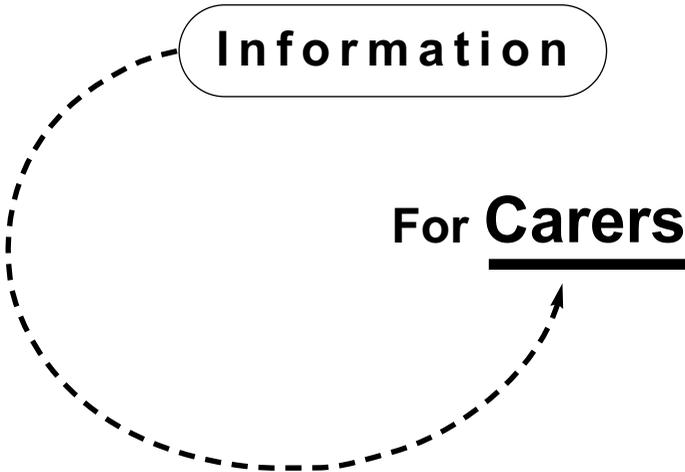


Avon and Wiltshire  
Mental Health Partnership NHS Trust



Royal United Hospital Bath  
NHS Trust



This leaflet has been produced by the generosity of:

Janssen-Cilag Ltd

**"I felt so angry with the whole situation...my son, and the people at the hospital, even my GP. Nobody seemed able to help or keen to listen to what I thought about the situation. After all, my son had had the problem for years, only no one was available to help us in the early stages. I knew something was wrong...he just wasn't right...but everyone just kept telling us that it was a phase and he would grow out of it. Nothing constructive happened until he ended up in the casualty department of the local hospital after he had taken a serious overdose."**

If you are a carer, such as a parent, husband or wife, or possibly a son or daughter looking after a parent, it can often feel as though nobody is there to support you in your caring role. On occasions, it may even seem as though all the health and social care services are focussing on 'the patient', with little in the way of information or advice for you. We recognise that having a carer's role can be a tiring and stressful job. Caring and supporting someone in your family with a mental health problem can be physically exhausting and emotionally stressful.

It is important to remember that your input is often vital in any assessment or treatment programme initiated by the mental health services. All professionals should include you in the assessment and on-going treatment of the person that you are caring for. Under current guidelines, professionals such as Social Workers and Community Nurses have a statutory obligation to undertake an assessment of your needs as a carer - what support, help and advice do you require to enable you to continue in your role and to ensure that the person's care plan is likely to be successful?

There is a wide variety of different services that you may be entitled to, including respite care, night sitting, or day care. Support such as this may mean that you are able to have some time to yourself and enable you to carry on in your caring role in the long-term. The Care Co-ordinator or Key Worker assigned to you or your relative will be able to provide more information about these as options and whether they are appropriate in your situation.

✦ **Your GP/family doctor**

He or she can refer you on to a range of specialist services

✦ **Community Psychiatric Nurse (CPN)**

For psychiatric nursing, specialist therapy and on-going support. Please contact your GP, who can discuss with you how to get in touch with the CPN service that covers your geographical area.

## **Counselling Services**

✦ **The Samaritans** ☎ **01225 429 222 or 0345 90 90 90**  
**(local call rate)**

A confidential telephone support and counselling service for people feeling depressed or suicidal. Operates 24 hours a day, 365 days a year. If you would like to talk between **9am and 10pm - no appointment required. Address:**  
*10 Newbridge Hill, Bath, BA1 3PU.*

✦ **Bath MIND** ☎ **01225 316 199**

Bath Mind, runs several projects in Bath for people experiencing mental ill health and their carers, these include: a Drop in, an Advocacy Service, a Befriending Service and four housing projects.

✦ **Mind in Western Wiltshire** ☎ **01249 814447**

Confidential counselling and support group. Covers Bradford-on-Avon, Calne, Chippenham, Corsham, Devizes, Malmesbury, Melksham, Trowbridge, Warminster and Westbury. Ring the above number to arrange an appointment or write to:  
*MIND in Western Wiltshire, 22 High Street, Calne, SN11 0ES.*

✦ **Relate** ☎ **01225 465 593**

Confidential counselling for adult couples and individuals with relationship problems, including sexual therapy. Daytime and evening appointments available.

