-eat.co.uk/about-eating-disorders.

British Red Cross

Provides short-term loans of mobility aids to people in need, including wheelchairs, and, in some locations, commodes. www.redcross.org.uk/get-help

CALM (Campaign against living miserably)

Helpline that is dedicated to preventing male suicide and offering confidential emotional support for men. Telephone: 0800 58 58 58. Calls are free from landlines and most mobiles. Webchat (5pm - midnight) www.thecalmzone.net

Carers UK

Carers UK offers a range of support services for carers to cope with the pressures of caring including online information and a telephone advice and support service.

Many useful factsheets are available on its website such as 'Coming out of Hospital'. To view these factsheets, select the 'Help and Advice' link on the website and then search for 'Expert Information for Carers'. Telephone 020 7378 4999

National Carers UK Helpline: 0808 808 7777. www.carersuk.org.uk

Carers Together

Phone 01794 519495. Carers Active Listening Line 0800 323 456 (open 365 days a year, Monday – Friday, 10:00 – 20:00. Saturday/Sunday 10:00 – 16:00).

Email: admin@carerstogogether.org.uk.

Carers in Southampton

Provides advice and support to unpaid carers living in Southampton.

Telephone: 023 8058 2387.

There are a number of Mental Health Carers Support Workers who can be contacted through your local Community Mental Health Teams.

If you live in North East Hampshire, the Mental Health Services are provided in partnership with Surrey and Borders Partnership NHS Foundation Trust.

Community Services

These services are for working age adults for anyone wanting to improve mental health and wellbeing. Self referrals are accepted.

- The Welcome Project: Telephone 01483 590150. SMS 07909 631623.
Email welcomeproject@catalystsupport.org.uk.
Website www.welcomeprojectsurrey.co.uk.
Area: North West Surrey
- The Welcome Project: Telephone 01483 590150. SMS 07909 631623.
Email welcomeproject@catalystsupport.org.uk.
Website www.welcomeprojectsurrey.co.uk.
Area: Guildford and Waverley
- The Welcome Project: Telephone 01483 590150. SMS 07909 631623.
Email welcomeproject@catalystsupport.org.uk.
Website www.welcomeprojectsurrey.co.uk.
Area: Surrey Heath
- Mary Frances Trust (Leatherhead): Telephone 01372 375400. SMS 07929 024722.
Email info@maryfrancestrust.org.uk.
Website www.maryfrancestrust.org.uk.
Area: Surrey Downs
- Richmond Fellowship (Redhill): Telephone 01737 771282. SMS 07770 890245.
Email redhillcc@richmondfellowship.org.uk.
Email www.richmondfellowship.org.uk.
Area: East Surrey

Cruse Bereavement Care

Provides support to bereaved people in the local area. Services offered include a telephone helpline, drop-in centres, one-to-one support, telephone support and bereavement support groups.

Telephone: 01483 418781. www.cruse.org.uk

Grassroots suicide prevention charity

www.prevent-suicide.org.uk

Good Neighbours Support Service

Voluntary Groups which offer neighbourly help to people in their local communities.

HARG (Hampshire Advocacy Regional Group)

Is a consortium of five community based organisations. They provide a wide range of statutory and non-statutory advocacy services. You can also search the community directory on Connect to Support Hampshire for advocacy services.

<http://hampshireadvocacy.org.uk/>

Hampshire Carers

Hampshire County Council's Community Directory contains details for many local and national organisations providing support to carers. These include general carers' organisations and those related to specific conditions or disabilities.

For more information, visit www.hants.gov.uk/socialcareandhealth

Hampshire – Young Carers

Information for young carers (under 18).

For projects in your area go to The Children's Society young carers website.

Hampshire has a young carers forum where you can meet other young carers and discuss issues and topics online. Find a project near you at the Hampshire Young Carers Alliance (HYCA).

As a young carer you should always have your views taken into consideration when someone assesses the needs of the person you care for.

Other sources of help:

- Princess Royal Trust – Forum
- The Children's Society

Hart and Rushmoor Mental Health & Substance Misuse Social Care Team

Rushmoor Borough Council Offices
Farnborough Road
Farnborough
GU14 7JU

Telephone: 01252 814750

Maytree Sanctuary

Maytree Sanctuary is open to anyone in a suicidal crisis for a one-off short stay in a safe place. The service is free and it is open to anyone in the

UK and it offers a quiet place to reflect and time to talk in confidence. Telephone: 0207 263 7070.

www.maytree.org.uk

Mind

Mind in Woking provides a wide range of services to support people recovering from mental health challenges, to promote positive mental health and to tackle mental health-related stigma and discrimination.

www.mind.org.uk Telephone: 0300 123 3393

Money Advice Service

Financial support is available for carers and this service helps you to find out what help and benefits are available and how to apply for your entitlements.

