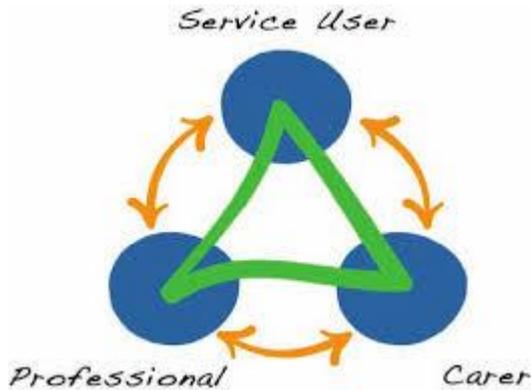


Carers Information & Welcome Pack Wiltshire



The Named Nurse / Care Coordinator for the person you care for is:

The Named Nurse / Care Coordinator can be contacted on:

The Carer's Lead is:

Your carer's initial appointment is on:

Contents

Welcome	Page 4
Triangle of Care	Page 6-7
Family and Friends Charter	Page 8-9
Community and Access Teams Information	Page 10-20
Inpatient ward information	Page 22-31
Confidentiality and information sharing	Page 32
Other support	Page 33-37
Useful contacts and more information	Page 38-43

Welcome

The person you care for is now receiving a service from Avon and Wiltshire Mental Health Partnership Trust (AWP). As a Trust, we would like to welcome you in working together with us to support the person you care for and in supporting you in your caring role.

What is a carer?

Throughout this pack we use the term 'carer'. When we use the word carer, we mean everyone who is involved with and gives support to another person, whether they live with the person or not.

A carer could be a spouse or partner, a relative (such as a parent, child or sibling) or a close friend or neighbour. What all carers have in common is wanting to help the person they care for to be safe and as well as possible.

Valuing carers

AWP is committed to carers being fully included and supported when the person they care for is using our services. We recognise that including carers benefits staff, carers and service users alike.

After all, you see the person day in and day out so know the 'well' person's' personality. You will see those subtle behaviour changes and are likely to be the first person to see a crisis developing.

Supporting carers

This pack has been designed to introduce you to our service and give you as much information as we can about how we can all work together to support your family member or friend: but its main focus is how we can support you in your caring role.

We want to make sure that you are getting the right support for you.

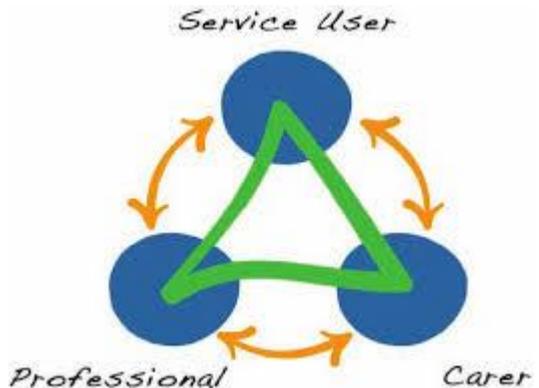
Caring for someone with a mental health condition is sometimes a lonely and difficult place and accessing mental health services in crises can be especially stressful. We know that by working in partnership with you (our carers) we are more likely to reduce your stress and enable you to continue caring without becoming ill yourself.

We hope you find this pack useful. If you have any suggestions or comments about the pack please contact Wiltshire Locality Admin on awm-tr.wiltsmanagementadmin@nhs.net

Triangle of Care

Avon and Wiltshire Mental Health Partnership are proud to be members of the Triangle of Care membership scheme. When we work in partnership with carers, we are adding strength to our patients'/service users' recovery thanks to each carer's knowledge and expertise of the person they care for. We know how important it is to build a three-way partnership between a patient/service user, carer and ourselves. This is known as a Triangle of Care. AWP holds a 2-star accreditation for the Triangle of Care and we work with the Carers Trust in our commitment to using this model.

The main aim of the scheme is to help staff identify the things that will achieve a better collaboration with carers. The scheme is recognised nationally as evidence of good practice for working with carers.



The Triangle of Care emphasises how bringing together the knowledge of all people involved in the care of a service user, helps to create a fuller picture of their needs, maintains important relationships and promotes recovery.

