

## **Rochdale Safe Haven Team Carer Information**

**Team: Heywood, Middleton and Rochdale Safe Haven**

**Contact us: Rochdale Safe Haven Team, Urgent Care Centre, Rochdale Infirmary, Whitehall Street, Rochdale, OL12 0NB**

**Telephone: 01706 517797 / 517121**

It can be a difficult experience to know that someone you love and care about has a mental health condition. You will need both information and support to be able to assist the person you care for to return to their everyday life in the community.

To achieve this staff will work in partnership with you. The staff value carers' commitment, expertise and experience and will work with you to achieve the best results.

This booklet explains how care is delivered, how carers are included and how staff will work with carers and support them. More detailed information about the specific team your relative or friend is involved with can be found at the end of this leaflet. If there are any questions please speak to a member of staff and they should be able to help.

### **Who Is a Carer?**

In this booklet a carer is described as someone who provides practical and emotional support to a person with a mental health condition. This could be a condition such as depression, or one of the more severe and enduring mental illnesses such as schizophrenia or bipolar disorder.

### **The Safe Haven Service**

The Safe Haven is an extension of the Home Treatment Team and is an out of hours service running from 5pm until 8am the following morning, 7 days a week, 365 days a year and is run by a mixture of qualified mental health nurses and support workers. The service is based at the Urgent Care Centre in Rochdale and is here to provide additional support for people who are under mental health services, experiencing a mental health crisis or require additional support and therapeutic interventions out of hours. If under the Home Treatment Team it may be discussed that it is felt you need additional support and could potentially be brought to the service or a phone call can be made if needed by or to the service user to discuss their needs. From here it may be advised for the person to attend the Urgent Care Service to see the staff. Service users can spend anything from an hour or two up to the duration of the night depending on need with the staff supporting patients to make their way home. We will liaise with any service you are open to inform them of your attendance and any interventions and issues.

### **What to do in a crisis**

If you feel that you or your loved one is at risk to themselves, or anybody else, and you cannot cope, please do not hesitate to contact the Home Treatment Team.

Alternatively, if it is out of hours or if you cannot reach us please consider the following:

- contact your G.P

*Encourage your loved one to attend the local A&E department or Urgent Care Centre (located at Rochdale Infirmary) in an emergency or if in need of non-emergency advice outside of operating hours please call 111 or contact BARDOC 0161 763 8292 for evening, weekend and bank holiday appointments.*

Other useful support numbers

- Samaritans 116 123 (24hrs)
- Rethink Mental Health Advice Line Open, Monday to Friday, 10am to 1pm, 0300 5000 927 (Advice Line)

## Recovery

All mental health services provide care and support that is focused on recovery. This might not necessarily mean a complete cure, but relates to a person being able to recover control over their own life and regain the hope to live a full and meaningful life; this might be with or without continuing problems or symptoms and with or without continuing help from services, treatments or therapies.

An important factor in this is the collaboration between the person, the carer and the professionals. The person and the carer are key figures and usually best-placed to evaluate how effective the care is. If a person or the carer feels that there are aspects which could be improved on they should not hesitate to say so.

If the person you care for is ill or distressed they may say they do not want you to be involved in their care. If this happens you can request a private meeting with any of the relevant professionals, including the Consultant, to put forward your concerns. You may also find it easier to discuss matters on the phone or by letter before the meeting takes place.

## Information sharing

At times staff may need to pass on information you have given about yourself, for example if a carers assessment is completed with you and further support is required from another organisation e.g. a carer's centre. Staff may also need to share information that you have provided about your relative/friend with other organisations if there are concerns about their health and wellbeing. Your confidentiality will be respected unless there are very strong reasons to do otherwise and this will be discussed with you beforehand.

You have the right to say 'no'. Make sure it's clear that you are unwilling or unable to do certain tasks for your relative/friend and ask for this to be reviewed whenever the situation changes. It is often difficult for a carer to say 'no' but staff will support you if you need to do this.

Another important right is the right to have your views taken into consideration when a mental health professional is assessing the needs of the person you care for. Your relative may not want you to be involved in this, but if you play an essential part in looking after someone then the law requires that your knowledge and opinions are recorded as part of the important information gathering process which is the first step of the assessment. Until this is done no decision can be made about which needs will be met, and no care plan can be put together.

You can ask for a copy of the care plan describing the person's needs if your relative/friend agrees to this and if you feel it is incomplete you should communicate your concerns to the person's care coordinator or key worker.

## Carer Assessment

It is a legal requirement for carers to be offered an assessment at least once a year and the Trust is committed to this. This does not mean that someone is judging how good you are at looking after the person you care for. It is simply a way of making sure that your own needs are discussed. The assessment examines ways to reduce the stress, worry and demanding workloads that many carers experience. It can be a very useful way of improving the difficult aspects of caring and of addressing any questions relating to confidentiality. If you do not wish to have a carers assessment completed you can decline it.

If you are not offered a Carer Assessment please speak to your relative's/friend's care coordinator or key worker who is responsible for making sure your carer assessment is completed by the relevant organisation that is commissioned to do this in your local area.

You can also speak to local your Carers Centre or Welfare Rights Service, who can do a 'Benefits check' about the benefits you are entitled to.

## Medication

Carers of a person living in the community can have an important role in supporting their relative/friend to consistently take the medication that they are prescribed. The carer is often the first person to notice signs that someone has not been taking medication regularly. It is important that you understand what medication is being prescribed, what it is for, and what the side effects might be. You can ask for leaflets about this or obtain information from the person's care coordinator / key worker. Information about medication is also available at the following website [www.choiceandmedication.org/penninecare/](http://www.choiceandmedication.org/penninecare/)

Most psychiatric medications are obtained on prescription from a person's GP, following advice from the Consultant Psychiatrist, and are supplied by a local chemist and can be done on a 'repeat prescription' basis. Chemists can supply the medication in blister packs labelled for each day if required. Some medications can only be prescribed by Consultant Psychiatrists or may be in injection form. The person's care co-coordinator or key worker will be able to assist with more information on this or if there are any concerns.

## Physical Health

It is really important that Carers look after their own health and wellbeing. Carers should register with their GP that they are a Carer.

It is also important that people with mental health problems look after their physical health as well as their mental health as this can promote recovery. All individuals who are supported by community mental health services should be encouraged to have an annual physical health check completed by their GP. The person's care coordinator or keyworker will support them with this if they need help and will arrange for this to be completed within the service if the person does not have a GP or does not wish to visit their GP. They may also signpost the person to other services in the community i.e. smoking cessation clinics. The results of the physical health care check should be shared between the persons GP, consultant psychiatrist and their care coordinator or keyworker.

## Who are some of the professionals you will meet?

### Approved Mental Health Professional (AMHP)

Created in 2007, this role replaced the Approved Social Worker. Approved Mental Health Professionals can be social workers, community psychiatric nurses, occupational therapists or psychologists. They have had additional training to allow them to carry out duties under the Mental Health Act, for example making an application for someone to be detained in hospital under a section of the Mental Health Act 1983.

### Care Coordinator/ Key Worker

This can be a Community Mental Health Nurse / Community Psychiatric Nurse (CPN) or a Mental Health Social Worker (S/W), Occupational Therapist (OT) or Support Worker (can only act as key workers for individuals not subject to CPA). The role of the Care Coordinator/Key Worker is to be the link between those using mental health services and the care team helping them. The Care Coordinator/Key Worker can be any member of the care team as they all have mental health training and experience regardless of their professional background. They are the main point of contact if you have any questions or concerns. Care Coordinators/Key Worker also have responsibility for ensuring the involvement of carers.

If the person's care coordinator or key worker is off and there is a problem a 'duty worker' is available in Community Mental Health Services to give help, support and advice.

### Consultant Psychiatrist

A Consultant Psychiatrist is a trained and very experienced doctor who specialises in diagnosing and treating people with mental health problems. A psychiatrist will examine the different factors that may have contributed to a mental health problem. All community mental health services work with Consultant Psychiatrists who are linked to the GP's within the local area. The Consultant Psychiatrist may have other grade doctors working as part of their team. These Doctors report to the Consultant and may see the person on behalf of the Psychiatrist. If a person goes into hospital they may have a different dedicated in-patient psychiatrist for the time they are an inpatient.

### Support Worker

These are unqualified staff who are usually very experienced and will provide practical help and support to the person. This care will be directed and planned in conjunction with the qualified staff in the team.

### Other Community Teams

You may come into contact with other teams, such as Community Mental Health Teams, Early Intervention Teams, RAID (Liaison) Teams and Substance Misuse Services. The Care Co-ordinator or Key Worker's role is to facilitate contact and communication between these teams.

## Patient Advice and Liaison Service

The Patient Advice and Liaison Service (PALS) acts on behalf of service users, families and carers to negotiate prompt solutions and help bring about changes in the way that services are developed. As well as providing a confidential advice and support service, PALS will help guide you through the different services available from the NHS.

**Tel: 0161 716 3178**

## Comments and complaints

We want to learn from comments and complaints about our services. If you have any, please speak with a member of staff. Every effort will be made to resolve any concerns and complaining will not cause any difficulties in your care with us.

You can also contact the Trust's Complaints Department via post at Trust Headquarters, 225 Old Street, Ashton-under-Lyne, OL6 7SR.

**Tel: 0161 716 3083 Email: [complaints.penninecare@nhs.net](mailto:complaints.penninecare@nhs.net)**

## Become a member of our Trust

You can be the voice of your community by electing or becoming a governor, find out more about your local mental health and community services, and receive updates, comment on our plans and get invitations to health events.

**Tel: 0161 716 3960 Email: [ftmembership.penninecare@nhs.net](mailto:ftmembership.penninecare@nhs.net)**

## Alternative formats

If you need help to understand this information, require it in another format such as large print, spoken (on CD) or Braille, or require it in a different language – speak to a member of staff.

## Sources of advice and information

### Rochdale and District Mind

Mind Wellbeing Centre  
3-11 Drake Street  
Rochdale  
Greater Manchester  
OL16 1RE  
Phone: 01706 752338  
[info@rochdalemind.org.uk](mailto:info@rochdalemind.org.uk)  
<http://www.rochdalemind.org.uk>

### Rochdale Carers' Hub

Contact: [enquiries@rochdalecarers.co.uk](mailto:enquiries@rochdalecarers.co.uk)

03450 138 208

Phone: Monday to Friday 8am-6pm.  
Carers Hub Rochdale  
Freepost  
Rochdale

## Making Space

Making Space provide a variety of services including carers assessments, carers support groups and information on everything from finances to medication and side effects.

Ways to contact Making Space:

### By phone

Call us on 01706 713808

### By Email

[enquiries@makingspace.co.uk](mailto:enquiries@makingspace.co.uk)

**Mind** provide advice and support to empower anyone experiencing a mental health problem.

<http://www.mind.org.uk/>

**Rethink** provide expert, accredited advice and information to everyone affected by mental health problems.

<http://www.rethink.org/>

**Carers trust**

<https://www.carers.org/>

**The content of this leaflet has been produced based upon work undertaken by Rethink Carers Lancashire and Carers Link East Lancashire Mental Health Carers Panel, in partnership with Lancashire Care NHS Foundation Trust.**