Telephone: 0800 138 7777 – Monday to Friday, 8am-8pm; Saturday, 9am-1pm.

www.moneyadviceservice.org.uk - select the link to 'Family' and 'Care'.

NHS guide to care and support services

This online guide provides information for people who have care and support needs, their carers and people who are planning for their future care needs. A telephone helpline service for carers is also available.

Helpline: 0300 123 1053 – Monday to Friday, 9am-8pm; weekends, 11am-4pm. The helpline is closed on bank holidays.

www.nhs.uk select the link to 'Care and Support'.

NHS Choices: www.nhs.uk features a searchable A-Z listing of conditions.

For each condition searched there are separate pages on symptoms, causes, diagnosis, treatments and advice on 'how to live'. There is also a very useful listing of external links to websites with more specialist information related to each disorder. In addition to the searchable A-Z listing of conditions, the 'Live Well' section of the NHS Choices website www.nhs.uk offers general help and information on diet, stopping smoking, getting enough exercise, and coping with stress.

Papyrus Hopeline

Papyrus Hopeline UK is a national confidential helpline for young people at risk of suicide:

www.papyrus-uk.org or telephone 0800 068 41 41.

Patient Advice and Liaison Service (PALS)

Our Patient Advice and Liaison Service (PALS) ensures that the Trust listens to patients and their carers and answers their questions and resolves their concerns as quickly as possible. PALS also helps us improve services by listening to what matters to patients and their loved ones and making changes when appropriate.

Freephone: 01372 216202/ 216203/ 216204/ 216245

E-mail: rx.palsandcomplaintssabp@nhs.net

www.sabp.nhs.uk/contact/PALS

Patient website

www.patient.info is a leading independent health platform and one of the most trusted medical resources online. The website offers evidence-based information on a wide range of medical and health topics to patients and health professionals and hosts hundreds of health discussion forums.

Princess Royal Trust for Carers in Hampshire

Offer information, support, advice and emergency respite services for all carers in Hampshire.

Telephone: 01264 835246. Email: info@carecentre.com.

Rethink Mental Illness

Rethink provides expert advice and information to anyone affected by mental health illness. The Rethink website is extremely useful, with excellent resources and links. Rethink Carer Support – Surrey provides local carer support groups, direct telephone support by carers for carers, email support and a local voice for mental health carers.

Website: www.rethink.org Rethink National Advice line: 0300 5000 927

Samaritans

The Samaritans is a 24-hour confidential, listening service providing emotional support to anyone in crisis.

East Surrey branch:

Usual hours open to receive callers at the door: 10.30am-10pm.

Telephone: 01737 248 444 - local call charges apply.

Website: www.samaritans.org/branches/samaritans-east-surrey

Samaritans - call 116 123. This is a free 24-hour helpline

Statutory Advocacy Services

Adult Services has a duty to provide access to advocacy services under the Care Act (to enable everyone to be involved in the social care process) and under the Mental Capacity Act (to help certain people to make specific decisions) and can refer you to one of these services;

Care Act Advocates help you get more involved with planning your care independent Mental Capacity Advocates help make the decisions relating to your care.

To access the information from each icon below go to the following website, it will bring up the icons. Click on them and you will get information relating to each icon;

www.hants.gov.uk/socialcareandhealth/adultsocialcare/supportforcarers.

Silver Line Helpline for Older People

Silver Line is a free confidential helpline providing information, friendship and advice to older people. The befriending service helps combat loneliness and the sign-posting service provides links to the many and varied services that exist for older people. The service is available 24 hours a day, every day of the year.

Telephone: 0800 470 8090

Website: www.thesilverline.org.uk

Surrey Information Point

Surrey Information Point helps adults and carers in Surrey find advice and information in their local area.

Telephone: 0300 470 9100 (9am to 5pm Monday to Friday) out of hours

Emergency Duty Team: 01483 517898

Website: www.surreyinformationpoint.org.uk

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If you have any concerns about any about of the services of Surrey and Borders Partnership NHS Foundation Trust, or would like more information please contact: Patient Advice and Liaison Service (PALS).

Contact by phone on: 01372 216202/3/4.

SMS text on: 07786 202545.

Email PALS on: rxx.palsandcomplaintssabp@nhs.net.



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

Call: 01372 216285 SMS text: 07786 202545

Email: 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

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