Welcome

Supporting a family member or friend with a health issue can be rewarding but also challenging. This leaflet answers some of the questions you may have as a family member or friend supporting someone using CNWL services. It includes sources of additional information and details of the support networks available to you.

If you would like this leaflet in another language or you need an interpreter, please speak to a member of staff.

Who is a carer?

A carer is someone who is providing help or support to a family member, partner or a friend who is experiencing, or has experienced, a chronic health condition, a learning disability, a physical disability, an eating disorder, drug or alcohol problems or a mental health problem.

You could be providing practical help or emotional support. You may live with the person you are caring for or provide care from a distance.

You might not think of yourself as a carer but if you are providing support for someone who is using our services then this leaflet will give you some useful information about the support you can expect from us.
Caring for carers

CNWL recognises the vital role that carers play in supporting people who use our services. We know it can often be difficult to provide support to someone close to you, especially if you feel unsupported yourself. Recent legislation, such as the Care Act 2014 and the Children and Families Act 2014, aims to make sure carers receive the support they need to help them look after their own health and wellbeing.

When a person is using NHS services they will be provided with a staff member (care co-ordinator, nurse, social worker, occupational therapist or another professional) who will be the main point of contact during their time with the service.

This professional will give you general advice and help you to get support as a carer. They will make sure you are involved in the care planning of the person you care for and can put you in contact with the local carer centre. Carer centres are charitable organisations that provide support and services to anyone providing informal care and support to a family member or friend.

Young carers

Children under the age of 18 often provide support to a family member who may be accessing health or social care services. This may affect their school work or other aspects of their lives.

There are Young Carer Projects where young carers can meet other young people and attend outings, events and information workshops. Most Young Carer Projects work closely with schools to make sure that young carers get support as soon as possible.

You can find out how to get more information about these projects later in this leaflet.
Carer’s assessments

A carer’s assessment identifies what help you might need and makes sure that you are supported as a carer. The person you care for can attend your assessment with you if you are both happy for them to do so.

You do not have to have a carer’s assessment if you would prefer not to but staff are required to offer you one.

During the assessment you will be asked questions about how your caring role affects your life.

The assessment will look at your own health and wellbeing, any financial difficulties or needs you may have which might affect your ability to provide care, your work, study and leisure opportunities, and your relationships and social life.

You will also be asked about what support you think would be useful to you and the person you care for. This may be useful when planning care and treatment, particularly when someone is being discharged from hospital.

The information you provide will be used to write a carer’s support plan which is agreed with you. This will list the help you need and what actions need to be taken by you, the care team or staff from other organisations, such as social services. Your support plan will be reviewed once a year or as often as necessary to meet your needs.

Medication

The person you care for may be prescribed medication. The Trust provides information leaflets about any medication prescribed, which details how the medicine should be taken and any side effects that may occur. If you would like to receive specific information, please ask a member of the care team.

The Trust has pharmacists appointed at each of its inpatient sites who you can speak to if you want more information or advice on medication. You can also contact the Medicines Information Helpline with any questions about medication on 020 8206 7270 (Monday – Friday, 9am-5.15pm). There is an answerphone to leave a message out-of-hours or you can email: medinfo.cnwl@nhs.net
Supporting carers

Carers have told us that they would like training and information to help them in their caring role.

CNWL Recovery & Wellbeing College provides a range of courses and workshops designed to help people develop their skills and understanding in caring for their family member or friend. Our range of educational courses, workshops and resources are available free-of-charge to people who use our services, their supporters (friends, family or care workers) and Trust staff.

The courses are co-delivered by people with professional expertise and lived experience of various challenges including being a carer. All of the courses and workshops we provide are designed to contribute towards wellbeing.

For more information on the courses and workshops available, and to see our latest prospectus, please visit: www.cnwl.nhs.uk/recoverycollege

You can contact the CNWL Recovery & Wellbeing College on 020 3214 5686 or at: recoverycollege.cnwl@nhs.net

Carer involvement

Care and discharge planning

Carers have an important role in the recovery of the person they care for and we take carer involvement seriously. The person you are caring for will have a care plan which sets out the care, treatment and support they need. The care plan will be discussed and agreed with the patient and with you as their carer, as long as the person you are supporting agrees to this.

The care plan should take into account your role and the support you provide. You will both receive a copy of the care plan, which will be regularly reviewed.

