

## Contact us

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Or contact your local family work co-ordinator  
[www.awp.nhs.uk](http://www.awp.nhs.uk)

## PALS

To make a comment, raise a concern or make a complaint,  
please contact the Trust's Patient Advice and Liaison Service

Tel: 01225 362900  
Free phone: 0800 073 1778  
Email: [awp.pals@nhs.net](mailto:awp.pals@nhs.net)

## Other formats and languages

If you need this information in other formats (such as large print,  
audio, Braille) or in another language, please call the PALS  
number.

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Avon and Wiltshire  
Mental Health Partnership  
NHS Trust

# Family work for Psychosis

**Providing additional assistance to families to  
enable them to help family members who  
suffer from psychosis**

**You matter, we care**

Psychosis is a common mental illness that can affect more than one in every one hundred in the population.

Illness often appears during late adolescence or early adulthood, at a time of life which is full of hopes and expectations. The disruption of plans caused by the illness can add to the burden of illness both for the service user and their family.

Whilst professional help is needed, the family can also make a great difference if they know how to help.

## What can help?

It has been shown that work with the service user and his or her family, can reduce the risk of becoming unwell again and improve quality of life for those concerned.

Professionals call this work 'psycho-social intervention'. This just means that help is given to the whole family to improve their ability and confidence in tackling problems effectively.

Information is also offered about the illness itself and the services available, both locally and nationally.

## How our service works

The service user's care coordinator are usually refers people to this service. However, the initial discussion about family work may be started by a family member or the professionals involved.

## What happens if you are referred?

Following referral, it is usual for two workers to contact the family to arrange an initial, informal meeting to discuss in more detail what the work involves and to answer any questions.

This meeting lasts for about an hour and can take place in the family home, in hospital or at the community mental health team base. From this meeting, any future work to help the family can be planned.

## Other useful services

### Rethink

28 Castle Street  
Kingston-upon-Thames  
Surrey  
KT1 1SS  
0208 547 3937  
[www.rethink.org](http://www.rethink.org).

### Saneline

0845 767 8000  
[www.sane.org.uk](http://www.sane.org.uk)

### Mind

Granta House  
15-17 Broadway  
London  
E15 4BQ  
0208 519 2122  
[www.mind.org.uk](http://www.mind.org.uk)

### Samaritans

0845 7909090  
[www.samaritans.org.uk](http://www.samaritans.org.uk)

### Manic Depression Fellowship

Castle Works  
21 St Georges Road  
London  
SE1 6ES  
0207 793 2600  
[www.mdf.org.uk](http://www.mdf.org.uk)