



Oxford Health
NHS Foundation Trust

HANDBOOK

For Family, Friends
and Carers

Adult Mental Health Services

Contents

Introduction.....	3
Involving You	4
Carer’s Assessment.....	5
Care Programme Approach	6
Crisis Provision and Support.....	7
Looking After Someone in Hospital.....	8
Confidentiality and Sharing Information	10
Carer’s Allowance.....	11
Common Mental Health Problems.....	12
The Mental Health Act	14
Feedback	16
Useful Contacts	17

TEAM CONTACT DETAILS

Team Name:

Team Address:

Team Contact Number:

Name of Care Coordinator
or Named Nurse:

Name of Consultant Psychiatrist:

Introduction

This handbook is for anyone who cares for someone who is receiving care and treatment from adult mental health services. This may include our Adult Mental Health Teams (AMHTs), inpatient wards, Early Intervention Services, Complex Needs or Psychological Therapies Services. It has been designed with help and support from existing family, friends and carers to provide you with useful information to support you in this important role.

The Care Act 2014 defines a carer as “someone who helps another person, usually a relative or a friend, in their day-to-day life so can be a spouse or partner, parent or child or other family member. This is not the same as someone who provides care professionally, or through a voluntary organisation.”

We recognise that as mental health recovery can sometimes be complex and unpredictable there are times when being a family member, friend or carer can be challenging and stressful.

Family, friends and carers play a critical role in supporting people with their recovery but we recognise on occasions that you might sometimes need support too. We therefore hope that this handbook provides you with an overview of how we as an organisation and other groups and forums can enable you to access help if you need it. However, if you feel there is something missing or you have any other questions do please ask a member of staff who will be happy to help in any way they can.

RECOVERY COLLEGES

Our Recovery Colleges have a range of courses all co-designed especially to support carers. These are all free and you are welcome to enrol for as many courses as you wish. For more information please contact **01865 901515** for Buckinghamshire or **01865 779613** for Oxfordshire.

Involving You

Oxford Health NHS Foundation Trust is committed to involving and engaging you in the care and treatment of your family member or friend.

Whilst we recognise that on occasion the person you care for might not give their consent for this to happen, our staff will always be open to listening to any concerns you have and will work with both you and the person you care for to ensure that these have been taken into consideration. [See more on *Confidentiality* on page 10].

Every patient who is under the care or treatment of one of our mental health services will have a comprehensive assessment of their mental health needs and from this a care plan will be developed that sets out how these needs will be met. These care plans are developed in partnership with the patient and as long as we have their consent you will also be invited to be involved in this too. Care plans are usually reviewed every six months (or more regularly if there is a significant change) so you will also be invited to be involved in any review of the care plan.

If you are not sure what a care plan looks like please ask a member of staff who will happily show you one and explain the type of information that would normally be included.

You are also more than welcome to accompany your family member or friend to any appointments or meetings with any of our services.

OTHER INVOLVEMENT OPPORTUNITIES

There are also lots of opportunities for you to be involved in service development and quality improvement projects.

For more information on what is going on locally please look at the involvement section of our website:

www.oxfordhealth.nhs.uk/about-us/getting-involved

Carer's Assessment

A Carer's Assessment is an opportunity for you to discuss your personal needs and to look at any support that might make your role easier.

Anyone over the age of 18 who provides “*substantial care on a regular basis*” is entitled to a Carer's Assessment and you are still eligible if you are combining your caring role with paid work or if you don't live with the person you are providing care too. Once you have had your assessment you will be registered with your GP as someone who is caring for someone else, so you'll be able to access support from them if you need it.

THE ASSESSMENT

If you are known to the team as a family member, friend or carer then please ask either the Care Coordinator or Named Nurse who will be able to help arrange this. The assessment will look at what support you might need to maintain an appropriate balance with your caring role with your other commitments such as work or family life. As this assessment is about you, the person you care for does not need to be present unless you would like them to be, and you can also ask another relative, friend or advocate to be present if you would rather.

AFTER THE ASSESSMENT

If, following the assessment you are eligible, you may be offered a range of support to include respite breaks, help at home with day-to-day tasks or the opportunity to access employment or education opportunities. You may also be entitled to Self-Directed Support (SDS) which provides you with a personalised budget which allows you to choose how your support is provided.

Whilst you are still undertaking a carers role your assessment should be reviewed regularly to identify any changes to your personal circumstances. This would usually take place once a year, but if anything significant changes then please do ask for this to be bought forward.

Care Programme Approach

The Care Programme Approach (CPA) is how we manage and plan the care and treatment of patients who have complex mental health needs and can apply to anyone in any of our services.

Not everyone who is under our care and treatment has a CPA as it is only for patients whose needs have become more complex and therefore a range of services might be required to support them.

