

If you have a caring role, it is important to have access to information and support which can help you get through this challenging time. Here are some important questions answered.

What important things should I be doing?

- Let your GP know that you are a carer (if they don't already know.)
- If the person you care for needs medication, contact your GP to ensure repeat prescriptions and medication can still be collected. Check if your local pharmacy provide a prescription delivery service.
- Put an emergency plan in place should you become unwell yourself and unable to care, see below.
- Getting the right information. The Government and the NHS are keeping people informed of new advice and developments. Ensure you are keeping up to date.

How can I stay in contact with my loved one who is in a mental health inpatient unit or a community hospital?

Our community hospitals have resumed limited visiting times, by appointment only, more information can be found [here](#). Our mental health inpatient units remain closed to visitors until further notice.

Other ways you can stay in contact with your loved one or friend through phone, email or social media (if possible). Wards are doing what they can to support inpatients who do not have their own technology to enable them to stay in touch with their loved ones.

If you have concerns about your loved one, please contact the ward directly and speak to a member of staff.

Letters to a Loved One Scheme

A special service for the friends, families and carers of our patients. Send them a letter, poem or pictures and make their day. Find out more [here](#)

What contacts are useful to me?

- **Mental health inpatients and community hospital patients:** you can contact the wards directly to speak to the team
- **Adult mental health team/community mental health team:** you can contact your loved one's care coordinator or mental health team
- **Children and Adolescent Mental Health Service (CAMHS)**
Oxfordshire: 01865 902515
Buckinghamshire: 01865 901951
Bath and North East Somerset: 01865 903889
Swindon 01865 903422
Wiltshire: Melksham and Marlborough: 01865 903777
Wiltshire: Salisbury: 01722 336262
- Call our new mental health helplines open 24/7 providing mental health advice during the coronavirus pandemic. It will support people of all ages including children and older adults
Oxfordshire and Buckinghamshire
Adults: 01865 904997 Children and Young People: 01865 904998

Useful contacts continued.....

- **Bath and North East Somerset/Wiltshire/Swindon**
Children and Young People 01865 901000 between 5pm-9am weekdays and weekends
- **Community Health Services** – for those who are known to our service, call the Oxfordshire Single Point of Access (SPA) on 01865 903750
- **Learning Disability Teams (LDT):** if you have concerns or need advice, please leave a message and someone will get back to you
North Oxfordshire LDT: 01865 903500
Oxford City LDT: 01865 904555
South Oxfordshire LDT: 01865 903100
- Talk to our Patient Advice and Liaison Service ([PALS](#)) if your query is about the health support we are providing to your loved one. The PALS telephone line (0800 328 7971) is open Monday to Friday between 9.30AM and 4.30PM, excluding bank holidays.
- Contact Di Hilson, the Trust's carers lead, on 07775816646

Where can I keep updated with important information?

- Oxford Health is regularly updating information on Coronavirus on the [website](#).
- Access the new NHS Health at Home [webpage](#) to get NHS help online
- See the Governments guidance for those who provide unpaid care to family and friends [here](#).

What may be helpful to me at this difficult time?

- Oxford Health Carers Befriending Phonenumber: If you are feeling lonely or isolated, have a friendly chat with one of our volunteers, find out more [here](#) or call 01865 901012. Call anytime, leave your name and number, and one of our volunteers will call you back between 11am-12pm Monday to Friday.
- Our local carer support organisations continue to run remotely, see [webpage](#) for the support that is available to you
- Maintain contact with your support networks over the phone or on social media
- Create an emergency plan, this should help ease your worries should you become unwell and cannot care. Please include in this:
 - name, address and contact details of the person you look after
 - who you and the person you look after would like to be contacted in an emergency
 - details of any medication the person you look after is taking and where it is stored
 - details of any ongoing treatment they need
 - details of their GP
 - any care and support services they receive and contact numbersEnsure this is shared with those you have named as emergency contacts, other trusted family members and health professionals connected with your loved ones care.

For more useful guidance on preparing an emergency plan visit [Carers UK](#).