



Southern Health
NHS Foundation Trust

What to do if you are concerned about the person you care for out of hours

If you are seriously concerned about the person you care for or they have shown worrying signs or dramatic changes to behaviour, we would advise you to contact the crisis team below.

You can call NHS111 if you need urgent medical advice. If you feel there is an immediate danger to yourself or others, always call 999.

Southampton City Community Mental Health Team

Information for carers, families and friends



www.southernhealth.nhs.uk

Created by the Communications Team and Carer Involvement Facilitator in collaboration with carers and Family, Friends and Carers Group

Southampton City CMHT SH02019

This and all Southern Health NHS Foundation Trust's sites operate under a strict smoking, drug and alcohol free policy.

Information can be provided in a variety of formats (e.g. in audiotape, large print or in another language). If you need an interpreter or a sign-language interpreter, or have other special communication needs, we can arrange this for you.

Staff can order this booklet by emailing carer.involvement@southernhealth.nhs.uk
Please quote reference number above.

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West Quay Shopping Centre, Southampton

OUR VALUES

- Patients & people first
- Partnership
- Respect

Community Mental Health Teams (CMHT) in Southampton City.

• Southampton West CMHT

Monday - Friday | 8.30am-5pm

Call: 02380 878040

Email: westcommunitymhteam@nhs.net

Address: Cannon House, 6 Cannon Street, Shirley, Southampton, SO15 5PQ

• Southampton East CMHT

Monday - Friday | 9am-5pm

Call: 023 8231 0982 **Call (out of hours)** - 02392 344562

Email: hp-tr.eastcommunitymhteam@nhs.net

Address: 1st Floor, Bitterne Park Medical Centre, Thorold Road, Southampton, SO18 1HZ

• Southampton Central CMHT

Monday - Friday | 8.30am-5pm

Call: 02382 310726

Email: shft.centralcommunitymhteam@nhs.net

Address: College Keep, 4-12 Terminus Terrace, Southampton, SO14 3DT

The Lighthouse

The Lighthouse is an informal, non-judgemental, out-of-hours mental health service for anyone over the age of 18 living in postcodes SO14-SO19. The Lighthouse can provide short-term support in times of great difficulty or for those struggling with poor mental health.

To find out how to access the service, please visit our website

www.southernhealth.nhs.uk/locations/thelighthouse/



The community mental health team will work with the person you care for to develop a crisis plan if they identify there is a need.

Some patients will have other crisis plans, which may be developed with other organisations such as Accident and Emergency or the Police.

Hi,

A carer can be a family member, a friend or anyone who cares for someone who needs support. We want you to have the opportunity to talk to someone about how caring may affect you and what support is available that might be helpful to you.

This booklet is designed to provide information to you as a carer. If you need any further information or would like anything explained, please speak to staff who will be happy to help you.

Community Mental Health Team

What is a Community Mental Health Team?

A Community Mental Health Team (CMHT) supports people who have severe and enduring mental health illness by helping them to stay independent and live at home wherever possible. People who use our services are called 'service users' or 'patients'.

This booklet is about CMHT services within the Southampton City area of Hampshire.

Having difficult conversations

Mental health illness can present in many different ways, and for some people thoughts and feelings about self-harm and suicide can occur.

We know that conversations about suicide and self harm can be really difficult, however talking and listening is a good step and there is no evidence that talking about suicide will make things worse.

If you do talk about this together, please speak with us so we can further support you and the person you care for.

For more information, please visit www.samaritans.org or call Samaritans any time on **116 123**

How do we help?

When a patient is referred to our service, we will assess them to see how we or another service can support them. As their carer, you may attend this appointment, by invitation from the patient.

The purpose of this assessment, which can take up to an hour, is to learn about the facts, history and current circumstances of the patient. If you are attending, you may like to contribute to this and we will make time, either at the beginning or end of appointment, for you to do so. However, it is really important that the member of staff hears directly from the patient.

To reduce the risk of infection, please do not visit the service if you have recently been physically unwell or are fighting an infection.

We aim to find the outcome of the patients assessment within 10 working days. However, if more complex needs are identified, this may take longer. The result of the assesment may mean that the patient will be referred to another service who are able to provide more appropriate support. This will be explained to the patient and, if consent is given, to you as their carer.