A CPA is tailored to each individual patient and allows the clinical team to assess their needs and develop a plan that addresses these identified needs. It also allows the team to be clear about who is responsible for delivering each part of the plan.

RESPONSIBILITY FOR THE CPA

Your family member or friend's Care Coordinator will be the one responsible for overseeing the CPA. A Care Coordinator is a mental health professional and will either be a Registered Mental Health Nurse, Social Worker or Occupational Therapist, and will have been allocated to work with the person you care for as the team believe they have the best skills in order to support them with their mental health.

REVIEWING THE CPA

A CPA can be reviewed at any time where anyone involved (the person you care for, you or a staff member) feels that there has been a substantial change in circumstances. A review meeting will focus on discussing current needs, checking that they are being met and making any necessary changes. If you feel at any time that a review is needed you should contact the Care Coordinator, who will be able to assist with arranging this.

Crisis Provision and Support

As someone might experience a deterioration in their mental health at any time, it is important that there are plans in place to support both you and them should this happen.

These plans should be agreed with both you and the person you are caring for and their Care Coordinator should be able to help you with this. The plan should have advice for managing different situations and should have contact names and numbers of people to speak to both in and out of hours.

The person you are caring for should also have a crisis plan which outlines what they should do and who they should contact. This might be their team, GP or other voluntary organisation.

All of our teams operate slightly different opening times, but we do provide services 24 hours a day, 7 days a week. If you need to speak to someone out of hours then please call **01865 901000** where someone from our coordination centre will put you in touch with the best person or service to support you or the person you care for.

If you are concerned about someone's mental health, and believe that they are at immediate risk of harming themselves or others then please contact 999, or 111 if it's not a 999 emergency.

Looking After Someone in Hospital

We know that when someone is admitted to hospital it can be a very distressing and difficult time for both the person you care for as well as yourself.

We aim to treat most patients in their own home wherever possible, but sometimes if someone is particularly unwell they will be admitted to hospital so their needs can be fully assessed and they can receive treatment. Our wards provide a safe place where trained staff can provide specialist care.

Sometimes if someone is very unwell they may have to be admitted to hospital under a section of the Mental Health Act 1983 [see more on the *Mental Health Act* on page 14].

ADMISSION

When your family member or friend arrives on the ward they will be welcomed by a member of the ward team and will be shown round and to their bedroom. We don't advise that any valuables are left on the ward, but you are welcome to bring in clothes, toiletries and any other personal items to make their stay more comfortable.

The Named Nurse for your family member or friend will be identified, and they will be your key contact person for the duration of the admission. Your family member or friend will always have someone assigned to look after them at all times, and they will be able to answer any questions you might have. However, it is always best, if possible, to speak to their Named Nurse who will have the best overview of how they are.

ASSESSMENT

During the first few days following an admission a number of assessments will take place. This is in order for the clinical team to understand what support needs to be put in place to enable your family member or friend's mental health to improve and enable them to return home.

This includes a mental state examination to assess their overall mental health wellbeing, a risk assessment to ensure that they are kept safe whilst on the ward, a physical health examination which might include taking blood and urine samples and a social care assessment which looks at issues such as housing, employment, benefits and wellbeing issues.

VISITING

Visiting hours vary for each ward so it is best if you ring the ward to check what these are. However you are welcome to visit anytime during these hours and to stay for as long as you wish. Children of parents who have been admitted are welcome to visit too, but as staff might need to make special arrangements we just ask that these are made in advance directly with the ward team.

For the safety of everyone on our wards we do have a list of items which we ask anyone visiting not to bring onto the ward with them. This includes plastic bags, lighters, sharp or glass objects and chewing gum. But, if you are not sure please do check with the ward staff before you visit as they will be happy to advise what is safe to bring with you.

INVOLVEMENT

Oxford Health NHS Foundation Trust wants to ensure that you are still involved in the care of your family member or friend when they are in hospital. After an admission you should be given the opportunity to discuss any concerns or issues that you have and to ask any questions, including the opportunity to speak to a Consultant Psychiatrist within 48 hours of admission.

Each ward has regular ward rounds which give the clinical team the opportunity to discuss current treatment and progress with everyone involved. These discussions will also form the basis of the discharge plans, and as long as we have consent for you to be involved you are welcome to attend all of these meetings.

Confidentiality and Sharing Information

We know that as a family member, friend or carer you want as much information as possible about the person you are caring for in order for you to be able to provide them the best possible support.

Most of the time the person you care for is happy for us to share information with you, but sometimes when someone is really unwell they might change their minds about whether we can do this or not.

We understand how frustrating and worrying it can be if we don't have their consent for us to share information with you. But, if this is the case we will always continue to listen to you, so please continue to share information with the clinical team. We will also still help you to manage any symptoms that are of concern to you, as well as provide generic information on specific mental health conditions or medications that you believe your family member or friend is taking.

