Carers’ Handbook
2017

A practical guide for families and friends
This is our accreditation from the Carers Trust, awarded to us in 2016.

Achieving two gold stars means that our services have been assessed against a set of criteria that are all about the quality of support we provide to carers. It helps us take action to improve areas, maintain good practice and ensure the carer voice is heard throughout the Trust.

Foreword

A person suffering with a long-term health condition or with mental illness has greatly improved prospects of recovery and of staying well if they have family and friends to support them. Officially known as carers, these family members and friends are vital to the health and wellbeing of the person they care for.

At CPFT we recognise that not only do we have a responsibility to provide the best possible treatment and care for our patients but also that we have a responsibility to work alongside and provide support and advice to carers.

This handbook is part of our commitment to work closely with all carers as partners in the ‘Triangle of Care’. It describes what you as a carer can expect from our services and how you can get the help and support you need.

Caring for someone can be physically, emotionally and practically demanding. On behalf of CPFT, I would like to pass on my thanks and admiration for the care and support you provide. I hope this handbook supports you in your vital role.

Deborah Cohen
Executive Director of Service Integration
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Introduction

How do you know if you are a carer?
You are a carer if you provide help and support, unpaid, to a family member, friend or neighbour who would otherwise not be able to manage without this support.

The person you care for may have a physical or learning disability, dementia or mental health problems or they may misuse drugs or alcohol. Whatever their illness they are dependent on your care.

The person may live with you or elsewhere, they may be an adult or a child, but if they rely on you for support, then you are entitled to support as a carer.

Anyone can become a carer. Carers come from all walks of life, all cultures, and can be any age. You may be a wife, husband, parent, partner, friend, uncle, niece, colleague or neighbour. No matter what your relationship, if the person you care for can not manage without your support then you are a carer.

How do you know if you are a young carer?
Young carers are children and young persons under 18 who provide care, assistance or support to another family member who is disabled, physically or mentally ill, or has a substance misuse problem. They carry out, often on a regular basis, significant or substantial caring tasks, taking on a level of responsibility that is inappropriate to their age or development. Some of the ways young people care for someone are:

- Staying in the house a lot to be there for them
- Helping them to get up, get washed or dressed, or helping with toileting
- Doing lots of the household chores like shopping, cleaning and cooking
- Looking after younger brothers and sisters
- Providing emotional support or a shoulder to cry on.
How you might be feeling as a carer

Carers say that the role of a carer can often be very rewarding and report a great sense of pride in what they and the person they care for achieves. At the same time, carers report some negative feelings and mixed emotions.

Having to cope with a dependent adult or child whose needs may be complex can be a difficult situation and one for which you feel unprepared.

For example, you may feel that your carer role has changed your relationship with the person you care for and has affected your relationship with other family members, and even changed you too – maybe it has made you feel more anxious and stressed?

You may have other responsibilities in addition to your carer role, such as work and family, and you may feel that you have too much to do. Over time this can become exhausting.

You may also feel that your efforts are not appreciated and feel resentful about this. Your caring role may have stopped you from doing the things you love which may make you feel angry. You may feel isolated and sad.

The demands on your money, time and patience may seem relentless and with so many challenges and difficulties you may find you are feeling frustrated and demoralised, worried and unable to cope. Above all, you may feel you lack basic information to help you to fulfil the role of carer.

The Trust is aware of how difficult the carer role can be and values the vital work done by carers. By providing you with this handbook we hope you will feel better informed and supported and more positive about your role as a carer, leading to an improved level of personal satisfaction for you as the carer and to an improved sense of wellbeing for the person you care for.

Our commitment to carers

Cambridgeshire and Peterborough NHS Foundation Trust (the Trust) recognises the essential role that carers take on in supporting people with physical and mental health problems and learning disabilities. The Trust also recognises the impact that caring responsibilities have on carers and that there is a need to support and help people in their caring role.

We aim to work with local support services, and directly with carers, to develop effective partnerships and ensure that carers are well informed and supported to be a carer for as long as they want to be.

We believe that carers should be able to seek the support they need at the time that they need it whether that is from us or from another provider/service. With this in mind, we follow the national vision that carers will be universally recognised and valued as being fundamental to strong families and stable communities.

This handbook is designed to give you as a carer an overview of what to expect from the Trust and information about the support and resources which are available to you.
Getting the support you need to continue caring

Assessing what you need as a carer

In April 2015, the Care Act 2014 became law. The Act acknowledges that family carers need to be better supported to continue in their caring role. Local councils and health organisations are now required to promote the wellbeing of all carers, ensure information, advice and support is available, and to prevent, reduce or delay unpaid family carers reaching crisis point. In the CPFT area the organisation responsible for delivering information, advice and guidance to help family carers access the right support is Carers Trust Cambridgeshire and Peterborough.

Both CPFT and Carers Trust want to support your needs as much as possible, and the best way we can give this support is to provide you with a carer assessment. This is a way of finding out what support you might need, not an assessment of your ability as a carer. The Care Act 2014 entitles all carers to a carer assessment on the appearance of need. This is irrespective of the level of support you are providing someone. The person you care for does not need to be in receipt of services for you to have an assessment of your own needs as a carer. You are also able to request a review of your needs at any time should your circumstances change. Page 8 provides information on who is responsible in Cambridgeshire and Peterborough for assessing your support needs.

If appropriate, we encourage the carer and service user to be involved in these discussions together so that we can ensure you both have all the support you need to carry out your caring role. However, this should be your choice and you should not be made to do this if you would rather be assessed separately.

It is important that you take time to prepare for your assessment.

Some of the topics you may wish to discuss as a part of your assessment are:

- Practical support
- Emotional support
- How best to help and support the person you care for
- Confidentiality and information sharing
- Your rights if the service user refuses consent to share information
- How to get time off from caring (breaks)
- Your own health, wellbeing and leisure needs
- Help with understanding recovery options
- Where to get advice on welfare benefits
- Support to start training or employment
- Contingency plan for when you are unable to care
- Culturally appropriate support that is specific to your needs
- Complexities and difficulties around caring for more than one person
- Advice on what to do in a crisis
The carer assessment
Where a carer appears to need support, there is a duty to carry out a carer’s assessment. However, the assessment can be offered even if the carer has not asked for one because all carers should be offered information, advice and guidance to universally accessible services to help them stay healthy and well. See page 21 for more information.

After the assessment
If you are assessed as having ‘eligible’ needs you will be contacted about what help might be available. This will be based on the information you provided during your assessment.

If you are assessed as not having needs that are eligible for support you will be given information and advice about what alternative support is available to help you locally - for example, help from a local voluntary organisation.

Whilst you are still undertaking a carer’s role, your assessment should be reviewed annually to identify any changes to your personal circumstances. Please ask for the review to be brought forward if there are significant changes to your circumstances.
Contingency plans for carers
(also called back-up plans or ‘what-if’ plans)

Many carers worry what would happen if for any reason they are unable to provide support to the person they care for. For this reason, it is sensible to prepare a contingency plan with you so that you can make arrangements for any support that needs to be provided in your absence and if/when an emergency arises.

We will work with you to develop this contingency plan and we undertake to keep a confidential copy. If you are not offered the option of a contingency plan when you have your carer assessment, please ask us. It is your right to have a contingency plan even if you do not want a carer assessment.

Your contingency plan may contain details such as:
- A contact name and number of someone who is willing to help in an emergency, such as a relative or friend
- Details of the support provided for the cared for person
- Whether there are any access issues to the cared for person’s accommodation

Contingency plans can be shared – with your consent – across multiple agencies. This could include sharing a plan with a GP or social care provider.

Who provides my carer assessment and/or contingency plan?
If you live in Cambridgeshire and you are caring for an adult who is not receiving on-going mental health intervention from CPFT or local authority adult social care support - including people who are funding their own care and support and young carers up to the age of 18 - then Carers Trust Cambridgeshire is responsible for undertaking carers’ assessments.