The six key elements to being an accredited member of the scheme are as follows:

1. Carers and the essential role they play are identified at first contact or as soon as possible thereafter.
2. Staff are 'carer aware' and trained in carer engagement strategies.
3. Policy and practice protocols re: confidentiality and sharing information are in place.
4. Defined post(s) responsible for carers are in place.
5. A carer introduction to the service and staff is available, with a relevant range of information across the care pathway.
6. A range of carer support services is available.

For more information about the Triangle of Care Membership scheme go to: <https://carers.org/resources/all-resources/72-triangle-of-care-membership-scheme-in-england>



Family and Friends Charter

AWP has a Family and Friends Charter. This was co-produced by carers and staff and it demonstrates our commitment to supporting and valuing your role as a carer.

In it, we make 11 pledges to empower carers and strengthen our relationships with patients' families and friends. We commit our responsibility in valuing the experience and knowledge that carers bring, as well as giving you access to the right information at the right time and assessing your own needs.

Our Family and Friends Charter can be found on the next page or you can ask a member of staff for a copy. More information about the charter can be found here:

https://www.awp.nhs.uk/application/files/3916/4278/3743/Carer-Charter-Explained_1.pdf



AWP's Family, Friends and Carers Charter

In AWP we use the term 'carer' to mean people who may be a family member, friend or neighbour who supports or helps someone who has mental health problems.

This is our commitment to you.

- We will value the experience and expertise that you have and work with you as equal and expert partners, in order to give the best possible care.
- We will identify you, the person/primary carer, who gives most support, either at first contact, or at the earliest opportunity, in the community or in the hospital. We will make contact with you as soon as possible.
- We will give you, the primary carer, clear and up-to-date information on what to do in a crisis, both in working hours and at night, and how to get support for yourself.
- We will make sure you have access to an assessment of your needs, whether with us or a partner organisation. We will make sure any identified needs that are our responsibility will be followed up.
- We will look at the broader family or support system and recognise their role, acknowledge the impact on them and offer support.
- We will understand that when there is a bereavement that we need to provide you with support at a difficult time.
- We will recognise that you are integral to the whole care plan, initial assessment, risk assessment, reviews, discharge and recovery planning, including how to re-enter services when needed. Where the person you care for agrees, you will be given copies of these plans.
- We will not expect you to care, or manage risk, without sufficient information and support to do so.
- We will have clear guidelines and practice about confidentiality which we will share with you. We will use these rules with common sense, compassion and empathy.
- We will recognise that you have a right to talk to professionals privately about your concerns and expect your confidentiality to be respected.
- We will involve you in the planning and development of services which includes making sure that there is comparable service provision in all areas of the Trust.

Charlotte Hitchings
Trust Chair

Dominic Hardisty
Chief Executive



Information and contact details

Community & Access Teams

Most of the people AWP supports, live in their own homes and are supported by community services, within their own family and social networks. The person you care for may now be getting support from one of these teams.

There are a range of contact methods that we may use to contact you and the person you care for such as:

- Face to face appointments at home or at one of our sites,
- Your home phone or mobile (including text messaging)
- Carrying out meetings remotely using a secure video communication system. The video platform that we use is called DrDoctor. DrDoctor is intended to improve patients' experiences of care through providing an alternative means of communicating with Trust clinical teams that does not require patients/service users to visit Trust sites or staff to visit service users' homes.

24/7 Mental Healthcare Helpline Number: 0800 953 1919.

Our Helpline staff are available 24/7 to provide advice, guidance and support over the phone to anyone who may be worried about their own or someone else's mental health.

The telephone line provides round-the-clock support for adults and children, seven days a week, 365 days a year.

If you or your loved one feels unsafe, at risk or unable to cope without professional advice, our dedicated staff, will respond to your enquiries and arrange for trained mental health advisors and clinicians to help enable you to manage your difficulties.

The Mental Health 24/7 Response Line works closely with our Patient Advice and Liaison Service (PALS) to provide support and signpost people to other services for anyone in the general population seeking mental health support.

Community Mental Health Teams and Recovery Services

If the person you care for is over 18 years old and has complex mental health issues, they may be referred by a professional to a community mental health team.

Our Community Mental Health Teams are the main service to provide ongoing care, treatment and support to service users and you as their carer. Service users and their families are usually seen in their homes or in outpatient facilities either at the bases below or other places such as GP surgeries. The person you care for will be allocated a professional to coordinate their care (care coordinator) who will work with them and you as their carer to develop shared goals and treatment plans (with a specific period of intervention) to assist recovery.

- Fountain Way, Salisbury – Sarum (South) CMHT - 01722 820250
- Green Lane Hospital, Devizes - NEW (North and East) CMHT - 01380 731358
- Bewley House, Chippenham - NEW CMHT - 01249 767800
- Shearwater Lodge, Warminster – West Wiltshire CMHT - 01985 220033

9:00 am - 5:00 pm Monday to Friday (excluding bank holidays)

You can find out more information here:

<https://www.awp.nhs.uk/our-services/community-services/community-mental-health-teams>

Intensive Service

The Intensive Service operates 24/7 and provides emergency assessments for people in a mental health crisis. Most assessments are done within 24 hours of referral. The team provides:

- I) Intensive support and treatment for people in their home to try and prevent a hospital admission.
 - II) Support for you and the person you care for to manage a crisis when a hospital admission is not needed but the distress that you are in and the risks are still high.
 - III) Support and facilitation for early discharges from mental health inpatient settings.
- Wiltshire Intensive North (NWIS) - Green Lane Hospital, Devizes.
Telephone: 01380 731292
 - Wiltshire Intensive South (SWIS) - Fountain Way, Salisbury.
Telephone: 01722 820173

You can find more information here: <https://www.awp.nhs.uk/our-services/community-services/adult-intensive-bristol-bristol-crisis>

Acute Hospital Liaison (sometimes referred to as Mental Health Liaison (MHL))

If the person you are caring for has to go to the accident and emergency department (A&E) or has been admitted to a ward in the general hospital, and there are mental health concerns, a professional may refer them to the Acute Hospital Liaison team.

This team provides specialist mental health advice and/or a mental health assessment and are available 365 days a year.

In Wiltshire the person you are caring for would generally be admitted to one of the following hospitals, depending on where you live:

- Royal United Hospital (Bath) - Acute and A&E Hospital Liaison Services. Telephone: 01225 428331
- Salisbury District Hospital - Acute Hospital Liaison Services. Telephone: 01722 336262
- Great Western Hospital (Swindon) - A&E Hospital Liaison Services 01793 327907

You can find more information here: <https://www.awp.nhs.uk/our-services/urgent-care/acute-hospital-liaison-service>

Primary Care Liaison (PCL)

Our primary care liaison service is the first service that offers assessment when a person isn't already receiving a mental health service and needs to have their mental health assessed. PCL is our primary entry point for all new referrals.

The PCL team also offers advice, information and support to empower service users (and carers and primary care staff) to remain in their own/family homes and avoid hospital admissions.

- Fountain Way, Salisbury - South Primary Care Liaison Tel: 01722 820372
- Green Lane, Devizes - North Primary Care Liaison Tel: 01380 737840

8:00 am - 6:00 pm Monday to Friday (excluding bank holidays). Outside of these hours all urgent/emergency referrals will be triaged by Crisis/Intensive teams.

If service users develop more complex needs, present with higher levels of risk to themselves or others, or where multi-agency involvement is needed to keep them safe and manage their care, they may be referred to and supported by the community teams.

You can find out more information here:

<https://www.awp.nhs.uk/our-services/community-services/primary-care-liaison-service-bristol-bmh-spa>

Early Intervention in Psychosis Team (EI)

The EI team is a multidisciplinary service that support people aged 14 - 65 experiencing their first episode of psychosis. Psychosis is a medical term for when you might see or hear things that others cannot see and hear, believe things that are not true or become suspicious of people. Psychosis is distressing and can lead people to become more isolated and lose motivation.

Following the service users initial assessment, the EI team will work closely with them and you, with the aim to support you as early as possible and aid their long term recovery. We want service users to be able to return as quickly as possible to their usual valued routines, roles and social relationships.

The Team are there to help service users understand what is happening, reduce their distress and provide treatment and therapy.

- Wiltshire Early Intervention in Psychosis Team
Telephone: 01380 731282

9:00 am - 5:00 pm Monday to Friday (excluding bank holidays)

You can find more information here: <https://www.awp.nhs.uk/our-services/community-services/early-intervention-psychosis>

Dementia Service

These teams provide an assessment, diagnostic and treatment service if the person you care for has dementia. This service supports and empowers service users and you (their carer) so they can remain living in their own/family home. The Dementia Service take on referrals received by Primary Care Liaison.

The Dementia Service also provide care home liaison, where they work alongside care home staff to support them in managing and caring for your family member or friend if they live in a care home. Referrals for care home liaison come directly from the care homes, hospitals or GPs.

If you are diagnosed with, or are suspected of having a dementia, you will be seen by Wiltshire Dementia Service.

- North Wiltshire Dementia Service: Monday – Friday 9am-5pm: 01380 731298
- South Wiltshire Dementia Service: Monday – Friday 9am-5pm: 01722 820380

Operating times for Care Home Liaison are Monday – Friday 8am - 8pm and Saturday and Sunday 9am – 5pm

Control Room Triage

If the person you care for comes into contact with the police, we have mental health practitioners who work alongside Wiltshire Police, within the police control room to make sure the person received the best care for their needs.

You can find more information here: <https://www.awp.nhs.uk/our-services/urgent-care/control-room-triage>

Wiltshire Talking Therapies (previously known as Improving Access to Psychological Therapy (IAPT) Service)

Talking Therapies provide short term psychological therapy to people mainly suffering from anxiety, depression and stress.

The services range from self-help therapies, to psycho-educational courses and one-to-one support.

- Green Lane Hospital, Devizes Telephone: 01380 731335

Phone line is open Monday to Friday between 09:00 – 17:00 (Outside of these hours or during busy periods you will be able to leave a message)

You can find out more information here:

<https://www.awp.nhs.uk/our-services/talking-therapies/talking-therapies-wiltshire>

Psychological Therapies Service

The Wiltshire Psychological Therapies Service deliver specialist evidence-based psychological therapies to help adults with a wide range of severe and complex mental health difficulties. There are different types of therapy to suit different people depending on their circumstances and experiences.

Professionally trained psychologists and therapists provide things such as Art Psychotherapy, different cognitive therapies, Dialectical Behavioural Therapy (DBT), eye-movement desensitisation and reprocessing therapy (EMDR) and many others. You can only be referred to this team if you are already under the care of another secondary care mental health team.

You can find more information here: <https://www.awp.nhs.uk/our-services/community-services/psychological-therapies>

Physical Therapies

Physiotherapy, Speech and Language Therapy, Occupational Therapy and Dietetics might also be offered as way of helping the person you care for manage their mobility, functioning, and speech.

The person you care for may also be offered electroconvulsive therapy if they have certain diagnoses, and other treatments have failed – this is offered under general anaesthetic and involves the brain having brief electrical stimulation.

If you would like more information on the therapies being offered to the person you care for, then please ask their care coordinator or named nurse.

In patient ward information

Why is inpatient care needed?

The person you care for may be admitted to an inpatient ward. This is so we can provide treatment for them in a safe place when their health needs cannot be met at home due to the complexity, intensity and unpredictability of their condition.

What do we provide?

Our inpatient services provide specialist investigation, assessment and intervention, so that we can support service users (along with yourself) to return to their 'normal' everyday life as soon as possible.

Informal and formal admissions

When the person you care for is admitted to a ward it could be in an 'informal' way or 'formal' way.

Informal means that the person has voluntarily agreed to go into hospital to get the care, treatment and support they need.

Sometimes we may have to admit the person you care for in a formal way. This means that they are being detained or 'sectioned' (kept in hospital) under a section of the Mental Health Act 1983. They will have to stay in hospital to receive care, treatment and support to keep them and others safe even if they don't want to.

Where will people be admitted?

As far as possible people will be admitted to an inpatient bed in their local geographic area. Sometimes to make sure treatment is provided without delay, they may need to be admitted to a bed in any suitable ward throughout the Trust.

In Bath and North East Somerset, Swindon and Wiltshire we have two single sex wards; one in Bath (female) and one in Swindon (male). If there are concerns that a person's risks cannot be managed on a mixed sex ward, they will be considered a priority for admission to one of the single sex wards in Swindon or Bath.

Carer support during hospital admission

Admission to hospital is a time when carer engagement and support is particularly important.

Carer involvement is vitally important to good care planning, managing risks and by working alongside you, we are far more likely to achieve recovery for our service users.

If the person you care for is admitted to hospital, this can be a traumatic and troubling time for carers. You may have conflicting emotions of guilt and relief and this is more likely to be the case if it was a formal admission. Please talk to our staff if you need support.

Acute Adult Inpatient Wards

In Wiltshire we have two acute adult inpatient wards. Our acute inpatient services provide care, support and treatment for adults of working age with acute mental health needs. As far as possible people will be admitted to an inpatient bed in their local geographic area. Sometimes to make sure treatment is provided without delay, they may need to be admitted to a bed in any suitable ward throughout the Trust.

Beechlydene Ward

Address: Fountain Way, Wilton Road, Salisbury Wiltshire SP2 7FD

Ward Reception Telephone number: 01722 820150

Service user Telephone number: 01722 820175

Visiting times: Monday – Friday: 2pm – 3pm and 6pm – 8pm

Saturday, Sunday and Bank Holidays: 2pm – 8pm

If possible the ward ask that you book your visits in advance.

The ward request that you phone prior to visiting to ensure the ward is open and that there are no barriers to you visiting.

Email: awp.contactbeechlydene@nhs.net (this email is for specific ward queries and is monitored by administration staff who will either answer your query directly or forward your query to the most relevant person. The email is for general advice and information and cannot be used for clinical information sharing due to data protection).

Poppy Ward

Address: Green Lane Hospital, Marshall Road, Devizes SN10 5DS

Ward Reception Telephone number: 01380 731203

Visiting times: Poppy does not currently have fixed visiting times. Patients are encouraged to take leave in the grounds with their friends/family if able to. If patients are unable to have leave they can book the family room for one hour time slots. Visits will not be booked during meal times, but the ward tries to be flexible to accommodate any needs, times or requirements needed.

Email: awp.poppycontactus@nhs.net (this email is for specific ward queries and is monitored by administration staff who will either answer your query directly or forward your query to the most relevant person. The email is for general advice and information and cannot be used for clinical information sharing due to data protection).

Place of Safety

Bluebell Unit

In Wiltshire we call our Place of Safety 'Bluebell Unit'. The person you care for may have initially been taken to a place of safety under a Section 135 or 136 of the Mental Health Act. This law means the police have the power to take someone or keep them in a place of safety when they believe they need immediate 'care and control'. This can be a highly stressful situation for carers.

A section 136 is most often used to take people from public places, like a street or park.

If the police need to remove someone from their home address this will happen under section 135 of the Mental Health Act. Under section 135, the police will have a warrant to go into the home or private place of a person, when they have concerns for their mental health, even if that person doesn't want them to. The police have the power to either keep that person at home or take that person to a place of safety even if they do not want to go with them. The person is usually taken in an ambulance but it can be a police vehicle.

The purpose of the sections are to assess whether someone has a mental health concern and if so whether they require further assessment or treatment.

People at a place of safety are in crisis and usually highly distressed. Most are presenting a risk to themselves and sometimes to others.

People detained under a section 135 and 136 are not service users; they are detainees until a decision is made whether they have a

mental health need that requires further assessment or treatment or not.

People can only be detained in a place of safety for 24 hours (This can be extended by 12 hours by a medical professional if the assessment hasn't been fully completed). After the section 135 or 136 ends the person may need to go to a mental health treatment ward (this could be formal or informal) or it could be decided that they do not need hospital treatment and are free to go and possibly be referred to our community and access services.

Address: Green Lane Hospital, Marshall Road, Devizes SN10 5DS

Ward Reception Telephone Number: 01380 731242 / 01380 731243

Later Life Inpatient Wards

In Wiltshire we have two later life inpatient wards.

Amblescroft North Ward

Amblescroft North provides care, support and treatment for older people with Functional Mental Health needs (Depression, anxiety etc.).

Address: Fountain Way, Wilton Road, Salisbury Wiltshire SP2 7FD

Telephone: 01722 820329

Visiting Times: The ward continue to facilitate visits. There are four 30-45mins slots available each day - all slots must be pre-booked on the number above.

All visits will be facilitated in an allocated room and you will be escorted to this room via the garden.

Email: amblescrofthnorthcontactus@nhs.net (This email is for specific ward queries and is monitored by administration staff who will either answer your query directly or forward your query to the most relevant person. The email is for general advice and information and cannot be used for clinical information sharing due to data protection).

Carers can make appointments with the consultant by contacting the ward administrator on **01722 820292**, who will be able to take your details and pass them onto the consultants secretaries.

Amblescroft South Ward

Provides care, support and treatment for older people who have Organic Mental Health problems (Dementia).

Address: Fountain Way, Wilton Road, Salisbury Wiltshire SP2 7FD

Telephone: 01722 820330

Visiting Times: The ward continues to encourage visiting but it must be with prior arrangement. Please call the ward to book visiting in.

Email: awp.amblescrotsouthcontactus@nhs.net (this email is for specific ward queries and is monitored by administration staff who will either answer your query directly or forward your query to the most relevant person. The email is for general advice and information and cannot be used for clinical information sharing due to data protection).

Psychiatric Intensive Care Unit (PICU)

Sometimes service users require a higher intensity of treatment and support than that available on an acute ward. PICU services meet these additional needs.

Ashdown Ward

Is a specialist male only PICU ward for males aged 18-65 (with some flexibility) that provides inpatient mental health care, assessment and comprehensive treatment to individuals who are experiencing the most acutely disturbed phase of a serious mental health condition.

Address: Fountain Way, Wilton Road, Salisbury Wiltshire SP2 7FD

Telephone: 01722 820142

Visiting: Ashdown do not have set visiting times. Visitors are asked to contact the nurse in charge to book the times they would like to visit into the ward diary (this is to ensure it doesn't clash with anything else and to avoid meal times). The ward also ask that visitors call on the day of the visit to confirm the ward is safe and able to accept a visitor on that day.

Email: awp.contactashdown@nhs.net (This email address is for specific ward queries and is monitored by administration staff who will either be able to answer your query directly or will forward your query to the most relevant person. The email is for general advice and information and cannot be used for clinical information sharing due to data protection).

Visiting

Visiting the person that you care for (and any family and friends who wish to visit) can be an important part of service user recovery. We encourage all of our service users to maintain positive social relationships (if they wish to do so).

Please note that COVID-19 could still result in some restrictions to visiting e.g. if there is an outbreak/increased prevalence of COVID-19. Staff will notify you if any restrictions need to be put in place.

Infection control measures are in place on many of our wards so you may:

- be given an apron, gloves and face mask to wear throughout your visit
- be asked that where possible you keep 1m apart from the person you're visiting.
- be requested to carry out a lateral flow test prior to visiting (however this is not mandatory)

When you visit the wards/units, you will be asked to sign into the visitor's book. If you have a car and have parked in the hospital car park, you will need to log your car registration details with Reception staff.

To keep children safe, we cannot allow children onto the wards. If you would like children to visit, this needs to be discussed and arranged in advance in order for a suitable private family space to be booked and to ensure there is suitable staffing available to support the visit.

Children must be supervised at all times on all of our hospital sites.

The wards will accommodate visiting under special circumstances (e.g. end of life care) agreed with the Ward Manager or Nurse in Charge.

Confidentiality and information sharing

We may not always receive consent from the service user to share things with you, but we always have consent to listen to you.

Carers can understandably find it frustrating when they would like to know more about the support the person they care for is receiving, and they are refused information.

There may be some things that the person you care for does not wish for us to share or involve you with. Where this is the case, we will be open about this with you and offer support by other means, for example, by giving general information which does not breach confidentiality.

There may also be times when we have to share information about the person you care for with other services because of our legal duty to keep the person, or others around them, safe from harm. This would be a last choice for us, and would only be done in those very specific circumstances. Safeguarding our service users is a fundamental part of service user safety and wellbeing.

We encourage all our carers to ask questions and build relationships with us. Please do not see the fact that we are unable to share specific information with you about the person you care for as a complete barrier.

Other support

Carer Support Wiltshire

An unpaid carer is anyone who cares, unpaid, for a family member or friend who could not always manage without their support. They might look after someone with a physical disability, long term health condition, mental health issue or a problem with substance misuse.

Carer Support Wiltshire is a local charity that supports all unpaid carers, including young carers and young adult carers. They help carers to access services, information, education and training, respite and breaks from their caring role.

Telephone: 0800 181 4118

For more information visit their website here:

www.carersupportwiltshire.co.uk/

Carer's Assessments

The Care Act 2014 recognises the equal importance of supporting carers and the people they care for.

The Care Act gives carers the right to support through a carers assessment. The carer's assessment will look at your needs, including things that you would like to be able to do in your daily life. Your needs should then be written down in a support plan. If a service user is using secondary mental health services, it is a statutory requirement to offer you a carers' assessment.

Carers Support Wiltshire can carry out a Carer's Assessment to look at your circumstances and explore ways that life could be made easier for you. A Carer's Assessment can be completed over the phone.

To find out more about Carer's Assessments you can visit this section of the Carer Support Wiltshire website:

www.carersupportwiltshire.co.uk/resource-centre/carers-assessments/

AWP Service user And Liaison Service (PALS)

The PALS service is a free, confidential and impartial service available to everyone who uses the Trust's mental health services, their carers or anyone who needs advice, information, support or guidance with a particular issue.

PALS can help if...

- You are worried and not sure what to do or where to go
- You need clarity about a situation
- You want someone to listen to your experience of services
- You need information and help

Website: <https://www.awp.nhs.uk/contact-us/patient-advice-and-liaison-service-pals>

AWP Involvement Team

At Avon and Wiltshire Mental Health Partnership we value the involvement of service users and their carers. With your help, we can improve our understanding of different groups' needs, and tailor our services accordingly.

As well as obviously involving you in the direct care planning and recovery journey for the person you care for, there are many more ways that you could get involved with The Trust and help us develop and improve our service.

For more information about involvement please visit:

<https://www.awp.nhs.uk/patients-and-carers/getting-involved>

For more information about involvement email:

[**awp.involvementadmin@nhs.net**](mailto:awp.involvementadmin@nhs.net)

Family Connections

As part of our commitment to carer support, AWP offer courses called Family Connections and CareGiving in Psychosis.



Do you have a loved-one struggling with complex emotional needs?

Do you need space to focus on your own emotional wellbeing?

Are you confused how to cope in challenging crisis situations?

Would you like to learn skills to improve your relationships?

Avon & Wiltshire Mental Health Partnership (AWP) invite you to attend a **FAMILY CONNECTIONS** course via MS Teams Online

Dates & times - to be confirmed, usually evenings, 6pm-8pm

The course is designed to help you, as 'carers', gain a better understanding of your loved-one's experience and behaviours; and, most importantly, to develop skills to improve your own wellbeing, in a supportive peer environment.

Course content:

- Evidence-based sessions – 2 hours/week
- Understand *emotional intensity* e.g. volatile emotions, chaotic relationships, self-harm behaviour & suicide attempts
- Learn communication skills based on DBT (Dialectical Behaviour Therapy)
- Consider your emotional wellbeing
- Develop a group support network

How to register or get further information:

Call: **Wiltshire Psychological Therapies Service**

Tel: 01722 820121

We will arrange a call with course leaders for you to learn more and answer any questions

Note: This course is *not* for Service Users themselves

It is specifically designed for their Carers i.e. *family members, partners and/or close friends*



CareGiving in Psychosis

Avon and Wiltshire 
Mental Health Partnership NHS Trust

CareGiving in Psychosis a skills-based training for family & friend (CGP)

These courses will be run via
video conferencing
(Microsoft Teams)
The CGP team is accepting
referrals now.
Interested ?



Aims of CareGiving in Psychosis

The course is designed to help you:

- Gain a better understanding of your relative's experience of psychosis
- Develop skills to improve your own well-being in a supportive peer group environment.
- Learn about
 - the psychology of psychosis
 - ways to talk about psychosis effectively without conflict
 - methods of helping cope people with psychosis

CGP is a course for relatives of people who experience or have experienced:

- Distressing beliefs that other people don't share or understand
- Distressing sensory experiences (voices, visions, etc) that other people don't have or don't understand
- Diagnosis of psychosis or schizophrenia

This *CareGiving in Psychosis* course is for relatives of service users of the
Wiltshire Community Mental Health & Swindon Recovery Teams

Contact: Wiltshire Psychological Therapies Service

Tel: 01722 820121



Other useful contacts

Wiltshire Mind - <http://www.wiltshiremind.co.uk/> are an independent local Mental Health Charity (affiliated to Mind) based in Melksham providing a county-wide service for people who are experiencing mental health problems or emotional distress

Phone: 01225 706532

Email: office@wiltshiremind.co.uk

Wiltshire Council 'Your care Your support Wiltshire' - <https://adults.wiltshire.gov.uk/> gives you information about the adult care process in Wiltshire and has a list of services to help you remain independent. You can talk to the Advice and Contact team on:

Tel: 0300 456 0111

Email: AdviceandContact@wiltshire.gov.uk

Healthwatch Wiltshire - <https://www.healthwatchwiltshire.co.uk/> are the independent champion for people who use health and social care services in Wiltshire. They are there to make sure that those running services put people at the heart of care. Their sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. They are there to listen to what you like about services and what you think could be improved. No matter how big or small the issue, they want to hear about it.

Phone: 01225 434218

Email: info@healthwatchwiltshire.co.uk

A list of useful mental health services in Wiltshire can be found here:

[https://www.healthwatchwiltshire.co.uk/sites/healthwatchwiltshire.co.uk/files/wiltshire mental health resources list.pdf](https://www.healthwatchwiltshire.co.uk/sites/healthwatchwiltshire.co.uk/files/wiltshire_mental_health_resources_list.pdf)

The Advocacy People - <https://www.theadvocacypeople.org.uk/> provide independent advocacy for people in Wiltshire who are under section in hospital or in the community. An advocate can help the person you care for to understand their rights and help them get answers to their questions. Advocates can attend meetings with service users and speak to people on their behalf. Service users can refer themselves to this service, or they can be referred by a family member, friend or health or social care professional.

Phone: 0330 440 9000

Email: info@theadvocacypeople.org.uk

Richmond Fellowship -

<https://www.richmondfellowship.org.uk/wiltshire/> are a national mental health charity who work with individuals, families and communities to make recovery a reality. Throughout Wiltshire the Fellowship can support the person you care for with housing and employment.

Community Housing Support - **Phone:** 01380 724833

Email: WiltshireCHS@richmondfellowship.org.uk

Employment Service – **Phone:** 01380737673

Email: wiltshire@richmondfellowship.org.uk

Rethink Mental Illness - <https://www.rethink.org/help-in-your-area/services/community-support/wiltshire-mental-health-inclusion-service/>

Provide the Recovery and Social Inclusion Service in Wiltshire which offers one-to-one support for people who are isolated and unsure how best to take their first steps towards engaging with their local communities. Support is tailored towards helping service users engage with groups and activities in their local community.

Phone: 07467 764171

Email: WiltsMHIS@rethink.org

Citizens Advice Wiltshire -

<https://www.citizensadvicewiltshire.org.uk/> are an independent charity committed to helping people successfully deal with life's problems. Citizens Advice provide free, confidential and impartial advice to everyone on their rights and responsibilities.

Phone: 0800 144 88 48 (Monday to Friday 9am to 5pm. Closed on public holidays).

Riverside Sanctuary - Alabare

<https://www.alabare.co.uk/home/riverside-sanctuary-salisbury/mental-health> is a confidential service aimed at anyone who is in a mental health crisis or who is struggling to manage their mental wellbeing. The specialist team are able to provide guidance and advice including coping strategies and help people get further support if they need it.

Phone: 08082 803528

Email: riversidesanctuary@alabare.co.uk

Carers Trust - <https://carers.org/> is a major national charity for, with and about carers. They work to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems.

Phone: 0300 772 9600 **Email:** info@carers.org

Carers UK - <https://www.carersuk.org/> is the UK's only national membership charity for carers. Carers UK is both a supportive community and a movement for change and for the past 50 years they've been driven by carers raising their voices together to call for change and seek recognition and support.

Phone: 020 7378 4999 **Email:** info@carersuk.org

[More information](#)

On our Avon and Wiltshire Mental Health Partnership website you will find lots of useful information to support you with your mental health.

To find useful links and resources, including self help leaflets go to:

https://www.awp.nhs.uk/patients-and-carers/useful-links-and-resources?ccm_paging_p_b13083=2&ccm_order_by_b13083=treeNo deDisplayOrder&ccm_order_by_direction_b13083=asc

You can find out information about a wide range of conditions and treatments as well as more general information about how to make a compliment or complaint.

If you are unable to access these online or you would like further information about a specific subject, please ask a member of staff.

Contact

Please talk to your care coordinator for further information.

For information on Trust services, visit:

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 (PALS)

Tel: 01225 362 900

Freephone: 0800 073 1778

Email: awp.pals@nhs.net

Other languages and formats

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



Lead: Clinical Lead Wiltshire

Leaflet code: 024H AWP

Approved: July 2023

Next review: July 2026