

Carer Handbook



*A practical guide for carers,
families and friends*

(Easy read edition)

Our  values



Welcoming



Kind



Positive



Respectful



Professional



This means that we are a member of the Carers Trust. They are a charity who support carers in England.



We put this picture on all of the documents that we make for carers.

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Introduction

Our message for Carers

A carer is someone who provides support to another person and does not get paid for giving this support.

We know that Carers take on a lot of responsibilities for the person they look after.

If you are a carer it is important that you can get support.

Hertfordshire Partnership University NHS Foundation Trust (HPFT) can help provide support for you and tell you about the other organisations that can help you.



How do I know if this handbook is for me?

This handbook is for people who are supporting someone using one of our services.

The person you support might live with you, or they may live somewhere else. They might be an adult or a child.



Understanding what you need

A carer assessment is a conversation with someone about you.

You can use this conversation to talk about what is important to you and what help you need.

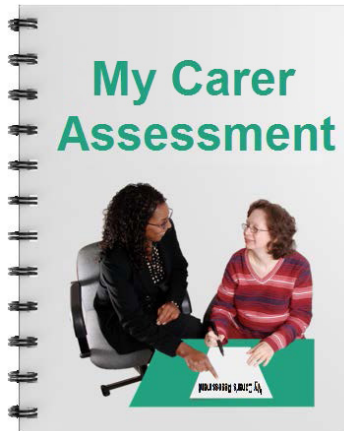
Being a carer can be difficult but rewarding. To help you with the difficult bits, it is important that you have someone you can talk to about this.

The law says that all carers can have a carer assessment.

If we know where you live, and who you support, it makes it easier for us to find the right person to support you.



Getting the support you need



Some of the things that people discuss at a carer assessment are:

- How to get help with shopping and cleaning
- How to get support so that you feel happier and stronger
- How to get the information you need
- How to have a break from supporting someone
- How to help you have a plan for when you cannot provide support

Back-up plans

Sometimes carers cannot provide support. This may be because they are unwell, or, for another reason.

A back up plan is something you can agree with us so that there is still support if you are not able to provide this.

The back-up plan includes information about what the person you support needs including contact details, medication, personal care and other information that might be needed.

Another name for a back-up plan is contingency plan.



Where do I get a carer assessment or back up plan?

We provide lots of support for carers. There are also other organisations that provide some of this support.

We have put a list below of who you should contact if you would like a carer assessment or back-up plan. We should give you some help to contact the right person.



	Who am I?	Who can help me?
	I am supporting someone over the age of 18 who uses HPFT mental health services.	HPFT can provide this support for you. Please speak to the team who supports you.
	I am supporting someone over the age of 18 who uses HPFT dementia services.	Hertfordshire Health & Community Services (HCS) can support you. Please call 0300 123 4042
	I am supporting someone over the age of 18 who uses HPFT learning disability services in Hertfordshire.	Hertfordshire Health & Community Services (HCS) can support you. Please call 0300 123 4042
	I am supporting someone over the age of 18 who uses HPFT learning disability services in Essex.	Essex Social Care Team can support. Please call 0845 603 7630
	I am supporting someone over the age of 18 who uses HPFT learning disability services in Little Plumstead, Norfolk.	Carers Matter Norfolk Please call 0800 083 1148
	I am supporting someone over the age of 18 who uses HPFT learning disability services in Buckinghamshire.	Buckinghamshire Community Response & Re-ablement (CRR) Service can support you. Please call 01296 383204
	If you are caring for someone under the age of 18 who uses our CAMHS services.	HPFT can provide this support for you. Please speak to the team who supports you.
	If you are aged 17 or below and care for an adult this means you are a young carer.	Hertfordshire Children's Services can support you by calling 0300 123 4043



Daytime support (weekdays)

You might need support during the day. For daytime support, Monday to Friday, please contact the team that supports you.

You might also decide to contact your local carer centre. A carer centre is a charity that supports people who are carers.

We have put the telephone numbers for these below:

	Hertfordshire	Carers in Hertfordshire 01992 586969
	Norfolk	Norfolk Carers Support 01603 219924
	Essex	Essex Carers Network 07876 025 480
CarersBucks	Buckinghamshire	Carers Bucks 0300 777 2722



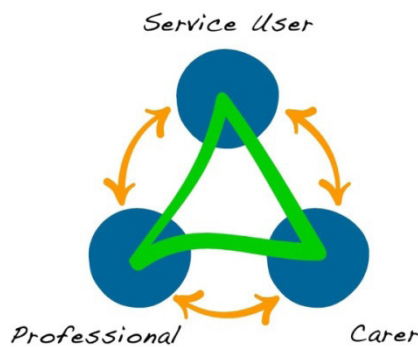
Out of Hours Support (7pm - 8am) and Weekends

There might be times when the person you support needs help after our services have closed for the day, or at the weekend. This might be because there has been a crisis.

The information below shows who you can contact for each county.

Hertfordshire	Out of hours mental health helpline that carers can access for support. You can access the helpline by dialling 01438 843322.
Buckinghamshire	Emergency Out of Hours Team - 0800 999 7677
Essex	North East Specialist Adult Learning Disability Services - 01206 366653 (and follow phone instructions to be put through) Mid-West Specialist Adult Learning Disability Services - 01376 308700
Norfolk Inpatient Services	Broadland Clinic (Secure Forensic Service) - 01603 711132 Astley Court - 01603 711147

Understanding our services



The Triangle of Care

The triangle of care means that good support for the carer relies on us building a good relationship between you, the person you support and the professionals. The diagram on the left shows why this is a triangle.

Recovery

Recovery is about helping people to live a full life and helping people live with challenges such as being unwell. We sometimes call this a Recovery Journey.

Everyone has their own recovery journey. The journey is more important than where somebody finishes.

When we talk about recovery we are not talking about people being cured or being completely better.



Care Planning

Care planning is when we have a conversation with you and the person you support to agree what we can do to improve their health and wellbeing. We will work together to create a care plan that everyone understands.

Sometimes a service user may refuse for you to see their care plan. This is a personal choice and should not affect the support we offer to you as a carer.



Care Coordinators



A Care Coordinator is someone who might work for HPFT and is in charge of making sure the right support is provided to someone using our services.

Many service users will have a care co-ordinator, who is the person who should be contacted if you have questions about the services being provided by HPFT.

If someone does not have a care coordinator, do not worry. There will still be someone who is in charge of providing support.

Confidentiality and Information Sharing



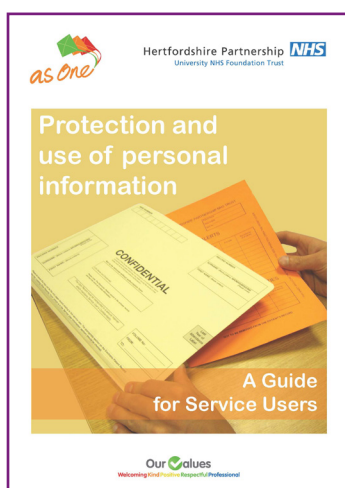
The law tells us that we cannot share any information about someone without them saying so.

Sometimes the person you support may refuse to let us share information with you.

When this happens it can be difficult for you, and we will always listen to any concerns to try and make things better.

You probably have much more knowledge about the person than we do, because of this, we want to encourage you to share information with us about the person you support.

There may also be times when you share personal information with us about yourself that you do not wish the person you support to know. We will not share any information that you ask us not to.



The service should make sure that you receive clear information about:

- The diagnosis of the person you support
- Any problems they may have from taking their medication
- Local and national support groups.



Advance Care Planning

Advance Care Planning helps the person you support to make choices about their future care in case they become so unwell that they cannot make decisions for themselves.

This might include decisions on how someone would like to be treated and cared for and how they are supported in the future.

There are two important things that are included in Advance Care Planning. We have put some of the information below about both of these.

Advance Decision to Refuse Treatment (ADRT)

An Advance Decision to Refuse Treatment means that the person you support can say what they would like to happen when they become unwell. They can choose which services they do not want to receive.

An ADRT is a legal document, meaning that the decision of the person you support must be respected and followed. Information on how service users are supported to draw up an ADRT is available from all of our teams.

Advance Statement

An Advance Statement is a way of someone making their wishes known about ways that they would like to be treated should they be unable to make decisions for themselves.

This is not legally binding and cannot be insisted upon, but it can be reassuring to know that someone's wishes, hopes, and choices for care in the future will be taken into consideration.

Carer Rights and Legislation



There is an important piece of law that protects the rights of carers. It is called the 'Care Act 2014'.

As a carer you have legal rights to be supported.

If you know your rights it can help you to get the support that you need.

The following information shows you what your legal rights are:

Your right to a Carer Assessment -

We have already talked about this earlier. Regardless of the amount of support you provide someone, you are still able to get some support for yourself.

Your right to have your needs

considered - Whoever is completing your Carer Assessment must ask you about your daily activities. They should find out if you work, are in education, training do any leisure activities or wish to in the future.

Preparing for a Carer Assessment -

All carers should be given enough time to prepare for a Carer Assessment. This is important so that you have enough time to think about what is important for you.

The right to a personal budget -

People who provide care and support to someone, may be entitled to some money to help support them as a carer. This could be used to pay for things that make your life a bit easier.

Mental Health Legislation

There are two big pieces of law that protect the rights of people using services, including carers.

They can be difficult to understand so we have provided some information to help make this clear for people.



The Mental Health Act 1983

The Mental Health Act is a law about detaining (holding) and treating people with a mental disorder in England and Wales.

Under the Mental Health Act people can be made to stay in hospital.

This means they are detained there and are not free to leave even if they want to.

They can also stay at home with certain rules about what they must do.

You should be given information if you are supporting someone who is in our services that is detained.

You can find more easy read information on the internet by typing in the following: www.gov.uk/government/uploads/system/uploads/attachment_data/file/421541/MHA_Code_EasyRead.pdf



The Mental Capacity Act 2005

The Mental Capacity Act is all about making decisions.

Some people are able to make every decision about their own lives.

Some people are able to make some decisions.

A small number of people cannot make any decisions. Being unable to make a decision is called "lacking capacity".

The Mental Capacity Act is about making sure that people have the support they need to make as many decisions as possible.

The Mental Capacity Act also protects people who need family, friends or paid support staff to make decisions for them.

Carers' Benefits



Carer Payments

A "carer personal budget" is an amount of money that we might give you to help you to be a carer.

The person who you talk to about your carer assessment should tell you if you are able to have a personal budget.



Carer Allowance

This allowance is for anyone aged 16 or over who provides at least 35 hours a week support for a disabled person.

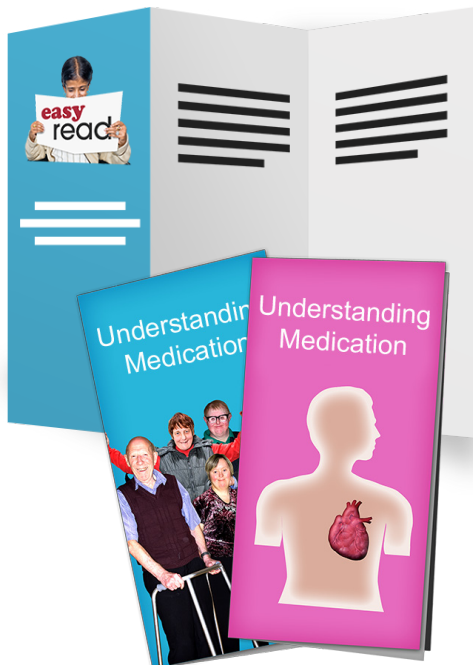
There are some rules that have to be met for you to be able to get a carer allowance.

The support you provide can include help with shopping, cleaning and keeping someone safe.

For more information about benefits if you are supporting someone please read the information below:

Where do I live?	Who can provide benefits information?
<p>Hertfordshire</p> 	<p>Hertfordshire County Council</p> <p>You can type the words below into the internet or speak to them on the telephone by calling 01438 843456</p> <p>www.hertfordshire.gov.uk/services/advben/bnftsadv/bacpdf/emfc/</p>
<p>Essex</p> 	<p>Living Well Essex</p> <p>You can look at their website on the internet which is www.livingwellessex.org or call Essex County Council by telephoning 03457 430 430</p>
<p>Norfolk</p>  <p>Carers Matter Norfolk</p>	<p>Carers Matter Norfolk</p> <p>You can read their website on the internet which is www.carersmatternorfolk.org.uk or telephone Carers Matter Norfolk on 0800 083 1148</p>
<p>Buckinghamshire</p> <p>CarersBucks</p>	<p>Carers Bucks</p> <p>You can look at their website on the internet which is www.carersbucks.org or telephone them on 0300 777 2722</p>

Medication and Physical Health



Understanding Medication

You might be providing support to someone who has been given some medicine to make them feel better.

It is important that the person you support understands about the medicine they have been given.

HPFT should talk to you both about the medicine to make it clear what to do with it.

There are lots of easy read leaflets on the internet. They are on a website called www.easyhealth.org.uk

You can ask HPFT to look on this website and find a leaflet for you that tells you about the medicine.



Physical health of people using our services

People with mental health problems and learning disabilities are often more likely to have a physical health problem.

Everyone using our services will have their physical health reviewed as part of their first assessment care coordinators and carers should be part of these discussions where the service user wants them to be.

Looking after your own health



People who are carers sometimes say that the stress of supporting someone can make them feel unwell.

There are lots of people who are carers and it is important to say that you are not alone.

Sometimes it can help to speak to someone else who is a carer. This is because they will understand what it is like being a carer.

If you feel like you are unwell it is important that you speak to your doctor and that you tell them you are supporting someone.

When we have asked carers what would make things easier for them, they said, it can be useful to:

- have a Carer Assessment.
- keep contact numbers near your phone.
- ask your doctor to register you as a carer - This means they will be able to see that you might need some extra help.
- speak to other carers.
- make time for yourself to do something that you enjoy.
- think about all of the things that you can do very well.
- rest and get enough sleep.
- ask for help.



Wellbeing Services

The NHS provides wellbeing services. They are places that provide talking therapy to support you with your wellbeing. Wellbeing services are a good place to find support to improve your mental wellbeing.

If you would like this service use the telephone numbers below.

- Hertfordshire Wellbeing Services - 0300 777 0707
- Health in Mind (North East Essex) - 0300 330 5455
- Mid Essex IAPT - 01376 308704 or 01376 308705
- Healthy Minds (West Essex) 0300 222 5943
- Norfolk Wellbeing - 0300 123 1503
- Healthy Minds Bucks - 01865 901600

Advocacy



Advocacy is about your voice being heard.

An advocate is someone that supports you or the person you support to speak up, or they might speak up on your behalf if needed.

Advocacy is free, independent and confidential.

There are advocacy services in your area that can provide support to you if you need this.

The table below provides information about this:

Where do I live?	Who can provide advocacy?
Hertfordshire	Herts Help Advocacy Service is the main advocacy organisation for people using HPFT services in Hertfordshire. Please call Herts Help Advocacy Services on 0300 123 4044 or email info@hertshelp.net
Essex	POhWER is the main advocacy organisation for people using HPFT services in Essex. Please call POhWER on 0300 456 2370 or email pohwer@pohwer.net
Norfolk	POhWER is the main advocacy organisation for people using HPFT services in Norfolk. Please call POhWER on 0300 456 2370 or email pohwer@pohwer.net
Buckinghamshire	POhWER is the main advocacy organisation for people using HPFT services in Buckinghamshire. Please call POhWER on 0300 456 2370 or email pohwer@pohwer.net

Useful Contacts



HPFT contacts

- Single Point of Access (new referrals)
0300 777 0707
- Patient Advice and Liaison Service (PALS) 01707 253916
- Making a Complaint 01707 253916
- Get involved in HPFT carer groups
01727 804418

Social Care Support

Hertfordshire	Carers in Hertfordshire 01992 586969
Essex	Essex Carers Network 07876 025 480
Norfolk	Carers Matter Norfolk 0800 083 1148
Buckinghamshire	Carers Bucks 0300 777 2722

Explaining some of our words



ADTU – Acute Day Treatment Unit. This is where someone can come for daily treatment of their mental illness without needing to go into hospital.



Advocacy – Advocacy is about your voice being heard. An advocate is someone that supports you or the person you support to speak up, or they might speak up on your behalf if needed.



Care Co-ordinator – A Care Coordinator is someone who might work for HPFT and is in charge of making sure the right support is provided to someone using our services.



CAB – Citizens Advice Bureau. People who can provide advice on things like employment, housing rights and welfare benefits.



CAMHS – Child and Adolescent Mental Health Service



CATT – Crisis Assessment and Treatment Team - A team which sees people who might need to go into hospital or because they have a crisis.



CEDS – Community Eating Disorder Service



CLDT – Community Learning Disability Team.

CMHS – Community Mental Health Services.



CPA – Care Programme Approach - The name for the way care plans for service users are organised.



CPN – Community Psychiatric Nurse



HCS – Health and Community Services (sometimes known as social services), part of Hertfordshire County Council.



HPFT – Hertfordshire Partnership University NHS Foundation Trust.



IAPT – Improving Access to Psychological Therapies; National services provided in locations all across the country to support wellbeing. This is done by providing psychology support.

MDT – Multi-disciplinary Team - This means there are different staff members who are involved in a service user's care.



OT – Occupational Therapist

- OTs help people with mental health problems to build up the confidence and skills needed for personal, social, domestic, leisure or work activities.



POhWER – The main organisation who provides advocacy to people in the East of England.



Psychiatrist – Psychiatrists are qualified medical doctors who have taken further training in mental illness. The consultant psychiatrist is the most senior member of the team with responsibility for patient assessment and care.



Psychologist – There are different types of psychologists; the two most relevant to mental health are clinical and counselling. Clinical psychology concerns the assessment and treatment of mental health problems. Counselling psychologists apply talking treatments developed in psychology to help individuals and groups manage mental and emotional problems.



SMHTOP – Specialist Mental Health Team for Older People.



Social worker – Offers advice on practical things such as day care, accommodation or welfare benefits, or can link you with appropriate services.



STT – Support and Treatment Team. The name for HPFTs community mental health service working with people experiencing severe depression, personality disorders and people with autism.

TTT – Targeted Treatment Team. The name for HPFTs community mental health service that supports and works with people who are experiencing psychosis.

Wellbeing Team – The name for HPFTs community service providing psychology interventions for people with mild to moderate depression and anxiety including Panic, Obsessive Compulsive Disorder, Generalised Anxiety, Post Traumatic Stress and Health Anxiety.

Hertfordshire Partnership University NHS Foundation Trust
works toward eliminating all forms of discrimination and
promoting equality of opportunity for all.

We are a smoke free Trust therefore smoking is not permitted
anywhere on our premises.

www.hpft.nhs.uk

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