If you live in Peterborough and you are caring for an adult who is not receiving on-going mental health intervention from CPFT or local authority adult social care support - including people who are funding their own care and support and young carers up to the age of 18 - then carers’ assessments are undertaken by Peterborough City Council.

If the person you care for is receiving ongoing mental health intervention, for example from a CPFT community team or inpatient service, CPFT is responsible for making the arrangements for carer assessments. There are a few exceptions to this rule - for example, where service user contact with CPFT services is brief, such as in First Response Service, Psychological Wellbeing Service or A&E. In these situations, CPFT will assist in signposting you to the most appropriate service.

We appreciate that the arrangements may seem confusing so please ask us if you are not sure about who is responsible for your carer assessment and we will assist in signposting you to the organisation most appropriate for your circumstances.

The diagram opposite shows how the CPFT healthcare professional has the key role of helping carers find the right way to access assessment and support.
CPFT Healthcare professional

- Parent carer
- Carer for someone with a learning disability
- Carer for someone with a physical health issue
- Carer for someone with a mental health issue
- Young carer under 18
**Getting regular support**

**Daytime support (weekdays)**

There may be many things that carers require support on in relation to the person they care for. During weekday office hours (9am-5pm) carers can seek support from:

- The healthcare professional of the person you care for
- Your local team – usually based at the place providing a service to the person you care for
- Your GP surgery – they can also register you as a carer
- Your local council – see page 34 for more information
- The organisations listed in the directory on page 34.

**Regular support for mental health issues**

- Contact your CPFT care co-ordinator. If you are already receiving support from mental health services, the first point of contact should be your care co-ordinator. Your care plan will contain information on how to contact them. If they are not available, ask to speak to the clinician on duty.
- Your GP - if you are in crisis and need immediate help, then please contact your GP.

**Carer survey**

Hearing about your experiences of our services is really important to us and helps us know where we need to improve so we can provide better care and treatment on an ongoing basis.

You can tell us what you think about the service you are receiving by completing our short carer survey. There are only five questions and we don't ask for any personal details. Your responses are anonymous.

To access the survey, visit the Carer pages of CPFT website at [www.cpft.nhs.uk](http://www.cpft.nhs.uk) or ask a member of staff.

Thank you for your help!

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*When we had a crisis with our son who has a psychotic illness we found the NHS 111, option 2 service efficient, thorough and sympathetic. They listened carefully to us as a family and we were very grateful for their help.*

*CPFT family carer*
**Out-of-hours support**

**Out-of-hours support for physical health problems:**

**Emergency information:**
- Dial 999 for emergency services.
- Contact the emergency doctor, who is available from your GP surgery.
- Dial 111 for NHS 111 service and speak to a highly trained adviser, supported by healthcare professionals. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

**Non-emergency information:**
Dial 111 for NHS 111 service and speak to a highly trained adviser, supported by healthcare professionals. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Visit NHS Choices website - [www.nhs.uk](http://www.nhs.uk) - for more information and search 111.

**Walk-in centres:**
These are usually managed by a nurse and are available to everyone. Patients do not need an appointment. Most centres are open 365 days a year and outside office hours. Some newly opened centres may offer different opening hours during their first few months.

For more information and to find a local centre, please visit the NHS Choices website - [www.nhs.uk](http://www.nhs.uk)

**Out-of-hours support for mental health issues:**

**Emergency information:**
- Dial 999 for emergency services where the patient is at immediate risk.
- Call 111 and press option 2 for the First Response Service - a 24-hour service for people in a mental health crisis. This service is for anyone, of any age, living in Cambridgeshire and Peterborough. Specially-trained mental health staff will speak to you and discuss with you your mental health care needs.
- An out-of-hours telephone support service, run by LifeLine, is available for CPFT's service users who are experiencing a crisis in their mental health. The service is also available for carers who are concerned about the mental health of a service user. The out-of-hours telephone number is **0808 808 2121**. This is available every day, including weekends, from 7pm-11pm.
About Cambridgeshire and Peterborough NHS Foundation Trust (CPFT)

Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) is a health and social care organisation, providing integrated community, mental health and learning disability services across Cambridgeshire and Peterborough, and children’s community services in Peterborough.

We support around 100,000 people each year and employ more than 3,400 staff. Our largest bases are at the Cavell Centre, Peterborough, and Fulbourn Hospital, Cambridge, but our staff are based in more than 90 locations.

Contact details for CPFT Services

Brookfields Hospital
351 Mill Road, Cambridge CB1 3DF
T 01223 723170

Cavell Centre
The Cavell Centre, Edith Cavell Healthcare Campus, Bretton Gate, Peterborough PE3 9GZ
T 01733 776000

City Care Centre
City Care Centre, Thorpe Road, Peterborough PE3 6DB
T 01733 847000

Doddington Hospital
Benwicke Road, Doddington, March PE15 0WD
T 01354 644299

Fulbourn Hospital (home to the Trust Headquarters)
Elizabeth House, Cambridge Road, Fulbourn, Cambridge CB21 5EF
T 01223 219400

Ida Darwin / learning disability and specialist services
Ida Darwin, Fulbourn, Cambridge CB21 5EE
T 01223 219400

North Cambridgeshire Hospital (also covers Queen Elizabeth Hospital at King’s Lynn)
The Park, Wisbech PE13 3AB
T 01945 488088

Princess of Wales Hospital
Lynn Road, Ely CB6 1DN
T 01353 652000

Mental health services (CPFT) at Addenbrooke’s
Addenbrooke’s Hospital, Hills Road, Cambridge CB2 0QQ
T 01223 245151
Our approach to care services

The Triangle of Care
We have adopted a national initiative called the ‘Triangle of Care’ which is a therapeutic alliance between service users, staff and carers that promotes safety, supports recovery and sustains wellbeing.

The concept of a triangle has been suggested by many carers and professionals who want to ensure that carers are active and equal partners within the care team. It represents partnership working between the physical or mental health professional, service user and carer. The Triangle of Care brings together many years of research with carers about what they feel will benefit them when involved with physical/mental health and learning disability services.

If the triangle is used properly and a partnership is developed, it helps to promote safety, support on-going recovery and improve the wellbeing of both the carer and the person they care for.

The key elements to achieving a triangle of care:
We are working to ensure that the six key elements or standards are completely embedded in practice. They are:

1. Carers and the essential role they play are identified at first contact or as soon as possible afterwards
2. Staff are ‘carer aware’ and trained in the best way to engage with you as a carer
3. Policy and practice protocols regarding confidentiality and sharing information are in place
4. Defined posts responsible for carers are in place
5. A carer introduction to the service and staff is available, with a relevant range of information so that carers can become familiar with everything that is important to you and the person you care for
6. A range of carer support services is available.

For more information on the Trust’s commitment to the Triangle of Care, visit the Carer pages on the CPFT website at www.cpft.nhs.uk
Building recovery and resilience – supporting self-management and wellbeing

Building recovery and resilience is an active process that involves all staff and people who use our services in working together to find good solutions, as it states in the current strategy: “We will adopt the principle, in all our services, of empowering patients to achieve independence and the best possible life chances, removing dependence and giving them and their families (in the case of children) control over their care”.

This process can be seen as the glue within the Trust’s organisational strategy: bringing together ideas around spirituality, volunteering, community involvement, and social capital, in a way that enables everyone involved in CPFT to bring the idea to life and to ensure the services that are offered meet these aspirations. Above all, building recovery and resilience requires us to work collaboratively: staff with patients, service users and carers, CPFT with other organisations in the NHS, and with the local authorities and the third sector. While some of the language of recovery and resilience may differ between these sectors, the underpinning principles and the will to promote health and wellbeing across the area is common to all.

Care plans

A care plan is a written agreement that describes the support that someone using our services will receive, from whom and when, including information on what to do in the event of a crisis. A care plan should make sense, be helpful and reflect what the person receiving services thinks and feels. Families and carers should be involved as much as possible in the development of a care plan. As a carer or family member you should be given a copy of the plan and should be invited to regular meetings to discuss the plan, unless the person you care for has not given his or her consent. If you are concerned that the care plan is not being followed, or if you have not been invited to any meetings or you are not being involved as much as you would like, you should speak to the care co-ordinator/care team or the healthcare professional involved with caring for the person you care for. Both you and the person you care for can ask for the care plan to be reviewed at any time.

Confidentiality and information-sharing

The relationship between the professional and service user is based on having confidence or trust that what is said will not be disclosed without their agreement. We are required by law not to share information without the consent of the service user. In some cases this could mean that the service user refuses to let us share information about their care with their carer. We understand that these situations may be difficult for carers and we will always listen to any concerns and try to find a way of offering support and information without jeopardising the confidentiality of the service user.

As a carer you are likely to have known the person you care for before they became unwell. We acknowledge that you may have key information relevant to how we provide safe and effective care for them. You will likely be aware of what may influence their wellness. We will encourage you to share this information because it will help us to provide the best possible care and support for the person you care for, as well as giving you a positive role and confidence in what we are doing.

There may also be times when a carer shares personal information with us about themselves that they do not wish the service user to know. We have the same obligation to not share this personal information without your consent. This includes information you may share with us about how you are feeling or coping in your caring role.
Common-sense confidentiality

The Trust has produced a useful guide called ‘Common-sense and Confidentiality: A guide for carers’, which is available on the CPFT website www.cpft.nhs.uk. Select the link to ‘Carers’ then to ‘Triangle of Care’

Alternatively, you can request a printed copy by emailing us at triangleofcare@cpft.nhs.uk. The checklist below is taken from this guide, which is based on the leaflet produced by the ‘Partners in Care’ campaign and published by the Royal College of Psychiatrists www.rcpsych.ac.uk

It is designed to assist staff to work more closely with carers within the boundaries of current legislation and to help carers understand their rights.

Where possible, carers are given general factual information, both verbal and written about:

- The diagnosis
- What behaviour is likely to occur and how to manage it
- Medication – benefits and possible side-effects
- Contact details of the care co-ordinator
- Local inpatient and community services
- The Care Programme Approach (CPA).

Carers are helped to understand:

- The present situation
- Any confidentiality restrictions requested by the service user
- The service user’s treatment plan and its aims
- Any written care plan, crisis plan or recovery programme
- The role of each professional involved in the service user’s care
- How to access help – including out-of-hours services.

Carers are given:

- The opportunity to see a professional on their own
- The right to their own confidentiality when talking to a professional
- Encouragement to feel a valued member of the care team
- Confidence to voice their views and any concerns they may have
- Emotional and practical support
- An assessment of their own needs.

Frequently asked questions

Understanding the care we provide

If the person I care for withdraws consent, can I still get support from you?

Yes. Whilst there may be certain pieces of information we are prevented from sharing with you, we can continue to support you as the carer and signpost you to additional support. Even if we cannot give you certain pieces of information it is very important to us that you keep in contact with us and continue to feedback to us any concerns you may have about the person you care for.

What can I do if I feel that the service is not involving me appropriately in the care that is being provided?

It is important that any concerns you have are raised with the health professional in the first instance. If you are still dissatisfied, you can get additional advice from the Patient Advice and Liaison Service (PALS) - see page 38 - or Carers Trust - see page 36.
As a carer you have specific legal rights and entitlements as stated in the Care Act 2014, which came into effect in April 2015. Amongst other changes to the way care is provided, the Care Act significantly increased the rights of carers to get the support they need, at the time they need it. More information is available at [www.carerstrust.org](http://www.carerstrust.org)

Knowing your rights can help you to get the support that you need. We have summarised below some of the most important aspects that we think are useful for carers to know. We have also summarised some elements of the Mental Health and Mental Capacity Acts that may be useful for carers to know.

**Carer rights and legislation**

The Care Act 2014 sets out carers’ legal rights to assessment and support. It came into force in April 2015.

The Care Act relates mostly to adult carers – people aged 18 and over who are caring for another adult. This is because young carers (aged under 18) and adults who care for disabled children can be assessed and supported under children’s law.

However, regulations under the act allow the government to make rules about looking at family circumstances when assessing an adult’s need for care, which means, for example, making sure the position of a young carer within a family is not overlooked.

The act also contains new rules about working with young carers or adult carers of disabled children to plan an effective and timely move to adult care and support.

**What does the Care Act do?**

Previously, carers didn’t have a legal right to receive support, although local authorities could provide support at their discretion. This meant that the ability to have an assessment and access a range of support varied depending on where you lived.

The Care Act gives local authorities a responsibility to assess a carer’s need for support, where the carer appears to have such needs. This replaced the law which said the carer must be providing ‘a substantial amount of care on a regular basis’ to qualify for an assessment.

*The Locality Team which dealt with our daughter made it easy for us to have a carer assessment. We used the time to establish who we could contact if we had concerns. Although we have had our ups and downs since, we have found it very valuable to know that we are not alone.*

*CPFT family carer*
Mental health legislation

The Mental Health Act 1983 (MHA)

The MHA (further amended in 2007) is the law in England and Wales that sets out when a person with a ‘mental disorder’ can be admitted, detained and treated in hospital against their wishes. This is either for their own health and safety, or for the protection of other people. Before a service user can be detained under the MHA, their nearest relative should normally be contacted.

The MHA is divided into sections. A service user can be kept in hospital under different sections for assessment and treatment for mental disorder. It is commonly known as being ‘sectioned’ or ‘detained’. Although most sections are for specific lengths of time, the responsible clinician can discharge a section at any time during the detention period if they believe the service user is well enough.

The MHA outlines a legal framework that has to be followed to ensure service users’ rights are protected. The MHA sets out:

- When you can be taken into hospital against your will
- When you can be given treatment against your will
- What your rights are
- What safeguards there are to make sure your rights are protected.

Service users detained under the MHA, and their carers, should receive information on the following areas:

- Their detention and what it means to be in hospital
- How to appeal against the detention and to whom
- How to get help and support from an advocate
- How to complain if necessary to the hospital or the Care Quality Commission (CQC)
- What type of care they can receive once they have left hospital.

Service users who have been detained have the right to receive support from an advocate called an Independent Mental Health Advocate (IMHA). An IMHA can help with a range of things, including:

- Explaining service users’ rights and helping them to exercise them
- Helping service users express their views
- Make a complaint
- Make an application to a Mental Health Tribunal
- Access legal advice.

The team went out of their way to listen to us and keep us in the picture even though there were issues around information sharing. We felt reassured by their approach.

CPFT family carer
There are five ‘guiding principles’ that mental health professionals must consider when they take a decision to detain or treat someone under the MHA:

- **Least restrictive option and maximising independence**  
  Where it is possible to treat a service user safely and lawfully without detaining them under the act, the person should not be detained. Independence should be encouraged with a focus on promoting recovery.

- **Empowerment and involvement**  
  Service users should be fully involved in decisions about care, support and treatment. The views of families, carers and others, if appropriate, should be fully considered.

- **Respect and dignity**  
  Service users, their families and carers should be treated with respect and dignity and listened to by professionals.

- **Purpose and effectiveness**  
  Decisions about care and treatment should be appropriate to the service user with clear aims which promote recovery following best practice guidelines.

- **Efficiency and equity**  
  Relevant organisations should work together to ensure mental healthcare services are of a high quality and support safe, timely and supportive discharge.

**Mental Capacity Act 2005**

The Mental Capacity Act (2005) is designed to protect people who can’t make decisions for themselves or lack the mental capacity to do so. This could be due to a mental health condition, a severe learning difficulty, a brain injury, a stroke or unconsciousness due to an accident. The purpose of this legislation is:

- To allow adults to make as many decisions as they can for themselves.
- To enable adults to make advance decisions about whether they would like future medical treatment.
- To provide protection against legal liability for carers who have honestly and reasonably sought to act in the person’s best interests.
- To allow adults to appoint, in advance of losing mental capacity, another person to make decisions about personal welfare or property on their behalf at a future date.
- To allow decisions concerning personal welfare or property and affairs to be made in the best interests of adults when they cannot make a decision at the time.
- To ensure an NHS body or local authority will appoint an independent mental capacity advocate to support someone who cannot make a decision about serious medical treatment.

**What is mental capacity?**

Every person should be presumed to have capacity to make their own decisions. A person has capacity if they are able to understand the particular issue that they are making a decision about. A decision can only be made for someone else if all practical steps have been taken without success.

**Making decisions for someone**

If, having taken all reasonable steps to help someone, it is agreed that a decision should be made for them, that decision must be made in that person’s best interests.

The Mental Capacity Act sets out a checklist of things to consider when deciding what is in a person’s best interests. This decision is made by the most appropriate professional who should, where appropriate, take the views of the carer into account.
Power of Attorney
Power of Attorney is a legal document that allows the named person (such as a carer) to deal with the affairs (usually financial) of the person who has chosen them as their attorney.

The most common type of Power of Attorney is a Lasting Power of Attorney (LPA) which is drawn up while the person still has mental capacity, to give permission for the person or people to deal with their affairs after they lose mental capacity. There are two types of LPA:

- **Property and financial affairs** - gives the attorney the authority to make decisions about the person’s financial affairs.
- **Health and welfare** - gives the attorney the authority to make decisions about the person’s personal welfare and healthcare.

All Power of Attorney documents can be obtained from the Office of the Public Guardian or from a solicitor. More details are available at: [www.gov.uk/about/opg](http://www.gov.uk/about/opg) or by telephoning 0300 456 0300.

Deputyship
If the person you care for has lost the capacity to manage their finances and an LPA is not in place, you can apply to the Court of Protection to be appointed as a deputy. This is similar to LPA but the Court of Protection oversees the process much more rigorously as it is they, and not the individual, who appoints the deputy.

Nearest relative
Many people confuse the term nearest relative with ‘next of kin’. A person’s next of kin is their closest relative. Nearest relative is a specific legal term defined in the Mental Health Act (MHA). The MHA gives a patient’s nearest relative some rights and powers in relation to detention, discharge and being informed or consulted when certain actions have been taken under the MHA or when these are being proposed. The role of a nearest relative is limited to these rights and powers.

Identifying the nearest relative
Initially, a person has no choice over who is identified as their nearest relative under the rules in the MHA. It is only certain relations who are treated as nearest relative and to qualify they must be living in the UK. These are listed in order as:

1. Husband, wife or civil partner (including a person with whom the patient has been living with for not less than 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

If there is a husband, wife or civil partner, that person will be the nearest relative. If there is no one in this first group, it is necessary to look in the second group. If there is no one in the second, then the third group should be used, and so on. If there is more than one person in each group who could be the patient’s nearest relative, the eldest takes priority as nearest relative. If the patient is living with or being cared for by any person on the list, this person is the nearest relative. For example, if the patient lives with an uncle or aunt, that person will be the nearest relative, even if the patient has a mother or father.
Frequently asked questions

Mental health legislation

What if I disagree with an assessment that the Trust has made about the capacity of the person I care for?
The Mental Capacity Act puts in place a requirement for professionals to consult the carer or family members when deciding on their best interests. This should always happen when it is practical and appropriate. However, in emergency situations the carer may not be consulted. The professional must take into account all information available to him/her to make a balanced decision.

What happens if the person I care for does not have a nearest relative?
If someone does not have a nearest relative then the county court is able to provide one. However, it should be noted that if you are caring for someone who has lived with you for five years or more (and you are not on the list of nearest relatives), you will still be considered to be the nearest relative.

Carer survey

Hearing about your experiences of our services is really important to us and helps us know where we need to improve so we can provide better care and treatment on an ongoing basis.

You can tell us what you think about the service you are receiving by completing our short carer survey. There are only five questions and we don’t ask for any personal details. Your responses are anonymous.

To access the survey, visit the Carer pages of CPFT website at www.cpft.nhs.uk or ask a member of staff.

Thank you for your help!

We have supported our daughter through serious mental illness for more than a decade. This handbook would have been a great help in the early days, but even now it offers helpful insights in understanding the services available and how to draw on the caring experiences of others to keep you well and able to support the ones you love.

CPFT family carer
Benefits and respite

It is often the case that many carers do not recognise they have become carers and therefore do not realise their entitlement to claim a range of benefits.

To enable you to ascertain your rights to financial support and benefits, it is important to arrange a carer assessment because this will identify the level of financial support and benefits you are entitled to. This is about meeting your needs and understanding how caring affects you.

This section covers two areas:

• Benefits – government benefits that you may be entitled to
• Respite – localised resources that support you to carry on caring.

Benefits

The most up-to-date information about government benefits for carers is available from the Department for Work and Pensions (DWP) or the Money Advice Service and contact details for these organisations are listed on page 22. It may help to start by looking for the following information:

• The main benefits and tax credits that you can claim
• How benefits interact with each other
• How to claim each benefit
• How much you will get
• Where to go for further help.

Carer’s allowance

Carer’s Allowance is £62.70 per week (2017-18) and is for anyone aged 16 or over who provides at least 35 hours a week caring for someone. However, there are certain conditions that have to be met. For example, you can’t get it if you earn more than £116 a week (2017-18) or if you are in full-time education. The person you claim for has to be in receipt of Attendance Allowance (AA), or Personal Independence Payment (PIP) for daily living, or either the middle or higher rate of Disability Living Allowance (DLA).

The care you provide does not have to be nursing or personal care. It can include help with shopping, cleaning, keeping someone safe and generally helping to meet someone’s needs for support.

You do not have to be related to, or live in the same house as, the person you look after. You can be considered for Carer’s Allowance for looking after your partner. If you or your partner are both carers, you can both get Carer’s Allowance if you are caring for different people (including each other).

You can’t get Carer’s Allowance if you are getting a national insurance benefit such as a retirement pension, but we still advise you to claim to prove you are a carer, as that ‘underlying entitlement’ can help you get extra on other benefits.
If the person you care for lives alone and has an extra amount for severe disability included in the calculation of their means-tested benefits, they will lose this if you are actually paid Carer’s Allowance. If this applies to you, then we suggest you seek advice before claiming. Carer’s Allowance has continued as a separate benefit after the introduction of the Universal Credit (which replaced several existing benefits such as income support, housing benefit, child tax credit, etc) from 2016 onwards.

Many carers are also eligible for Carer’s Credit – national insurance contributions credits – and all carers receiving Carer’s Allowance are automatically eligible for this benefit.

More information about financial benefits for carers is available from:

**Carers UK**
[www.carersuk.org](http://www.carersuk.org) - select the link to ‘Help and Advice’, then to ‘Money and Benefits’
National Carers UK Helpline: **0808 808 7777** - Monday to Friday, 10am-4pm

**Department for Work and Pensions (DWP)**
[www.gov.uk](http://www.gov.uk) - select the link to ‘Benefits’

**The Money Advice Service**
[www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)
**Telephone 0800 138 7777** - Monday to Friday, 8am-8pm; Saturday, 9am-1pm
See also organisations listed in the ‘Directory of Carer Contacts’ on page 34.

**Respite**
Respite in the context of caring means that you receive support that provides you with some assistance or temporary relief in your caring role. This could mean that you are able to take a short break for an hour or two a week, have a day to yourself or a holiday. Some of the main localised resources that provide respite for carers are described below.

**Personal budgets**
A personal budget allows you to arrange your own care and support, rather than the local council arranging services for you.

A carer personal budget (also known as a Carer Direct Payment) is a sum of money paid by a council’s Adult Social Care department to help a carer to pay for things that will help them in their caring role.

Personal budgets for carers can be used to pay for a wide range of things and are about giving you something that is just for you and which provides you with some time out from caring, thereby helping you rest and recharge yourself.

It is the responsibility of the organisation carrying out your carer assessment to assess your suitability for a carer personal budget. The money can be paid either as a one-off (direct) payment or a continuous payment. This is something that should be explained to you as a part of your carer assessment, so please ask a member of staff for more information.
Family Carers’ Prescription Service

This is a free local service to enable carers to arrange a break and it is designed to respond quickly to urgent need. To be eligible, carers must be registered with a GP surgery within the Cambridgeshire and Peterborough Clinical Commissioning Group.

A Family Carers’ Prescription will give you access to a specialist worker at Carers Trust Cambridgeshire and Peterborough, who will help you design a short break that works for you and they will also provide support for this break to happen. You help decide what gives you a break: it may be assistance going out with the person you care for, someone being with the person you care for whilst you do something, or it could be something else.

To obtain a Family Carers’ Prescription, you need to arrange an appointment / telephone appointment with your GP to briefly explain your circumstances. Your GP will make a decision on your request and contact Carers Trust Cambridgeshire and Peterborough. The surgery will record that you are a family carer so that they can support you appropriately in the future. If you do not get a quick response from your GP, contact the Carers Trust Cambridgeshire and Peterborough (see page 36 for contact details) which will follow up on your behalf.

Frequently asked questions

Benefits and respite

Where should I go to if I need advice on what benefits may be available to me as a carer?
Where possible, we will signpost you ourselves to the right kind of support. However, as a first point of contact, we would recommend you contact Cambridge Citizens’ Advice Bureau on 0344 848 7979 who will help you find out what support is available to you. We have also listed contact details for the Carers Trust and The Money Advice Service in our directory on page 34.

If I feel that I need a break from my caring role, what do I do?
Refer to the Family Carers’ Prescription service (see above) and to other services for which there are details in our directory on page 34. We also recommend you speak to a health professional or contact your GP and register as a carer.

What if I am not an adult who is caring for another adult with a mental health illness?
How can I get support to have a break from my caring role?
Your local county council may provide financial assistance for you if you are a young carer, should you need a short break. See page 34 for more details on how to get in touch.

The cheerful and smiling attentiveness of some of the nurses we met on the ward when I visited our son in hospital made all the difference and gave me hope during that very difficult time.

CPFT family carer
Understanding the diagnosis

Caring for someone who has a physical or mental health illness or learning disability can be more difficult without the benefit of clear information about the diagnosis, treatment options and medication. Understanding the diagnosis enables you to plan for the future and may mean other health and social needs are also identified and appropriate action taken. You may also be able to benefit from any new treatments available. The information below is designed to signpost carers to some of the many excellent and easily available sources of information on diagnosis of mental and physical illness.

**NHS Choices:** [www.nhs.uk](http://www.nhs.uk) features a searchable A-Z listing of conditions. For each condition searched there are separate pages on symptoms, causes, diagnosis, treatments and advice on ‘how to live’. There is also a very useful listing of external links to websites with more specialist information related to each disorder.

**Patient website:** [https://patient.info](https://patient.info) is a leading independent health platform and one of the most trusted medical resources online. The website offers evidence-based information on a wide range of medical and health topics to patients and health professionals and hosts hundreds of health discussion forums.

**Common-sense confidentiality - a reminder**
The Trust is committed to removing barriers to communication and to helping carers have access to the information they need. Please refer to the ‘Common-sense Confidentiality’ information on page 15 if you are unclear as to what information as a carer you are entitled to receive from the Trust regarding the diagnosis of the person you care for.

**Understanding a mental health diagnosis**
The Rethink mental illness website - [www.rethink.org](http://www.rethink.org) - is an excellent source of information on mental health conditions such as:

- Anxiety
- Autistic Spectrum Disorder (ASD)
- Bipolar
- Borderline Personality Disorder (BPD)
- Dementia
- Depression
- Drug and alcohol addiction
- Eating disorders
- Learning disorders
- Obsessive Compulsive Disorders (OCD)
- Personality disorders
- Post-traumatic stress disorder
- Psychosis
- Schizoaffective disorder
- Schizophrenia
- Suicidal thinking and prevention.
The website provides comprehensive information on symptoms, diagnosis, treatment and support.

The website also offers a library of more than 100 factsheets that cover useful topics such as: antipsychotics, hearing voices, mental health and prisons, and talking therapies. The factsheets can be found in the ‘Advice and Information’ section of the website; these can be downloaded and are also available in large print.

**Understanding a physical health diagnosis**

See overleaf for links to the NHS Choices website and the websites of Age UK and the Alzheimer’s Society, which provide comprehensive information about the diagnosis of many physical health problems including:

- Cardiac services
- Chronic Fatigue Syndrome (CFS) / Myalgic Encephalomyelitis (ME)
- Continence
- Diabetes
- Dietetics
- Falls prevention
- Memory loss
- Neurological conditions
- Neurological rehabilitation
- Parkinson’s disease
- Podiatry
- Respiratory specialist services and tuberculosis (TB)
- Speech and language therapy
- Tissue viability.
NHS Choices website
In addition to the searchable A-Z listing of conditions, the ‘Live Well’ section of the NHS Choices website www.nhs.uk offers general help and information on diet, stopping smoking, getting enough exercise, and coping with stress.

Age UK
The health and wellbeing pages of the Age UK website www.ageuk.org.uk features information on age-related health conditions, tips and advice on a range of subjects such as staying fit and healthy, loneliness, end-of-life planning, as well as information on dealing with health services and leaving hospital.

Alzheimer’s Society
www.alzheimers.org.uk provides comprehensive information on types of dementia, symptoms and treatment.

Understanding the concept of recovery, resilience and re-ablement
It is important that carers understand the concept of recovery in the context of mental illness, learning disability, dementia and forensic services. This is because the concept of recovery used here has a particular meaning which is significantly different from our usual understanding of the word recovery as it might apply to a treatable physical health problem.

The key factor in this concept of recovery is a change in outlook by the carer and the person you are caring for. The ongoing journey becomes a journey about how to live a meaningful and purposeful life, with or without ongoing episodes of illness, and how to sustain emotional wellbeing as well as physical health.

The support provided by the carer in helping achieve the goals of recovery, resilience and re-ablement underpins the ongoing journey.

Understanding hospital admission/discharge
Periods of inpatient care can be an additional burden for carers. The uncertain situation may increase anxiety and stress levels whilst the emotional and physical strain of hospital visits may lead to greater exhaustion.

Having access to information about diagnosis and treatment can help to alleviate concerns and as a carer you have a right to this information. Please ask staff on the ward for help and access to the healthcare professionals who are caring for the person you care for.

The period after discharge from hospital can be a particularly difficult time for both patient and carer: extra emotional and practical support may be needed and it is important that you are fully prepared and know what to expect.

In addition, if the person you care for has been receiving care under section as a psychiatric in-patient then you may need to be extra vigilant in the post-discharge period. More advice is available in the ‘Guide to coming out of hospital’ in the ‘Help and Advice’ section of the Carers UK website www.carersuk.org
Understanding suicidal thoughts and suicide prevention

Whatever the mental or physical health diagnosis, if the person you care for has talked about suicide it’s important you take them seriously. In a crisis, help is available 24/7 from the Samaritans on 116 123. In an emergency call 999. Offering the right type of support to someone who is feeling suicidal is crucial. LivingWorks, a leading provider of suicide-alertness training, advises following the acronym TALK:

**T** – *tell*
Someone who is feeling suicidal will be telling you how they feel but perhaps not very directly so be aware of the signs and learn to read them. Do not dismiss them or trivialise them.

**A** – *ask*
If you think someone is thinking of suicide always ask them. You can’t give them the idea of suicide simply by asking, and it is important that you do ask. If they say ‘no’ you haven’t lost anything, and if they say ‘yes’ you have a chance to help.

**L** – *listen*
Don’t rush them or judge. Tell them ‘this is important’. Don’t try to offer solutions, just listen. Listening stops people feeling alone, gives hope and provides emotional release.

**K** – *keep safe*
Don’t promise secrecy, don’t leave someone feeling suicidal alone, keep yourself and them safe.

Most people who feel suicidal simply want to end their pain, not their life, and most people who have had suicidal thoughts and/or made a suicide attempt look back later and say they are glad to have survived and that the right intervention at the right moment made all the difference. There is nothing inevitable about suicide – it is often a question of knowing how to help and support someone through a crisis. More help is also available from:

**CALM Helpline** is dedicated to preventing male suicide and offering confidential emotional support for men through their helpline. Telephone: 0800 58 58 58. Calls are free from landlines and most mobiles. Webchat (5pm-midnight) www.thecalmzone.net

**Grassroots** suicide prevention charity: www.prevent-suicide.org.uk

**Maytree Sanctuary** is open to anyone in a suicidal crisis for a one-off short stay in a safe place. The service is free and it is open to anyone in the UK and it offers a quiet place to reflect and time to talk in confidence. Telephone: 0207 263 7070. www.maytree.org.uk

**Papyrus Hopeline UK** is a national confidential helpline for young people at risk of suicide: www.papyrus-uk.org or telephone 0800 068 41 41.

**Samaritans** - call 116 123. This is a free 24-hour helpline.

**STOP Suicide** is an award-winning suicide prevention campaign which reaches across Cambridgeshire and Peterborough, led by Cambridgeshire, Peterborough and South Lincolnshire Mind (CPSL Mind) and Lifecraft.
Understanding medication

If you are caring for someone using Trust services, they may have been prescribed medication.

Everyone has the right to make an informed decision about which medication(s) to take and the Trust wants to support the service user and the carer to make an informed decision. Service users can talk about their diagnosis and about any prescribed medication to healthcare professionals involved in their care such as their doctor, nurse or pharmacist. Carers can also speak to these healthcare professionals if they have any questions.

When a medication is dispensed by a pharmacy it will usually be supplied with a Patient Information Leaflet (PIL), a useful source of information that explains what a particular medication is for, how it should be taken, and possible side-effects.

Further information about medication and health conditions is available from the following websites:

Choice and Medication website:
A database of expert information on medication choices, side-effects, etc.
www.choiceandmedication.org/cambridgeshire-and-peterborough/

Medicines and Healthcare products regulatory agency website:
www.mhra.gov.uk

Easyhealth
Easyhealth produces information about health conditions that is accessible and easy to read and includes the use of pictures. There are more than 500 leaflets on the Easyhealth website that can be downloaded and printed.
www.easyhealth.org.uk

NICE: National Institute for Health and Care Excellence
An independent organisation that produces evidence-based national guidance about medicine, treatment and procedures.
www.nice.org.uk
Physical health of our service users
People with mental and physical health problems and learning disabilities are at increased risk of physical illnesses. It is therefore important to us that our service users receive care for and attention to their physical health.

All service users will have their physical health needs considered at an initial assessment and as part of regular reviews. Care co-ordinators and carers should be part of these discussions where the service user wants them to be.

Considering physical health needs means:
• Gathering information about past and present illnesses.
• A review of current physical health and symptoms and current lifestyle (including smoking, diet and exercise).
• May include physical health monitoring such as weight, blood pressure monitoring.
• May require blood tests before starting treatment.

Frequently asked questions

Medication and physical health

What can I do as a carer if the person I care for is either refusing to take their medication or is having side-effects that were not discussed when the medication was prescribed?
Encourage the person you care for to raise these concerns themselves. As a carer you can also speak to the team which is caring for the person you care for or to the health professional, but if you raise concerns about someone using our services please be aware that your concerns may be logged on their record and discussed with them. Your GP may also be able to offer advice. You can also telephone the CPFT pharmacists on 01733 776006 (Peterborough) or 01223 218518 (Cambridge).

What can I do if I feel that the service has neglected the physical health needs of the person I care for?
If you are concerned that the service has overlooked the physical health needs of the person you care for you can, as above, raise these concerns with the service. However, any queries that are raised by you may be discussed with the service user.
Maintaining your wellbeing

When you are focusing on the person you are caring for it is important that you do not neglect your own wellbeing. Below are some tips that many people say have helped them improve their sense of wellbeing. Some of these may seem obvious, but they can often be forgotten during the course of a busy day:

- Make time for yourself.
- Learn to say ‘no’: you cannot do everything.
- Don’t neglect your own health needs.
- Find time to rest and get enough sleep.
- Focus on the positive aspects of your life: what do you enjoy? What are you good at?
- Find an exercise you enjoy that gives you time for yourself.
- Talk to someone: a friend, family member or phone support from a carer group.
- Ask for a carer’s assessment or a review of your needs whenever you need it.
- Keep important numbers near your phone.
- Ask your GP to register you as a carer as this will make it easier when seeking support and benefits.

Tips for dealing with difficult situations

The following tips have been adapted from Rethink and Carers UK. They are designed to inform you of ways to deal with difficult situations if they arise.

- Get to know the signs of rising tension. These could be rocking, stuttering, colouring of the face, pacing, hand-wringing.
- Let everybody win. If you can defuse a situation then you have won, and if your loved one has not lost face and has kept their pride, they have won, too.
- Walk rather than run, lower your voice, move slowly, and avoid sudden movements.
- Count to ten. As you do this, check your mood, assess the situation, decide on a first course of action, confirm it to yourself then do it.
- Once you get someone talking, let them let off steam, don’t try to stop them.
- Accept that your life has changed, at least for as long as your loved one is ill.
- If a problem develops, be prepared to stop everything, ignore a deadline or be late for something.
- Seek help in dealing with stress. Speak to family and friends, use carers’ discussion boards on websites such as www.carersuk.org and speak to your GP and other health professionals. There are also many CPFT services listed opposite and overleaf that provide wellbeing and psychological support for carers.
- Discuss situations with other carers for helpful feedback and support.
- Know how to call for help in an emergency. In dangerous/violent situations, be prepared to phone the police.
Finding the right support for yourself

Below are some examples of the types of activities and therapies that may be of benefit to carers:

Exercise
There are proven links to the effects that exercise can have on your mental wellbeing. This can include sports, the gym or simply walking regularly.

Alternative and complementary therapies
Yoga and massage therapy, for example, help you to relax and give a sense of general wellbeing. Other benefits may include reduced stress, improved circulation and deeper sleep.

Self-help groups
Remember you are not alone and that it can be reassuring to meet and talk to other carers and discover that your feelings are similar to others in your situation. The charity MIND in Cambridgeshire runs “I matter too” courses especially for carers. For more information visit www.cpslmind.org.uk and select the link ‘Training and Workshops’ or telephone 01223 311320

Healthy Living
Avoid stimulants such as cigarettes, alcohol and caffeine and eat a varied and well-balanced diet because the healthier you are the better your ability to cope.

Counselling/Cognitive Behavioural Therapy (CBT)
Talking therapies enable you to express your feelings, gain a greater level of understanding and self-awareness, and empower you to find solutions to your problems and strategies for coping. See overleaf for more information on how to access talking therapies.

CPFT Chaplaincy
Recognising a person’s spiritual dimension is one of the most vital aspects of care and recovery from serious illness and this applies to people of all faiths and to those of none. For more information on chaplaincy services, please telephone 01223 218598.

Recovery College East
Courses are available for both carers and service users. For more information, e-mail recoverycollegeeast@cpft.nhs.uk or call 01223 884431.
Psychological Wellbeing Service

The Psychological Wellbeing Service (PWS) is part of the NHS initiative ‘Improving Access to Psychological Therapies’ (IAPT) which is designed to make psychological or talking therapies more accessible to people experiencing common mental health conditions.

PWS is provided by CPFT to help people aged 17 and over who are suffering from mild to moderate mental health conditions such as depression, post-traumatic stress, health anxiety, panic, phobias and obsessive compulsive disorder.

All of the talking therapies offered as part of our Psychological Wellbeing Service work by helping you understand what is happening to you, help you to work through your difficult feelings and learn new ways of coping in order to improve your wellbeing.

What support does it offer?

It offers a range of support to help you make changes in your life to improve your wellbeing and to help you cope with stress, anxiety and depression. This includes self-help reading materials, guided self-help (both over the telephone and face-to-face), one-to-one therapies including Cognitive Behavioral Therapy (CBT), Interpersonal Therapy (IPT) and Eye Movement Desensitisation and Reprocessing (EMDR) and courses for groups including mindfulness.

We have teams throughout the county made up of people with different skills who offer a range of ways to help.

Carers can self-refer or speak to their GP for a referral. Appointments are offered throughout the day from Monday to Friday.

How to access PWS

To self-refer:
Telephone **0300 300 0055** or fill in the self-referral form online at:
https://www.iaptportal.co.uk/ServiceUser/SelfReferralForm.aspx
You can submit the form online or email to: selfreferIAPT@cpft.nhs.uk
**Recommended books for carers**

**Books about caring written for carers**
The recommended books listed below can be obtained from your local library or from online retailers such as [www.amazon.co.uk](http://www.amazon.co.uk):

- **The Carer's Handbook: 2nd edition** by Jane Matthews
  Essential information and support for all those in a caring role.

- **Partners in Healing** by William Collinge
  Simple ways to offer support, comfort, and care to a loved one facing illness.

- **The Selfish Pig's Guide to Caring** by Hugh Marriott
  How to cope with the emotional and practical aspects of caring for someone.

- **Dementia: The One-Stop Guide** by June Andrews
  Practical advice for families, professionals, and people living with dementia and Alzheimer's Disease.

- **Keeping Mum: Caring for Someone with Dementia** by Marianne Talbot

- **Skills-based Learning for Caring for a Loved One with an Eating Disorder** by Janet Treasure, Grainne Smith and Anna Crane
  Supporting and encouraging those suffering from an eating disorder.

**Reading Well Books on Prescription**
The Reading Well Books on Prescription scheme helps you to understand and manage your health and wellbeing using self-help reading. The scheme is endorsed by health professionals and supported by public libraries. To view the list of recommended books, visit the website [www.reading-well.org.uk](http://www.reading-well.org.uk). For more information on how to obtain these books, consult your local library or GP.

**'Overcoming' series of self-help books**
The following selection of titles in the ‘Overcoming’ series offer practical advice on a range of common problems and are based on the techniques of CBT, which lends itself particularly well to self-help approaches. The complete list of titles is available online and at your local library.

- Overcoming Anger and Irritability
- Overcoming Anxiety
- Overcoming Depression
- Overcoming Insomnia and Sleep Problems
- Overcoming Low Self-Esteem
- Overcoming Mood Swings
- Overcoming Panic and Agoraphobia
- Overcoming Problem Drinking
- Overcoming Relationship Problems
- Overcoming Sexual Problems
- Overcoming Social Anxiety and Shyness
- Overcoming Weight Problems
- Overcoming Worry and Generalised Anxiety Disorder
- Overcoming Your Child's Fears and Worries
Directory of carer contacts

There are many sources of support and services for carers. Listed below are the contact details for the main local and national providers. All information is correct at the time of going to print. We recommend checking the internet for the most up-to-date information in case telephone and website contact details have changed.

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**Local authorities**

**Cambridgeshire County Council**

General enquiries: 0345 045 5200  
Adult social care: 0345 045 5202  
Children and families services: 0345 045 5203  
Emergency duty team social care and health (out of hours): 01733 234724

For more information visit the website: www.cambridgeshire.gov.uk. Select the ‘Residents’ link followed by the ‘Adults’ link which leads to carer information pages.

**Peterborough City Council**

Customer services: 01733 747474  
Children’s services: 01733 864170 or 864180  
Family information services: 01733 864446  
Social care emergencies: 01733 234724

For more information visit the website: www.peterborough.gov.uk. Select the ‘Health and Social Care’ link which leads to carer information pages.

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**A-Z directory**

**Age UK**

Age UK provides a wide range of services for older people across Cambridgeshire and Peterborough, including respite care, social clubs, local groups, support with recovery, befriending and visiting schemes as well as practical help in the home.

For services in Cambridgeshire:
Telephone: 0300 666 9860, 9am-3pm; outside these hours you will be automatically transferred to the national helpline.

For services in Peterborough:
Telephone: 01733 564185, 9am-4pm. An answerphone service operates outside these hours.

Website: www.ageuk.org.uk/cambridgeshireandpeterborough/  
National helpline: 0800 678 1174 (freephone number) available 8am-7pm, 365 days a year.  
Website: www.ageuk.org.uk
Alzheimer’s Society
The Alzheimer’s Society offers information, advice and emotional support to people affected by dementia, and their carers. Advisers provide support by phone, e-mail, social media, and through the online forum Talking Point. More than 200 free publications are available via the website, as well as the comprehensive services directory Dementia Connect.

Many services are provided locally, including carer support groups, memory cafes and art and music therapy groups. For more information telephone:

Cambridge and Ely: 01954 250322
Fenland and Marshland: 01945 580460
Huntingdon: 01480 415235
Peterborough: 01733 893853

National Dementia Helpline: 0300 222 11 22
Website: www.alzheimers.org.uk

BEAT - eating disorders website
A comprehensive website that includes a helpline for carers.
Telephone: Helpline: 0808 801 0677, Youthline: 0808 801 0711
Website: www.b-eat.co.uk

British Red Cross - Cambridgeshire
Provides short-term loans of mobility aids to people in need, including wheelchairs, and, in some locations, commodes.
Telephone: 01223 868 696 - Tuesday, Wednesday, Friday, 9.15am-3pm.

Cambridgeshire.net
Cambridgeshire.net provides easy online access to local information and services. The website currently includes a database of more than 4500 community organisations in the local area and an A-Z of local public services provided by local authorities and other partners.

Website: www.cambridgeshire.net

Care Network Cambridgeshire
Care Network Cambridgeshire provides help for older, isolated and vulnerable people living in Cambridgeshire, enabling them to remain independent and maintain social contact with friends and the community. The network offers practical and emotional support for people discharged from hospital or living at home with an illness and offers a wealth of information about lunch clubs, singing groups, community cars, friendship clubs and much more.

Telephone: 01954 211919
Website: www.care-network.org.uk
Carers Trust Cambridgeshire and Peterborough
Previously known as Crossroads Care Cambridgeshire, the Carers Trust Cambridgeshire and Peterborough supports family carers of all ages across the county and also offers flexible, professional care services to adults and children with a range of disabilities and health conditions. The Trust provides information about rights and available support, access to benefits advice, carers assessments, support and emergency planning, health and wellbeing training, and respite care and short breaks for family carers and people with care needs. Through working with people in their own homes, in their communities and in groups, the Trust provides a reliable service, tailored to meet the individual needs and personal outcomes of each family carer and the person they are caring for.

**Carers Trust Cambridgeshire, Huntingdon and Fenland:**
- Telephone: 0345 241 0954 or 01480 499090
- Website: [www.carerstrustcambridgeshire.org](http://www.carerstrustcambridgeshire.org)

**Carers Trust Peterborough:**
- Telephone: 01733 645236
- Website: [www.carerstrustpeterborough.org](http://www.carerstrustpeterborough.org)
- Website: [www.carers.org](http://www.carers.org)

### Carers UK
Carers UK offers a range of support services for carers to cope with the pressures of caring including online information and a telephone advice and support service. Many useful factsheets are available on its website such as ‘Coming out of Hospital’. To view these factsheets, select the ‘Help and Advice’ link on the website and then search the link ‘Expert Information for Carers’.

- Telephone: 020 7378 4999
- National Carers UK Helpline: 0808 808 7777
- National website: [www.carersuk.org](http://www.carersuk.org)

### Citizens Advice Bureau
Cambridge branch:
- Telephone: 0344 848 7979
- Website: [www.cambridgecab.org.uk](http://www.cambridgecab.org.uk)

Peterborough branch:
- Telephone: 0344 499 4120 or 0300 330 0650 from a mobile.
- Website: [www.citapeterborough.org.uk](http://www.citapeterborough.org.uk)

### Cruse Bereavement Care
Cruse in Cambridge and Fenland provides support to bereaved people in the local area. Services offered include a telephone helpline, drop-in centres, one-to-one support, telephone support and bereavement support groups.

- Telephone: 01223 302662
- Website: [www.cruse.org.uk/cambridge](http://www.cruse.org.uk/cambridge)
**FamilyLine**  
FamilyLine helps families by being at the end of the phone to listen to parents and children talk through their worries. The charity provides two free national telephone helplines: ‘FamilyLine’ for people of all ages with parenting or personal issues, and ‘I Need Help’ specifically for young people to have a safe place to talk through the complex challenges they face. Both use professionally trained volunteers to deliver emotional support through confidential, non-judgemental listening and help the caller to take that important next step to resolution by signposting them to an appropriate specialist service.

Telephone: **0808 800 5678** – weekdays 9am-5pm.  
Website: www.familyline.org.uk

**Health and Wellbeing Network (HWN)**  
The HWN brings together voluntary organisations across Cambridgeshire and adjoining areas to offer a more streamlined service to users so that they can access multiple services and support without endlessly repeating their details. The HWN aims to signpost to suitable support, services and activities.

Telephone: **0300 666 0142**  
Website: www.hwncambs.org.uk

**Lifecraft**  
Lifecraft is a user-led organisation for adults in the Cambridge area who are experiencing mental health difficulties. Lifecraft offers a wide range of free services to help and support members in their wellbeing and recovery, including creative activities, recovery groups, social activities and employment and volunteering opportunities. Lifecraft also has an information hub, a counselling service and Lifeline, a free telephone helpline.

Telephone: **01223 566 957**  
Lifeline: **0808 808 2121** free service, 7pm–11pm, 365 days a year.  
Website: www.lifecraft.org.uk

**Making Space**  
Making Space is a leading provider of adult health and social care services to enable adults with care and support needs, and their carers, to lead independent and fulfilling lives. The charity offers high-quality, person-centred services and accommodation to support adults of all ages, with a diverse range of needs, including mental health conditions, learning disabilities, dementia and older people with age-related concerns. Making Space Cambridgeshire offers support to relatives or friends who care for someone with mental ill health in Huntingdonshire, Cambridgeshire, Ely and Fenland.

Telephone: **01925 571680** or **01480 211006**  
Website: www.makingspace.co.uk
**MIND in Cambridgeshire and Peterborough**

MIND provides a wide range of services to support people recovering from mental health challenges, to promote positive mental health and to tackle mental health-related stigma and discrimination. CPSL is the local branch of MIND for the Cambridgeshire and Peterborough area; services include training and wellbeing workshops.

Visit the website for more information: [www.cpslmind.org.uk](http://www.cpslmind.org.uk)

**Telephone**
- Cambridge: **01223 311320**
- St Neots: **01480 470480**
- Peterborough: **01733 362990**
- National website: [www.mind.org.uk](http://www.mind.org.uk)

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**Money Advice Service**

Financial support is available for carers and this service helps you to find out what help and benefits are available and how to apply for your entitlements.

**Telephone:** 0800 138 7777 – Monday to Friday, 8am-8pm; Saturday, 9am-1pm.
**Website:** [www.moneyadVICEService.org.uk](http://www.moneyadVICEService.org.uk) - select the link to ‘Family’ and ‘Care’.

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**NHS guide to care and support services**

This online guide provides information for people who have care and support needs, their carers and people who are planning for their future care needs. A telephone helpline service for carers is also available.

**Helpline:** 0300 123 1053 – Monday to Friday, 9am-8pm; weekends, 11am-4pm.
The helpline is closed on bank holidays.
**Website:** [www.nhs.uk](http://www.nhs.uk). Select the link to ‘Care and Support’.

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**Patient Advice and Liaison Service (PALS)**

CPFT’s Patient Advice and Liaison Service (PALS) ensures that the Trust listens to patients and their carers and answers their questions and resolves their concerns as quickly as possible. PALS also helps CPFT to improve services by listening to what matters to patients and their loved ones and making changes when appropriate.

**Freephone:** 0800 376 0775
**E-mail:** pals@cpft.nhs.uk

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**Pinpoint Cambridgeshire**

Pinpoint Cambridgeshire is an independent information, support and involvement network for parents in Cambridgeshire. The charity particularly supports parents and carers of children with additional needs and disabilities.

**Telephone:** 01480 499043
**Website:** [www.pinpoint-cambs.org.uk](http://www.pinpoint-cambs.org.uk)
Recovery College East
Recovery College East is a collaborative, educational learning environment for people who receive services from CPFT and partner organisations, and their carers. The college follows an adult education model and aims to deliver a responsive, peer-led education and training curriculum of recovery focused workshops and courses.

Recovery College East - Peterborough
Telephone: 01733 746660 or 01733 746662
E-mail: recoverycollegeeast@cpft.nhs.uk

Recovery College East - Cambridge
Telephone: 01223 884431
E-mail: recoverycollegeeast@cpft.nhs.uk

Rethink Carer Support - Cambridgeshire and Peterborough
Rethink Carer Support provides a phone support service, and support groups in Peterborough and Cambridge run by and for the families and friends of people with mental health conditions. It also acts as a voice for carers locally, working in partnership with CPFT and commissioners to improve mental health services. The service is affiliated to Rethink Mental Illness the national charity which provides an information and advice line, campaigning, and a comprehensive set of leaflets on mental health issues.

Telephone: 07783 267013
E-mail: CambridgeRethinkGroup@rethink.org
Website: www.rethink.org
Rethink National Advice line: 0300 5000 927

Samaritans
The Samaritans is a 24-hour confidential, listening service providing emotional support to anyone in crisis.

Cambridge branch:
Usual hours open to receive callers at the door: 10.30am-10pm.
Telephone: 01223 364455 - local call charges apply.
Website: www.samaritans.org/branches/cambridge-samaritans

Peterborough and District branch: Usual hours open to receive callers at the door:
Monday: 10am–4pm; Tuesday to Sunday: 7am–4pm.
Telephone: 01733 312 727 - local call charges apply.
Website: www.samaritans.org/branches/peterborough-district-samaritans

National Freephone number: 116 123

Silver Line Helpline for Older People
Silver Line is a free confidential helpline providing information, friendship and advice to older people. The befriending service helps combat loneliness and the sign-posting service provides links to the many and varied services that exist for older people. The service is available 24 hours a day, every day of the year.

Telephone: 0800 470 8090
Website: www.thesilverline.org.uk
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If you require this information in a different language or format please speak to the service providing you with support.

This Carer Handbook has been adapted with the kind permission of Hertfordshire Partnership University NHS Foundation Trust.

The information given in this booklet is believed to be correct at the time of print. CPFT (the publisher) has taken every reasonable care in the preparation of the content, but cannot accept liability for any errors or omissions therein.

Cambridgeshire and Peterborough 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.

Updated October 2017

Patient Advice and Liaison Service (PALS)

If you have any concerns about any of CPFT’s services, or would like more information please contact: Patient Advice and Liaison Service (PALS) on freephone 0800 376 0775 or e-mail pals@cpft.nhs.uk

Out-of-hours service for CPFT service users

Please call NHS 111 for health advice and support.

HQ Elizabeth House, Fulbourn Hospital, Cambridge CB21 5EF.
T 01223 219400
F 01480 398501

www.cpft.nhs.uk