Ring the above number to make an appointment or write to:  
*21 Milsom Street, Bath, Somerset, BA1 1DE*

✦ **Off The Record** ☎ **0800 335551**

Confidential advice and counselling for young people. To arrange an appointment, call the above number or write to:  
*Open House Centre, Manvers Street, Bath, BA1 1JW*

✦ **Cruse Bereavement Care** ☎ **01225 465 878**

Support, advice and counselling to any bereaved person including children. Also organises a range of support and social groups. Contact the above number for more information or to arrange an appointment. You can also write to: *11-12 Laura Place, Bath, BA2 4BL.*

## **Websites for carers**

[www.aqu.co.uk/carers/](http://www.aqu.co.uk/carers/) Offers the chance to sign a petition to show dissatisfaction at the present rights and benefits that carers in the UK are entitled to.

[www.ukcare.net/public/](http://www.ukcare.net/public/) Many resources for all matters relating elderly care.

[www.carers.gov.uk](http://www.carers.gov.uk) Government information for Carers.

[www.carers.org](http://www.carers.org) The Princes Royal Trust for Carers.

[www.carersonline.org.uk](http://www.carersonline.org.uk) National and local news, details of campaigns and publications and a carers radio station.

## Information and support for carers

### ✦ **FOCUS - Focus on Carers and Self-Help**

 **01793 531133**

Provides support, information and advice to anyone in a carer's role. Ring the above number for more information or write to:

*Swindon Carers' Centre, 25 Morley Street, Swindon, SN1 1SG.*

### ✦ **Carers National Association** **020 7490 8818 or Carers Line 0808 808 7777**

Provides advice and information regarding rights and services available to anyone in a caring role. The Carersline allows you to access free advice and information. Ring the above number and ask for the information line (open 9am to 5pm each weekday), or write to: *20-25 Glasshouse Yard, London, EC1A 4JT.*

### ✦ **The Princess Royal Trust for Carers**

 **020 7480 7788**

Provides information and advice for carers. Also details of local carers centres.

You can write to: *142 Minorities, London, EC3N 1LB.*

### ✦ **Alzheimer's Society** **020 7306 0606**

Provides information, advice and details of sources of support for those caring for someone with dementia.

You can also write to:

*Gordon House, 10 Greencoat Place, London, SW1P 1PH.*

✦ **NSF (National Schizophrenia Fellowship) - National Advice Line** ☎ **020 8974 6814**

Provides information, support and advice to anyone affected by mental illness, including carers. The advice line is open 10am to 3pm each weekday, or you can write to: *28 Castle Street, Kingston-Upon-Thames, Surrey, KT1 1SS.*

✦ **Al-Anon** ☎ **020 7403 0888**

A confidential helpline for carers, families and friends of someone who has an alcohol problem. Helpline open every weekday 10am to 4pm.

✦ **Ad-Fam** ☎ **020 7928 8900**

Support, information and advice for carers, families and friends of someone who has a drug problem. Helpline open 10am to 5pm each weekday.

*A Confidential, Supportive Forum Open to All Carers*

## **Carers Support Group**

*Hillview Lodge Carers Support Group is for people caring for a relative or friend currently admitted to hospital.*

Take the opportunity to get support, information and advice by sharing experiences with others, or just enjoy a cup of tea, in a relaxed and confidential setting.

Information is also available with regard to other services that may be beneficial throughout this difficult time.

The meeting will be run by two people, one of whom will be a qualified nurse, and will take place at Hillview Lodge on the 2nd and 4th Tuesday in the month from 7.00 pm to 8.30 pm.

Please ask a member of staff for more information or telephone the group co-ordinators Louise Holmes on (01225) 825353 or Gina Smith on (01225) 323653

*All Carers Welcome!*

## **What We Believe**

We actively encourage the involvement of carers and relatives during all stages of the assessment process. Our staff will, with the consent of the individual concerned, keep carers and family members informed of all decisions made and arrangements for follow-up and aftercare.

We welcome comments and views on the service you receive whilst attending the hospital and will respond positively to suggestions for further improvements in the standard of care we provide.

We have nurse specialists in mental health who link with the Emergency Department. If you need more advice or information about services, or details of how to get support and help for yourself, please ring 01225 825320.

If you have any comments or suggestions about the care you have received whilst attending the hospital, please discuss these with the nurse looking after you.

If you prefer, you can write to either of the following:

- ✦ The Chief Executive, Royal United Hospital, Combe Park, Bath BA1 3NG.
- ✦ The Chief Executive, Avon & Wiltshire Mental Health Partnership NHS Trust, Bath  
NHS House, Newbridge Hill, Bath, BA1 3QE

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