We will also continue to work with the person you care for to support them to see the importance of being able to share information with the people closest to them.

If you are worried about this then please do speak to a member of staff about whether you and the person that you care for should consider completing an Advance Statement.

ADVANCE STATEMENT

Patients can make an Advance Statement which will tell us what they want to happen should they get unwell. It means we can provide support in the way they wish when they are well even though they may say something else when they are unwell.

Carer's Allowance

The Carer's Allowance is a financial benefit to help you look after someone who needs to be cared for.

You do not need to be related to or live with the person you are caring for to receive this allowance but you must meet certain eligibility conditions, and you must spend at least 35 hours a week undertaking your caring role.

For information on eligibility, the effect it might have on any other benefits and how to make a claim please visit:

www.gov.uk/carers-allowance/overview

APPLYING FOR CARER'S ALLOWANCE

As well as applying online at the above web address you can also apply for this at your local Jobcentre Plus, or via the Benefit Enquiry Line on Freephone: **0800 882 200**.

Common Mental Health Problems

More information on some of the more common mental health problems our patients are diagnosed with can be found online [see *Useful Contacts* on page 17] but we hope the following explains a little bit about some of these. As with any illness, patients may experience a wide range of symptoms which might differ in severity from person to person.

ANXIETY DISORDERS

We all experience anxiety at times, and this is a normal response to any stressful or difficult situation. However, some people experience high levels of anxiety where their levels of stress are disproportionate to the situation or where there is no clear reason for the anxiety. These feelings can become very overwhelming and can prevent some people from being able to function in their usual day to day lives.

BIPOLAR DISORDER

This is a mood disorder whereby a person experiences extremes of mood (either abnormally elevated, unusually low or mixed episodes whereby the patient experiences mixed moods). Whilst these episodes are usually separated by periods of “normal” mood in some patients their mood fluctuates rapidly and sometimes these can lead to psychotic symptoms such as hallucinations or delusions.

DEPRESSION

This term is often used in society to describe someone when they are feeling a bit low or miserable, but in a clinical sense it is a symptom of low mood or a specific depressive disorder and can affect people of all ages.

Depression can lead to extreme feelings of low mood which can severely impact on daily life and can last for extended periods of time. It can affect people in lots of different ways but can cause a wide variety of other issues such as physical and psychological symptoms.

EATING DISORDERS

Anorexia Nervosa and Bulimia Nervosa are two serious eating disorders which can lead to a person having serious and extreme problems with eating to the point that their lives can be at risk. People with eating disorders will use food as a way of control in managing difficult feelings. Eating disorders can cause a range of emotional and physical problems for someone which, alongside ensuring that they gain weight safely, will also need to be addressed.

PERSONALITY DISORDERS

Individuals who experience persistent and disabling difficulties with their patterns of thinking, feeling and behaviour may be suffering from a personality disorder. Whilst many people experience some difficulties in these areas, if an individual’s difficulties are causing recurrent problems in their relationships, behaviour and mood such as lack of trust, mood swings, self-harming behaviour, feeling suicidal, feeling alienated and ashamed then specialist treatment might be appropriate.

PSYCHOSIS

This describes a set of symptoms that are often unusual to those experiencing them or to those people caring for them. They can include holding a set of beliefs that are outside cultural norms. Other unusual experiences include a variety of sensory experiences. These could be visual (visions) or auditory (voices) or any of the other senses (hallucinations). These experiences can be frightening and may result in a change of behaviour with individuals becoming increasingly agitated or isolating themselves, but with treatment many of the symptoms can be managed successfully. However, if symptoms do persist someone may receive a diagnosis of schizophrenia.

The Mental Health Act

The Mental Health Act 1983 (MHA) provides the legal framework that allows some people who are unwell to be admitted to hospital and have the appropriate care and treatment, including medication.

SECTIONS

There are lots of different sections under the MHA but the most used ones for adult mental health patients are:

- **Section 2:** this allows someone who is at risk of either harm to themselves or others to be admitted to hospital for up to 28 days. During this time they will be assessed and treatment and medication may be given.
- **Section 3:** this allows someone who is at risk of either harm to themselves to be admitted for up to 6 months. During this time they will be assessed and treatment and medication may be given.
- **Section 136:** this allows someone to be taken to a place of safety (which might be a designated area on one of our wards or a police station) if it is felt that they might have a mental illness and are in need of care or support. Someone can be on this section for up to 72 hours to allow them to be assessed and might then be admitted to hospital or referred to one of our services for ongoing support.

COMMUNITY TREATMENT ORDER

This allows some people who have been detained on a section of the MHA to be discharged back home but they must still comply with any compulsory treatment such as taking their prescribed medication.