People can be referred to the CMHT by their GP or other professionals involved in their lives. The patient is then linked to a member of the team who will work with them to find out what their goals are and how treatment can support their recovery. We are here to support the patient, and you as their carer, to develop an understanding of the person's mental health illness and access information to support you and them.

The team is usually made up of nurses, occupational therapists, social workers, support workers, psychologists, psychiatrists, a team manager and administrative staff. (Each of these roles is explained in the Jargon Buster at the end of this booklet.) If you are worried about the person you care for and need urgent medical support, please see contact numbers on page 2.

Advocacy

Advocacy means getting support from another person to help you express your views and wishes, and to help make sure your voice is heard. Someone who helps people in this way is called an advocate.

Patients can sometimes struggle to communicate their views or to feel confident in expressing their thoughts with clinical staff. With the consent of the person you care for, you will be able to advocate on their behalf.

If the patient prefers, staff can arrange for them to access a trained, independent advocate who will support them in meetings and/or with appointments.

Advocacy services

- **Hampshire Advocacy (information about advocacy across Hampshire)**
<https://hampshireadvocacy.org.uk> | info@hampshireadvocacy.org.uk | 023 8020 8951
- **Solent Mind (mental health advocacy)**
www.solentmind.org.uk (search advocacy) | advocacy@solentmind.org.uk

Young Carers

If you are under the age of 18, you are considered to be a 'young carer'. You have additional support available to you, for example, from your local Council, your school and specialist young carers' support services in your area.

The challenges for you, as a young carer, can be different to those of adult carers so the services mentioned above are designed to meet your needs as a young person. Not only do these groups focus on understanding your role as a carer but also support you to meet other young carers and have fun.

We have a responsibility to support your involvement with us and we will be happy to explain things, listen to you and answer your questions.

Support groups for young carers

No limits Southampton

Email: teamyoungcarers@nolimitshelp.org.uk

Carers Together's Totton Carers Café and Drop in

Every third Thursday of each month 1:30pm – 3:30pm

Full address: Trinity Church, Hazel Farm, Totton, SO40 0WU

Contact: 02380292046 for more information

Recovery

Everyone experiences mental health illness differently, with recovery changing over time. Recovery is about people with mental health illness living their lives, achieving their goals and not letting their illness define them.

Patients will be supported to identify goals they would like to achieve to support their recovery. They may be offered therapeutic activities and some may also be prescribed medication. Activities may be individual or group sessions provided by us or other organisations in the community.

It is important that patients are fully involved in decisions about their care and treatment therefore we will listen to what they want, how they wish to support themselves, and who else they may wish to be involved. It can be challenging when a patient decides not to engage with treatment, however, their participation is essential to their recovery. We try to find a way that works best for them so that they continue to receive the right support.

Other ways you can support them

Caring for someone who is struggling with mental health difficulties can be highly impactful on partners, family members and carers alike. It can be hard to find the right thing to say or do, and difficult and distressing watching your loved one struggle with mental health illness.

Here are some ways you could try to further support the person you care for:

- Being calm and supportive
- Supporting them to keep a calm home environment
- Have open conversations about ways you can support them further
- Support them to stay well and help them to maintain some self care

Supporting a loved one with mental health diagnosis and autism spectrum diagnosis and or a learning disability

When a person has been diagnosed with a mental illness and autism spectrum diagnosis (ASD) or a learning disability, they are considered to have dual diagnosis. People should receive the care they need for their local mental health team but the team should also make reasonable adjustments for their ASD and/or learning disability.

The green light toolkit is nationally used to support the assessment of mental health services to check and improve how they are providing support to patients with dual diagnosis.

Please visit this website for more information www.mentalhealth.org.uk (search *green light*)

Discharge from a Community Mental Health Team

When a patient's mental health becomes stable or when treatment has been completed, we will work with them towards transfer of care (also called 'discharge') to the care of their GP.

Sometimes, a patient may become too unwell for a CMHT to manage their care safely. If this happens staff will talk to them, and their carers if appropriate, as early as possible about other options for their care and to agree the best way forward. For example, they may be better supported by a crisis team.