If the person you are supporting is currently in hospital, staff will be working towards a discharge date, and you will be included in the discharge planning, especially when the person is returning to the family home, or moving on to supported accommodation, a rehabilitation unit or palliative care.
Sharing information with carers

Staff will be happy to give you general information about conditions and treatments. If you are worried about the person you care for, you can contact staff to share your concerns.

Personal information about the person you care for is confidential unless the person has said that it can be shared with you. Staff will work with you and the patient to reach a suitable arrangement where possible.

Trust staff must respect the confidentiality of the patient who may not wish for some information to be shared.

In some cases personal information can be passed on to others without the patient’s consent. This may happen if the information is required by law or to protect the person you care for or a member of the public.

If the person you care for does not have the ability to agree to information being given to you, the care team will consider whether it will be in the best interests of the person you care for to discuss their treatment with you.

Information provided by you as a carer is also confidential and will not be disclosed to the person you care for without your prior agreement.

Involvement with the Trust

We are keen for carers to take an active part in decisions affecting the planning and delivery of Trust services for both carers and patients. If you are interested in becoming involved with the Trust, please speak to a member of staff or contact the Head of Patient and Carer Involvement on 020 7504 5553.

The Trust’s Carers Council works to improve the carer experience across the Trust establishing annual carer priorities and making sure carers’ voices reach to the heart of the organisation.

The Carers Council has a diverse membership from across the Trust’s services. If you would like to get involved or hear more about the Carers Council, email: feedback.cnwl@nhs.net
Who to contact in a crisis or emergency

We recognise that sometimes people receiving care and treatment may become unwell. The person you care for will have a crisis plan which sets out any actions to be taken if they become ill and will be based on things that have helped them most in the past.

If you have a carer support plan this will also have details of who to contact in an emergency.

All patients and carers using CNWL’s adult mental health services in Brent, Harrow, Hillingdon, Kensington and Chelsea, and Westminster can contact the Single Point of Access Team, 24-hours-a-day, seven-days-a-week, 365-days-a-year, for information, support and advice on 0800 0234 650.

Carers emergency card scheme

The carers’ emergency card scheme provides a backup plan in case of an emergency.

Carers, whether new to social services or not, have the opportunity to register with the emergency card scheme and provide information on your responsibilities and three potential contacts.

In the case of an emergency, details are provided on a wallet-sized card carried by the carer at all times, to direct friends or the emergency services to a 24-hour call centre to begin the process of informing the named contacts to help or instigate free emergency care (up to 72 hours).

The project has many benefits for carers and helps you to have peace of mind knowing a plan is in place should any unforeseen circumstances arise. It is free, easy and emergency care will be provided.

The carers emergency card scheme is run by the Local Authorities in each borough or county. For more information, please contact your local authority or social services.
Support for carers

There are a number of local, independently-run carers’ groups which meet regularly to offer support and information to all carers.

These groups provide support for both young carers and adult carers. They can also provide advocacy support or can put you in touch with local advocacy services.

Brent

Brent Carers Centre
(Adult and young carers)
Tel: 020 3802 7070
email@brentcarerscentre.org.uk
www.brentcarerscentre.org.uk

Brent Carers Action
(Mental health adult carers)
siskathfrazer@btopenworld.com

Camden

Camden Carers Centre
(Adult and young carers)
293-299 Kentish Town Road,
NW5 2TJ
Tel: 020 7428 8950
info@camdencarers.org.uk
www.camdencs.org.uk

Ealing

Ealing Carers Support
Tel: 020 8840 1566
carers@ecil.org
www.ecil.org

Young Carers
Brentford FC Community Sports Trust
Tel: 020 8326 7044
enquiries@brentfordfccst.com

Hammersmith and Fulham

Hammersmith and Fulham Family Services
Email: Familieservices@lbhf.gov.uk
Tel: 020 8753 6600

Carers Network
(Adult carers)
Tel: 020 7386 9417
info@carers-network.co.uk
www.carers-network.co.uk

Harrow

Harrow Carers
(Adult and young carers)
Tel: 020 8868 5224
admin@harrowcarers.org
www.harrowcarers.org
Harrow Rethink Support Group
(Mental health)
harrowsupportgroup@rethink.org

Harrow Mind
www.mindinharrow.org.uk

Hillingdon

Hillingdon Carers Centre
(Adult and young carers)
Tel: 01895 811 206
office@hillingdoncarers.org.uk
www.hillingdoncarers.org.uk

Rethink Mental Illness Carer Support (Mental health)
Tel: 01895 441 835
hillingdoncarers@rethink.org
www.rethink.org

Kensington and Chelsea

Carers Hub Advice and information
Tel: 0800 032 1089
kandc@carersuk.org

RBKC Mental Health Carers Association Advice and information
Tel: 020 8960 3873
kcmhcarers@gmail.com

Early Help for Families Team
Tel: 020 7598 4608 / 020 7361 4129
earlyhelp@rbkc.gov.uk

Milton Keynes

Carers Milton Keynes
(Adult and young carers)
Tel: 01908 231 703
mail@carersmiltonkeynes.org

Mental Health Family / Carer Support
Westcroft Health Centre
Tel: 01908 340 967

Westminster

Children’s and Families’ Access Team
AccessToChildrensServices@westminster.gov.uk
Tel: 020 7641 4000

Carers Network (Adult carers)
Tel: 020 8960 3033
info@carers-network.co.uk
www.carers-network.co.uk
Additional support

There are a number of national organisations which can provide information and support to you as a carer, these include:

**Carers Trust**
Online Support Team for Carers at support@carers.org
For general enquiries, please email info@carers.org
London office tel: 0844 800 4361
www.carers.org

**Emergenceplus.org.uk**
A national peer-led charity supporting people and carers affected by Personality Disorder.

**Young Carers**
www.youngcarers.net

**Carers UK**
Helpline: 0808 808 7777
Opening hours: Monday - Friday, 10am - 4pm
advice@carersuk.org
www.carersuk.org

**Mencap**
Mencap Direct: 0808 808 1111
www.mencap.org.uk

**Mind**
Helpline: 0300 1233393
Opening hours: Monday to Friday, 10am – 4pm
info@mind.org.uk
www.mind.org.uk

**Rethink**
Advice Line: 0300 5000927
Opening hours: Monday to Friday, 9.30am – 4pm
www.rethink.org

**Samaritans**
To speak to someone in confidence for emotional support
Tel: 116 123 (24-hours-a-day)
jo@samaritans.org.uk

**Carers Direct**
Helpline: 0300 123 1053
Opening hours:
Monday - Friday, 9am – 8pm
Weekends, 11am-4pm
(interpreters available)

**NHS Choices**
This website has helpful information about carers’ rights in the ‘Care and support’ section:
www.nhs.uk/conditions/social-care-and-support-guide/
Further information
CNWL produces a number of information leaflets which you might find useful:
• Care Programme Approach
• Inpatient information leaflets
• Patient and carer feedback: A guide for patients and carers about giving feedback
If you would like a copy of any of these leaflets, please ask a member of staff or contact the Communications Team on 020 3214 5344 or at communications.cnwl@nhs.net

Tell us, we’re listening!
Our staff want to know how they are doing. Tell us what you think at www.cnwl.nhs.uk/feedback and then we’ll know what we have to do.

Complaints and concerns
If you have a concern or think we’ve made a mistake, please speak to the care team of the person you are caring for. Contact telephone numbers are given on each service page available on the Trust website www.cnwl.nhs.uk
If you are still not satisfied you can make a formal complaint. The carer or relative of the person receiving treatment can make a complaint, however we will need permission from the patient/service user before any confidential information about their care and treatment can be shared.

For more details on how to make a complaint please ask for a leaflet or contact our Patient Support Service on 0300 013 4799 or at: feedback.cnwl@nhs.net
This document is also available in other languages, large print, Braille, and audio format upon request. Please email communications.cnwl@nhs.net

Arabic

هذ الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة برايل للمكفوفين و بصيغة سمعية عند الطلب

Farsi

این مدرک همچنین بنا به درخواست به زبانهای دیگر، در چاپ درشت و در فرمت صوتی موجود است.

Bengali

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

Somali

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

Portuguese

Este documento também está disponível y puede solicitarse en otros idiomas, letra grande, braille y formato de audio.

Spanish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabecie Braille’a lub w formacie audio.

Polish

 Announcement is available in other languages, braille, large print, and audio format upon request.

Gujurati

Be belge istenirse, başka dillerde, iri harflerde, Braille ile (görme engelli için) ve ses kasetinde de temin edilebilir.

Turkish

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