NEAREST RELATIVE

The MHA gives particular rights to the “Nearest Relative” of the person who has been detained. The nearest relative is not the same as a Next of Kin, and is the person appearing highest in the list. They must be over the age of 18, legally reside in the UK and follow the below hierarchy which is set out in the MHA:

- 1 Spouse or Civil Partner
(or partner if living together for over six months)
- 2 Son or Daughter
- 3 Father or Mother
- 4 Brother or Sister
- 5 Grandparent
- 6 Grandchild
- 7 Uncle or Aunt
- 8 Nephew or Niece
- 9 People who have lived with the detained person for over five years

The Nearest Relative can delegate the role to someone else, and if the person receiving care has no-one that fits the above criteria the courts can appoint someone to fulfil this.

The MHA is a very complex area of the law, especially around the role of the Nearest Relative, when there might be another family member or person who you might feel is better placed to fulfill this role. So if you require detailed information please contact the MHA Administration Office who can be contacted through Switchboard on: **01865 901000** and will be able to answer any questions that you might have.

Feedback

Your feedback is incredibly valuable to us as it enables us to continually develop and improve our services.

We have a number of mechanisms in place to capture your feedback, including an online survey on the Oxford Health NHS FT website, paper surveys in all reception areas and on the inpatient wards and a member of staff from one of our teams may also contact you by phone to understand your recent experiences.

However, you are welcome to share your feedback and experiences with us at any time and this can be done directly to any member of staff or through the online survey which can be accessed at: www.oxfordhealth.nhs.uk/support-advice/support-for-carers/adult/your-feedback (or type “feedback” into the search engine on the website).

PATIENT ADVICE AND LIAISON SERVICE (PALS)

We hope that your contact with all of our staff and services is positive. However, we know that occasionally things might not be to the standard we expect. If that does happen we are here to support you to make things right and to resolve any issues as quickly as possible.

If you are unhappy about any of the care of treatment or about any aspect of our services, you should initially try to speak to a member of staff who is with you at the time or a member of the care team. They may be able to resolve your concerns straight away. However, if you are unable to resolve your concerns by talking to a member of staff, please contact the Patient Advice & Liaison Service (PALS), which provides support and advice to patients and their families and friends.

PALS can be contacted on either Freephone **0800 328 7971** or you can email the team on: PALS@oxfordhealth.nhs.uk

Useful Contacts

There are lots of resources available online for people wanting to access more information but the following list are the ones that we think you might find particularly helpful.

Specialist mental health organisations:

MIND

Their website contains information about support that might be available to you and how to access this. They also have helplines you can call and an online community where you can listen and share your experiences and talk about caring for someone with mental health problems in a safe and supportive environment.

www.mind.org.uk

RETHINK MENTAL ILLNESS

Offers advice, support and information for carers and an information line that is open Monday to Friday from 9am – 5pm.

www.rethink.org

Tel: **0300 5000 927**

or **01865 904499** (Oxfordshire Carers Support Service)

ROYAL COLLEGE OF PSYCHIATRISTS

They have an excellent website which provides lots of information about different mental health conditions, treatments and the law in regards to mental capacity.

www.rcpsych.ac.uk

SANE

A national out of hours telephone helpline for anyone caring for someone with a mental health problem.

Tel: **0845 767 8000**

www.sane.org.uk

If you need the information in another language or format please just ask

Nëse ky informacion ju nevojitet në një gjuhë apo format tjetër, ju lutem na kontaktoni

आपनि यदि এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফর্ম্মেট) পেতে চান
তবে দয়া করে আমাদেরকে বলুন

ਜੇ ਅਸਨੇ ਆ ਸਾਹਿਬੀ ਡੀਐਲ ਆਖਾਮਾਂ ਅਥਵਾ ਡੀਐਲ ਆਫ਼ਾਮਾਂ ਆਉਏ, ਤੋ ਕੁਝਾ ਕਰੀਨੇ ਅਸਨੇ ਖੂਠੇ

यदि आपको यह जानकारी किसी दूसरी भाषा या आकार में चाहिए हो तो कृपया हम से पूछें

若您需要本信息的另一种语言或格式的版本，请与我们联系

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਸਾਹਬੀ ਡੀਐਲ ਡੀਐਲ ਆਖਾਮਾਂ ਨਾਂ ਸਕਲ ਡਿੱਚ ਚਾਹੀਏ ਹੋਏ ਤਾਂ ਡਿਠਠਾ ਕਰ ਕੇ ਸਾਨੂੰ ਪੁਛੋ

اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقے سے درکار ہیں تو براہ کرم ہم سے پوچھیں۔

Oxford Health NHS Foundation Trust

Warneford Hospital, Warneford Lane, Headington, Oxford OX3 7JX

Telephone: 01865 901000

www.oxfordhealth.nhs.uk