Whether the person is discharged back to the care of their GP or to another team, staff will ensure the process happens smoothly and safely and all relevant information is shared with other professionals. At this time they and their carer will also be provided with other useful information including a letter from the service about the patient's discharge. Where appropriate they will also be given a copy of their most recent care plan, information about medication, leaflets about other services, etc.

Carers support groups

There are likely to be more carers groups in your area. Here are a few groups that we know of, please search online, in a local directory or in your local area, libraries or community centres for more groups. How the groups meet up may have changed due to COVID-19 so please do get in touch with them to find out more.

Carers support group in **Southampton City:**

East Southampton Carer's group

Every second Tuesday of the month, 6.30pm-8pm

Full address: Sholing Baptist Church, 104 Middle Road, Southampton, SO19 8FS

Contact: email sotoneastcarersgroup@rethink.org or call 07526611756

The Rethink Steps carers group

Every fourth Thursday of the month from 6.30pm - 8.30pm

Full address: St James Methodist Church, St James Road, Shirley, Southampton, SO15 5HE

Contact: email stepsgroup@rethink.org or call 07845895692

Youth and Families Matter

A locally based group who aim to help meet the increasing needs of children, young people and families through support, training and education.

Visit www.youthandfamiliesmatter.org.uk

Email info@youthandfamiliesmatter.org.uk or call 023 8086 0320

Support for you

Caring for someone can be frustrating and can change the dynamic of your relationship. This can be difficult and it is important to make sure you are also looking after your own wellbeing, for both you and the person you care for. Try not to expect too much from yourself at this time, take small steps each day and focus on the important things and please know that there are services that can support you.

Here are some things to think about which will help you look after yourself:

- Try writing a daily or weekly list about things to remember. For example, appointments, meetings and even the weekly food shop.
- Reaching out for support
- Talk to those you trust or someone you know who has gone through something similar
- Talk to your employer about what you're going through and ask for flexibility
- Talk to your doctor if you are struggling, feeling tired, exhausted or low
- Think about having some time to yourself

Employment

You may need additional flexibility at work during this time. We encourage you to speak openly with your employer and understand your rights as an employee - you may be entitled to additional support if someone is dependant on you for care. It may be worth reading up on your contract and getting advice about this beforehand.

Find out more at www.acas.org.uk/ or www.workingfamilies.org.uk/

Register with your GP

We would encourage you to register with your GP as a carer. This is so that they are aware of the extra pressures you may be under and can offer you appropriate help and/or information. You are also entitled to a free flu vaccination.

Financial support

Some carers may be entitled to financial support, which is often called Carers Allowance. You do not have to be related to, or live with, the person you care for. To find out if you are eligible please ask the carers support service listed below or go to <https://www.gov.uk/carers-allowance>

Talking therapy services

Talking therapy services (also known as IAPT services) can provide support around coping skills and mood management. They can offer one to one support, group sessions, support online or over the phone using cognitive behaviour therapy.

• Steps2Wellbeing

(local talking therapy service for people aged 18+ based in Southampton)
www.steps2wellbeing.co.uk | dhc.sstw@nhs.net | 02380 272000

Consent

Patients have a legal right to decide whether or not they wish staff to share their information with anyone, including their carers, partners and families. This is called 'consent to share'. We have a legal duty to comply with the wishes of every service user about this.

Providing the person you care for agrees to share their information with you, you will be able to participate in conversations about their treatment. If you would like to know more about consent and the circumstances when we would share information, please speak to a member of the team.

Carers Communication Plan

The Carers Communication Plan is a document for **you**. It identifies your role as a carer, how you prefer us to contact you, and your understanding of the history and needs of the person you care for. We will listen to your views and concerns and will give you general information to support you.

Carers Assessment

Under the Care Act 2014, local authorities have a duty to provide carers with a Carers Assessment. Under the Children & Families Act 2014, young carers are entitled to a Carers Assessment in their own right.

This is an assessment of your needs as a carer and helps identify areas where support, guidance and information may be required. This assessment does not take into account your finances. If you are eligible for support, you may be provided with a care plan, including a contingency plan to help manage a crisis and/or funding for respite/social support.

You can get an initial Carers Assessment by telephone and who you should contact is based on where you live or where the person you care for lives.

• Carers in Southampton

(for those living within the area of Southampton City Council)

www.carersinsouthampton.co.uk | 023 8058 2387

Housing support services

• **Society of St James** (provide personal support around specialist supported accommodation, homelessness and addiction)

ssj.org.uk/ | 023 8063 4596

• **Two Saints** (provide a variety of support services, with a focus on helping those who are vulnerable to rebuild their lives)

www.twosaints.org.uk/ | 01329 234600

List of national and local organisations

In your areas, there will be local community support groups, many of which are run by carers and family members of those affected by mental health illness. Below are some organisations who deliver carers support services on behalf of the local authorities.

- **The Royal Princess Trust for Carers in Hampshire**

(for information on being a carer and emergency care planning)

www.carercentre.com | 01264 835246

- **Hampshire Carers Together**

(Supporting unpaid carers in Hampshire, Southampton and Portsmouth)

• **The Recovery College** (offers 01794 519495 help people to increase their knowledge and skills about recovery and self-management of mental health illness.)



Open to all patients, carers and staff. Access more information at www.southernhealth.nhs.uk (Search Recovery College)

- **Andover Mind**

(offering information, advice and support services for carers in Hampshire)

www.andovermind.org.uk | 01264 332297 | enquiries@andovermind.org.uk

- **Al-Anon** (for those affected by someone else's drinking)

www.al-anon.org.uk | 0800 0086 811

- **Calm** (a movement against suicide, offering support and advice to all)

www.thecalmzone.net/ | 0800 58 58 58

- **Carers Together** (local support sessions, advice and information for carers)

www.carerstogether.org.uk/ | 01794 519495

A carer-led charity that provides peer-led support to carers, no matter what their age or for whom they care. This includes: information, advocacy, advice (including benefits advice), personal support planning, direct payments advice, personal health budget advice.

- **Carers Together's Active Listening Line - 08000 323456** (a helpline for carers who can phone and speak to someone in confidence about any caring issues they may have)

Free, independent, confidential, impartial, supportive and non-judgemental. 365 days a year.

- **Carers Trust** (a charity for, with and about carers)

www.carers.org | 0300 772 9600

- **Connect to Support Hampshire**

(hub of information, advice and support for people in Hampshire)

www.connecttosupporthampshire.org.uk

- **Hub of Hope** (directory of support services in your area)

www.hubofhope.co.uk

- **Mind** (offers information, advice and support around mental wellbeing)

www.mind.org.uk

- **Solent Mind** (supporting families and friends of those with substance misuse)

www.solentmind.org.uk | 023 8202 7810

- **Parent Support Link** (supporting families and friends of those with substance misuse)

www.parentsupportlink.org.uk | 023 8039 9764

- **Sane** (charity providing emotional support, guidance and information to anyone effected by mental illness including families, friends and carers)

- **Young Minds** (children and mental health charity who also provide support for parents)

youngminds.org.uk/ | 0808 8025 544 - Parent's helpline

Chaplaincy support for all carers and families

The Trust Chaplains are available to provide support to all carers supporting elderly relatives, adults and children in receipt of care from all services across Southern Health.

Please contact the reception desk of the unit you are visiting or the Lead Chaplain directly on 07788 335022 and they will direct you to the Chaplain within your area.

Suggestions, Feedback, Compliments, Complaints

We strive to provide the best support to the person you care for and listen to you as a carer. However, if you or the person you care for feel dissatisfied with our services, please talk to us as soon as you can.

We would like to reassure you and resolve the problem for you as soon as possible so please speak to the member of staff in charge. Alternatively please contact our Complaints and Patient Experience Team.

If you have any suggestions about how we can improve our services, we would really like to hear from you.

Complaints and Patient Experience Team

By phone: 02382 311200

In person: By making an appointment on 02382 311200

Email: shft.customerexperience@nhs.net

By writing to:

FREEPOST RSJL-JXSX-ATUE

Complaints and Patient Experience Team

7 Sterne Road

Tatchbury Mount

Calmore

Southampton

SO40 2RZ

Getting involved

As the Patient and Public Engagement Team, we are committed to listening, involving and working with the people who use our services and their carers. If you would like to share your experiences with us, are interested in supporting this commitment or would like to find out more about volunteering with the Trust, please get in touch.

Patient and Public Engagement Team: carer.involvement@southernhealth.nhs.uk

Volunteering: Volunteers.arevalued@nhs.net

Jargon buster

This is to explain some of the terminology within this leaflet or that you may hear:

- **Care Co-ordinator** – A qualified person who works within the CMHT (usually a nurse) who is responsible for arranging the care for a patient and is often their main point of contact.
- **Care Plan** – A plan that describes in an easy, accessible way the needs of the person, their views, preferences and choices, the resources available, and actions by members of the care team, (including the patient and carer) to meet those needs. A care plan will include information relating to crisis plans and agreed communication channels for when the person is unwell. All parties involved in developing the care plan will be given a copy, this will include the person's GP.

A care plan is a record for staff of their professional responsibilities and the care/interventions that they are accountable for and a record for patients (and families and carers) of the care/interventions they can expect and their role in their own recovery.

A care plan should be reviewed when the needs of the patient changes e.g. discharge from one team to another or discharge from service.

- **Care Program Approach (CPA)** – Some patients will be supported within a national framework called Care Program Approach (CPA) which is a package of care that may be used to plan treatment. The care team will decide if this is needed and it will depend on a person's complexity of need, safety concerns and the number of people needed to be involved in their care. You will be informed if the person you are caring for is on a CPA. For more information see: <https://www.rethink.org/resources/c/care-programme-approach-cpa-factsheet>

- **Carer** - Informal carer (also called unpaid carer) is a person who looks after children and other family members, friends, neighbours because of physical or mental ill health or disability, or care needs related to old age, enabling them to continue to live as independently as possible at home and in the community.

- **Clinical Commissioning Group (CCG)** - A CCGs create contracts and pay for all health services in England. There are several different CCGs in Hampshire and these are locational. Services provided in each area depend on what the CCGs agree to provide. To learn more about this, please visit www.nhscc.org/ccgs/.

- **Community Psychiatric Nurse (CPN)** - A nurse who is a specialist in mental health illness.
- **Crisis Team** - This team provides community based high-intensity support and treatment for people in an acute crisis. The team works very closely with inpatient hospital services and CMHTs to help people return home as soon as possible.
- **Care and treatment review meeting (CTR)** - A meeting that will involve the clinical commissioning group (CCG), learning disabilities services, adult mental health team and peer support. This meeting is held for those who have dual diagnosis.
- **Health Care Support Worker (HCSW)** – A person who supports patients with various aspects of their day to day living (e.g. social activities, physical activities, personal care, medication, mobility, meals)
- **Multi-Disciplinary Team (MDT)** - A team of professionals (nurses, consultant psychiatrists, occupational therapists, psychologists, support workers, etc.) who work in collaboration to provide holistic care to patients.
- **Occupational Therapist (OT)** – An OT within a CMHT will assess the skills of a patient and share with the appropriate staff what the patients needs are.
- **Patient** – A person receiving services. Also called ‘service user’ and sometimes called ‘client’.
- **PRN** - A Latin term that stands for ‘pro re nata’ which means ‘as the thing is needed’. This term is used for ‘as needed’ medication. This differs from daily prescribed medication.
- **Psychiatrist** – A doctor who is specifically trained to diagnose and treat mental illness.
- **Psychologist** – A specialist who is trained in how the mind works. They support patients to understand and adapt their behaviour and to improve their coping skills.
- **Referral** – a term used to describe when a service user is passed from one service to another.
- **Social Worker** – A professional who sometimes works in a CMHT or Social Services who supports people with their social needs (e.g. housing, benefits, employment, education)
- **Wellness Recovery Action Plan (WRAP)** – An individualised plan to support patients to stay well and recognise when they are becoming unwell.



Triangle of Care

‘Triangle of Care’ is a national initiative launched by the Carers Trust. This initiative promotes the importance of involving carers, alongside service users and staff.

Southern Health acknowledges the importance of this initiative and is working hard to embed the Triangle of Care standards within our work.

If you would like to read more about Triangle of Care, further information can be found on the Carers Trust website: www.carers.org/article/triangle-care

Triangle of Care values:

