



Mental Health Carers' Information

Information for relatives, partners and friends of people with mental health problems in the Royal Borough of Kensington and Chelsea



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

This leaflet has been developed by the Royal Borough of Kensington and Chelsea Mental Health Service, in consultation with:

- Kensington and Chelsea Primary Care Trust
- Central and North West London NHS Foundation Trust
- Local carers
- Local service users

If you have any comments on the content and style of the leaflet, or wish to make corrections or additions to the information it presents, please contact:

The Mental Health Carers' Support Service

Tel: 020 7361 3244 or
020 7361 2811

Email: mhcarers@rbkc.gov.uk

Contents

Introduction	
Who is this guide for?	4
What is this guide for?	4
Mental Health Caring	
Are you a mental health carer?	5
What help might you need?	5
How do you get the help you need?	6
What rights do you have as a carer?	6
Mental Health Act 1983	7
Patient confidentiality	8
Services for Carers	
Finding out what help you need	10
Carers' support planning	10
Community Mental Health Teams	11
Carer's Support and Development Worker	11
Mental Health Teams and the Carers' Support Worker	11
Advice and support services	12
The Mental Health Carers' Support Service	12
K & C Mental Health Carers' Association	14
Respite services	14
Vitalise	15
Services for young carers	15
Advocacy support	16
Counselling services	17
Getting financial help and advice	17
What to do in a crisis	19
Other contacts and information	
If you are unhappy about a service...	
Mental health services in Kensington and Chelsea	

Who is this guide for?

This guide is for people who are caring for someone with mental health problems (such as schizophrenia, depression or psychosis) aged between 18 and 65 and a resident of the Royal Borough of Kensington and Chelsea. The carer may be any age, and may or may not live in the borough.

It does not cover those caring for people whose primary diagnosis is dementia, organic mental health problems, neurological problems or learning difficulties, nor those caring for someone who is older than 65.

If you would like information about services for carers of people in these groups, please contact your local social services office.

What is this guide for?

This guide provides basic information about the services available to carers of people with mental health problems, along with details of how to access them.

It also provides some other useful information and contact numbers, and tells you what to do if you are unhappy with the way you, or the person you are looking after, has been treated.

If you want more general information about mental health services, ask for a copy of **“The Guide to Mental Health Services”** which is available from the Social Services Helpline on 020 7361 3013.



Are you a mental health carer?

You are a mental health carer:

- If you look after a relative or friend who needs support because of mental ill health.
- If you are not receiving any payment for the care that you provide (excluding carers' benefits).
- Regardless of your age. You may be under 18 years of age and caring for a parent or relative with mental health problems.
- Whether or not you live in the same house or area as the person you care for.
- Regardless of whether you provide full-time or part-time support to the person you care for.
- Whether or not you are the only person looking after the person you care for, or one of a number of people, both professional and non-professional.

What help might you need?

Being a carer of someone with a mental health problem can be very distressing and exhausting. It can sometimes leave you feeling alone and with little time and energy to do anything else. As a carer you are a key person in providing support to the person you are caring for, and you are entitled to the support that **you** need to help you continue in that role.

For example:

- You may want an opportunity to discuss your situation, or get advice and information about the illness and treatment of the person you care for.
- You may want some emotional support and a chance to talk to other carers.

Mental Health Caring

- You may want to have a holiday or take a break from your caring responsibilities.
- You may want advice about whether or not you're getting all the financial and practical help that you can.
- You may want someone to support you at a meeting to discuss how the person you are caring for is being treated and looked after.

How do you get the help you need?

If you feel clear about the kind of help and support you need you can approach some of the services listed later in this guide directly.

If you are unsure about what you need, or what might be available, it is a good idea to ask for a **carers' support plan**. This is a process to help to identify what help and support you need and how you can get it. More details about this process are to be found on page 10.

What rights do you have as a carer?

A carer's rights can be found in several pieces of legislation and policy, including:

- The National Service Framework for Mental Health – Standard Six
- The Carers Recognition and Services Act 1995
- The Carers and Disabled Children Act 2000
- The Carers (Equal Opportunities) Act 2004

Broadly, these pieces of policy and legislation specify that carers who provide regular and substantial care are entitled to an assessment of their needs on at least an annual basis. They are also entitled to services which will support them in their caring role.

The Mental Health Act 1983

The Mental Health Act makes specific reference to the concept of the nearest relative which has relevance to some – but not all – carers. This is a complex legal term, so if you are unsure whether you qualify as “nearest relative” you should seek advice from the member of the Community Mental Health Team (CMHT) responsible for the person you are caring for. If you are not a relative of the person you are caring for, you are unlikely to qualify as nearest relative. The nearest relative of a patient has the following specific rights under the Mental Health Act:

- To be informed or consulted by the Approved Social Worker (ASW) when the ASW is considering making an application to admit (“sectioning”) the patient.
- This will only be overridden if the ASW believes that contacting the nearest relative will cause undue harm or distress to the patient.
- To request that an ASW makes an application for an admission to hospital or for guardianship. If the application is not made the reasons must be put in writing.
- To object to an application to place the patient on section three of the Mental Health Act, or under guardianship. This will prevent the application being made, unless the nearest relative is “displaced” by the County Court.
- To request the patient’s discharge. This must be in writing to the hospital and can be overruled by the consultant. If this happens and the patient has been admitted under section three of the Mental Health Act, the nearest relative also has a right to request a tribunal.
- To make an application for admission to hospital or for guardianship. This is not considered good practice and the ASW nearly always makes the application when necessary.

Mental Health Caring

- To receive information about the patient's treatment, and seven days' notice of the patient's discharge from hospital, unless the patient has asked for this information not to be given.
- To delegate their responsibilities as nearest relative to another person. This must be in writing and the other person must agree to accept those responsibilities.

If you want more information on the Mental Health Act you can obtain "Out of the Maze – Your Guide to the Mental Health Act 1983" from:

Mental Health Act office

Maudsley Hospital, Denmark Hill, London SE5 8AZ

Tel: Maudsley Publication Line 020 7740 5337

Other useful contacts are:

Mental Health Act Commission

Maid Marion House, 56 Hounds Gate, Nottingham NG1 6BG

Mental Health Review Tribunal

Tel: 020 7972 3734

Law Society

113 Chancery Lane, London WC2A 1PL

Tel: 020 7242 1222

Patient confidentiality

One of the most important areas of concern to carers is, of course, what is happening to the person that they are caring for. In principle, all professionals would want to keep the carer informed about the illness, services, treatments and progress of the person they care for. However, patient confidentiality does apply even for carers of people with mental health problems. All professionals are therefore legally bound not to share personal information without the agreement of the person it concerns.

If the cared for person does not agree that information can be given to the carer, professionals are not allowed to give it. However, that does not mean that the carer should not be offered support, or given any more general information that will help them manage.

The commitment of the mental health services to giving carers information that they need is detailed in the **Seven Steps to Sharing Information with Carers** (see below).

Seven Steps to Sharing Information

Mental health services in Kensington and Chelsea are committed to providing carers with the information and support they need to continue with their caring duties. To reflect this, the Seven Steps to Sharing Information with Carers have been agreed by all agencies involved in providing services to mental health carers. These are:

1. The carer is a valuable contributor to the care plan and their experience makes them your partner in care.
2. The carer and the person cared for have a right to expect that information either one provides will not be shared without their consent.
3. The carer may need your help to understand what's happening. Be friendly and give clear information.
4. Listen to the carer even when there are issues of patient confidentiality.
5. If you are unable to share information, gently explain why.
6. Invite carers to care planning and review meetings unless the person cared for says otherwise. Try to encourage the person cared for to agree.
7. Give the carer the care coordinator's contact details and advise on other sources of help and information.

Finding out what help you need

Carers' support planning

A carer's assessment, which is locally called carers' support planning, is a tool to ensure that carers get the help and support that they need to continue with their caring role. It can do this by:

- Clarifying the kinds of help and assistance that are needed.
- Working out a plan to ensure that help and support is provided where needed.
- Reviewing that plan periodically to see if it has helped and if not, why not.

The national legislation and guidance refers to **carers' assessments**, but after consultation with local carers, it was agreed to call the process **carers' support planning**. This was seen as a more accurate description of what the process should be, which is a way of ensuring that carers are supported in their role.

The process involves meeting with a mental health professional to talk about how being a carer impacts on your life and to agree the support needed and how it will be provided. All agreements made during this meeting will be recorded in a written **carers' support plan**. This will be reviewed at least annually to see whether it has helped and whether your circumstances, or those of the person you care for, have changed.

Though the purpose of this process is to ensure that carers get the support they need, there are limited resources available for providing support to carers. The availability of particular services will depend on the impact of the caring role on the life of the carer.

You are entitled to ask for a carers' support planning meeting at any time. However, you should be offered carers' support planning at the point that you, or the person you care for, comes into contact with services.

Who will be involved in the process?

As the carer you will be offered a choice as to who helps you with the process. In some cases, the best person may be the **care coordinator** of the cared for person (see Community Mental Health Teams, below). They will already have an understanding of the cared for person's needs and will be able to take this into account when considering what will help you, the carer.

However, you may prefer your assistance to be provided by someone who is not so directly involved. In these circumstances, the **Carer's Support and Development Worker** will assist the carer.

Community Mental Health Teams

The Community Mental Health Teams (CMHTs), the Assertive Outreach Team (AOT) and Early Intervention Service (EIS) are responsible for the care and treatment of people with severe and enduring mental health problems who are living in the community. They will also provide some of the care that people admitted to hospital will receive. Along with the **Carer's Support and Development Worker** (see below) they are also responsible for developing **carers' support plans**.

Carer's Support and Development Worker

This is a worker specifically employed by the mental health service to work with carers and to assist in the support planning

Services for Carers

process. He/she is knowledgeable about carers' issues and services, and the local mental health system. He/she will also be experienced in helping carers to identify what help they need and assist them in getting it. He/she can be contacted on:

Tel: 020 7361 3244
mhcarers@rbkc.gov.uk

If the person you are caring for is unknown to services, you may want to contact your GP or approach your nearest CMHT.

Advice and support services

In addition to offering carers' support planning, the CMHTs and the carer's support and development worker will be able to offer information and advice on services for carers, the mental health system including relevant legislation, treatments, services, housing and access to benefits.

The Mental Health Carers' Support Service

This is the key support service for mental health carers in the Royal Borough and provides:

Advice and Information: Confidential advice, information and support on all aspects of mental health problems and local services. This can be on a one-to-one basis, as part of a group or over the telephone.

Advocacy: Informal advocacy, independent representation and information on carers' rights.

Drop-in surgeries: Local carers' drop-in surgeries where carers can walk in to get information and support in the north and south of the borough each week.

Monthly support groups: Offering peer support and the chance to meet, talk to, get support from, share experiences and exchange information with other carers.

Newsletter: A newsletter and bulletins providing information about local developments, new research, treatments and services.

Consultation: Opportunities to be involved in consultation and review of services and the chance to influence and shape the way mental health services – particularly those relating to carers – are developed.

The service will also provide access to books, videos, articles and other useful information for carers.

The service is open to people who are caring for residents of Kensington and Chelsea who have mental health problems and are aged between 18 and 65.

For further information, please contact:

Tel: 020 7361 3244 or
020 7361 2811
mhcarers@rbkc.gov.uk

Carers Pool

We are keen to have carers represented in steering groups and planning meetings. We have established a pool of carers to complement our carer involvement strategy.

If you are interested in representing carers in meetings, please call 020 7361 3244 to add your name to the list.

Rewards are from £15 per two hour session.

Kensington and Chelsea Mental Health Carers' Association

The Mental Health Carers' Association is a self help group run by local mental health carers. It is funded by the borough to facilitate carers' monthly meetings, which are held every **third Tuesday of the month at Kensington Town Hall from 7pm to 9pm**. The meetings feature guest speakers discussing topics related to mental health and carers.

The Carers' Association also provides advice and support to informal carers from its office on Thursdays and Saturdays, from 1pm to 5pm.

For more information contact:

Office 2
Canalside House
Ladbroke Grove W10 5AA
Tel: 020 8960 3873
kcmhcarer@gmail.com
www.kcmhcarer.blogspot.com

The **Mental Health Carers' Support Service** can make funds available every year to enable carers to take a break from caring, subject to needs identified during support planning. Carers who wish to take the person they care for along with them for their respite break can also be funded every two years.

Carers are eligible to apply for respite funding if they are providing **regular and substantial** care for residents of Kensington and Chelsea aged between 18 and 64 who have **severe and enduring** mental health problems.

The need for this kind of support must be identified through the carers' support planning that the caring is **significantly impacting** on the carer's life.

For further information, please contact:

Tel: 020 7361 3244
mhcarers@rbkc.gov.uk

Vitalise Home Services used to be London Care Connections, but is now part of the national charity, Vitalise.

Home Services offers home-based support to people who are looking after someone at home who has an illness, disability or who is elderly.

Services include respite breaks and help at home including personal and practical care and support. Home Care can be provided on a visiting or live-in basis. Visiting services are provided by trained care staff and are available 24 hours a day, seven days a week. **Vitalise Home Share** is a low cost, volunteer based live-in support service offering companionship, safety, security and practical help around the home.

Nationally, Vitalise runs a number of residential respite centres.

Vitalise Home Services

155a King's Road
London SW3 5TX
Tel: 020 7376 4640
enquires@vitalise.org.uk
www.vitalise.org.uk

The Young Carers Service

The Kensington and Chelsea Young Carers Service works with young people between the ages of seven and 17. It works with

Services for Carers

young people who have a significant caring role for a parent, sibling or other family member because they are living with a physical or learning disability, mental health problems, drug or alcohol dependency, or another short/long term illness.

The project supports young people through fortnightly groups which allow them to meet people with similar experiences in a safe space and take part in activities such as arts and crafts, discussions and trips out during the school holidays.

They also offer one-to-one time which gives young people the opportunity to talk about worries/stresses they may have in a confidential space.

If you are a young carer or know a young person who has a caring role and want further information about the project and the support provided, please contact:

The Young Carers Service

Tel: 020 8968 0535

Mobile: 07783 395 890

Advocacy support

There may be occasions when it is difficult for you to get your opinions and wishes across to other people, including other professionals involved with the person you care for.

For example, it may be hard to challenge the psychiatrist who has different opinions about what is best for your relative or friend, or you may be in a meeting where there are many professionals and you are the only non-professional.

In these circumstances you may want to have an **advocate** to support you.

An advocate is an independent person who can provide you with information on your rights. They will also help and support you in being heard.

The Mental Health Carers' Support Service (see page 12) can provide informal advocacy, including advice, representation and information on your rights.



Counselling Services

The Mental Health Carers' Support Service (see page 12) can provide an opportunity to talk about your circumstances. It also offers emotional support, on either a one-to-one basis, or as part of a group with other carers.

However, there may be circumstances where this level of support is insufficient, and you need a specialist counselling service. For example, you may be suffering from problems related to stress, anxiety and/or depression.

If this is the case, you should approach your GP or the person who is helping to develop your **carers' support plan** (see page 10). They will be able to help you assess whether you need specialist counselling and assist with a referral to **Westminster Pastoral Foundation (WPF)** for a time limited counselling support.

Getting financial help and advice

As a carer you may be entitled to financial benefits. However, your entitlement could not be summarised briefly here as it will depend on your circumstances and those of the person you are

Services for Carers

caring for. You can get personal advice from the contacts listed below. You could be eligible for:

- Carers' Allowance
- Income Support (IS)
- Housing and Council Tax Benefit
- Job Seeker's Allowance
- National Insurance Credits

If you think you may not be getting the benefits to which you are entitled, you can get advice and information from the **Mental Health Carers' Support Service** (page 12) or **Vitalise** (page 15). Alternatively your local **Citizens Advice Bureau** (CAB) may be able to help.

Chelsea CAB

Chelsea Old Town Hall, King's Road
London SW3 5EE
Tel: 020 7351 2114
Phone for advice on drop-in times.

Kensington CAB

140 Ladbroke Grove, London W10 5ND
Tel: 020 8960 3322
Phone for advice and drop-in times
Additionally you can get help from:

World's End Neighbourhood Advice Centre

2 World's End Place, London SW10 0HE
Tel: 020 7351 5749

Telephone advice is available from Monday to Friday (not lunchtimes).

Drop-in advice is available on Monday, Wednesday and Friday between 10.30am and 1pm. Appointments can be made for advice outside these times.

In the daytime

If the person you care for lives **in the north of the borough**, you can contact the assessment room on the ground floor of St Charles' Hospital on 020 8962 4254. You can also contact the North Community Mental Health Teams on 020 8206 6900.

If your cared for person lives **in the south of the borough**, you can contact the Community Mental Health Teams on 020 7361 7900 (Central CMHT) or 020 7349 6500 (South CMHT).

You can also contact the duty assessment team at South Kensington and Chelsea Mental Health Unit from 9am to 5pm on 020 8237 2822.

They can also be contacted through the switchboard at Chelsea and Westminster Hospital on 020 8746 8000.

At night, weekends or during a public holiday

If the person you care for lives **in the north of the borough** there is a 24 hour walk-in assessment service at St Charles' Hospital, on 020 8969 2488.

If the person you care for lives **in the south of the borough** you can bring them to the Accident and Emergency Department at Chelsea and Westminster Hospital, or contact the duty bleep holder on 020 7237 2822.

If you are unable to persuade your cared for person to go to these sites and you think that they may need a hospital admission you can contact the Emergency Duty Team (EDT) on 020 7373 2227.

If appropriate, the Social Worker will arrange for a mental health assessment.

If you are very concerned about the physical safety of either yourself or the person you care for, you should contact the police immediately.

Notting Hill police

020 7221 1212

Kensington police

020 7376 1212

You may also be able to get help and support in an emergency from:

Saneline

0845 767 8000

Samaritans

08457 90 90 90

Second opinions

Central and North West London NHS Foundation Trust has a policy in place to support users who wish to obtain a second opinion, or a change of consultant. Information about this policy is available from local mental health services.



Other helplines

St Charles' pharmacy medicines information helpline

(north Kensington residents only)

Tel: 020 8962 4035

Chelsea and Westminster Hospital medicines information service (patients of Chelsea and Westminster Hospital only)

Tel: 020 8962 4035

NHS Direct

0845 4647

Saneline

0845 767 8000

Other useful websites

Government website on carers' issues

www.carers.gov.uk

RETHINK

www.rethink.org

Princess Royal Trust for Carers

www.carers.org/home

Carers' Information Resource Bank

www.carersinformation.org.uk/

Carers UK

www.carersuk.org

Caring Matters

www.caringmatters.dial.pipex.com

www.davesheppard.co.uk

Though not offering advice, this website has lots of up to date information on issues related to mental health legislation.

If you are unhappy with a service...

All organisations involved in providing mental health services are committed to delivering the highest quality care. As such, if you feel that you or the person you are caring for has not been well treated or received good care, you should immediately contact the service concerned. It is also very helpful to hear when you think you have experienced a good service.

You can do this by contacting or writing to the manager of the service. If you do not want to do this, or if you are dissatisfied with the response that you receive when you do, you can contact the following people.

Local authority services

If the issue is related to a service provided by or paid for by the local authority please ask for a leaflet on how to complain, or contact:

The Customer Care and Complaints Team

Adult Social Care Department, Town Hall,
Hornton Street, London W8 7NX
Tel:0800 587 0072

Kensington and Chelsea Primary Care Trust (PCT) Services

For issues related to care provided or funded by the PCT, please contact them on 020 8969 2488.

Alternatively, you may wish to contact the Patients' Advice and Liaison Service.

The Patients' Advice and Liaison Service (PALS)

St Charles' Hospital
Exmoor Street
London W10
Tel: 020 8962 4547

If you are unhappy about a service...

If you are uncertain which of the organisations is responsible for the service you are concerned about, you can contact any of the three organisations mentioned and they will be able to advise you as to the appropriate route to follow.



Mental health services in the Royal Borough

Community Mental Health Teams

CMHT A

Pall Mall Centre for Mental Health, 150 Barlby Road, London W10 6BS

Tel: 020 8206 6900

CMHT B

As above

CMHT C

As above

Central Kensington CMHT

1B Beatrice Place, Marloes Road, London W8 5LW

Tel: 020 7351 7900

South CMHT

Chelsea Chambers, 262a Fulham Road, London SW10 6BS

Tel: 020 7349 6500

Other Teams

Assertive Outreach Service

Chelsea Chambers, 262a Fulham Road, London SW10 9EL

Tel: 020 7349 6540

Early Intervention in Psychosis Service

2nd Floor, The Tower, St Charles' Hospital, Exmoor Street, London W10 6DZ

Tel: 020 8962 7638

Mental health services in Kensington and Chelsea

Hospitals

St Charles' Hospital

Exmoor Street, London W10 6DA

Tel: 020 8969 2488

South Kensington and Chelsea Mental Health Centre

1 Nightingale Place, London SW10 9NG

Tel: 020 8846 6052

Day Services

Oremi Centre

Unit 3 Trellick Tower, Golborne Road, London W10 5NX

Tel: 020 8964 0033

The Grove Resource Centre

1 to 9 St Mark's Road, London W10 5NT

Tel: 020 7313 6830 or 020 7313 6831

Pembroke Centre

74 to 76 Pembroke Road, London W8 6NX

Tel: 020 7938 8296

Community Services

Community Support Team (Hestia)

London Lighthouse, 111 to 117 Lancaster Road, London W11 1TQ

Tel: 020 7313 2952

Fax: 020 7313 2958

Al Hasaniya

Arabic Speaking Women's Centre, Bays 4 and 5 Trellick Tower,
Golborne Road, London W10 5PL

Tel: 020 8969 2292

MIND

Office 1, 7 Thorpe Close, London W10 5XL

Tel: 020 8964 1333

Fax: 020 8968 1035

St Mary Abbots Rehabilitation and Training (SMART)

The Basement 15 Gertrude Street, London SW10 0JN

Tel: 020 7376 4668

Fax: 020 7376 7892

Citizens Advice Bureau (CAB)

Chelsea Old Town Hall, King's Road, London SW5 5EE

Tel: 020 7361 4174



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA