

Carers Needs Assessment

You may request an assessment of your needs as a carer at any time. Contact the Care Coordinator (e.g. CPN, Social Worker or Doctor) if the person you look after has one, or telephone the Borough Directorate (Tel: 020 8700 8758) for the location of the local Duty Social Worker at your nearest Mental Health Resource Centre in order to be signposted to a Care Coordinator who can help you. This is your opportunity to ask for things that will help you and enable you to continue in your caring role.



You may not recognise yourself as a carer. The term carer is used to describe someone who provides practical and emotional support to someone with a mental health problem.

You may request a carer's assessment at any time.

You may or may not live with the person. You may be a parent, daughter, son, spouse, partner, other relative, friend or neighbour. You may be a young person but you now find yourself in the position of needing to support an unwell person.



Mental Health Forum

The Forum is for carers of people with mental health problems, mental health service users and voluntary and community organisations who work, or have an interest, in mental health. The Forum ensures active involvement in decision-making regarding the mental health services in Croydon.

The Forum provides an opportunity for:

- Involvement, get together, share information and ideas;
- Influencing local plans and services;
- Improving mental health by establishing direct links to local statutory bodies and decision making committees.

For details of meetings and events

Contact the facilitator on 020 8683 7010



Websites

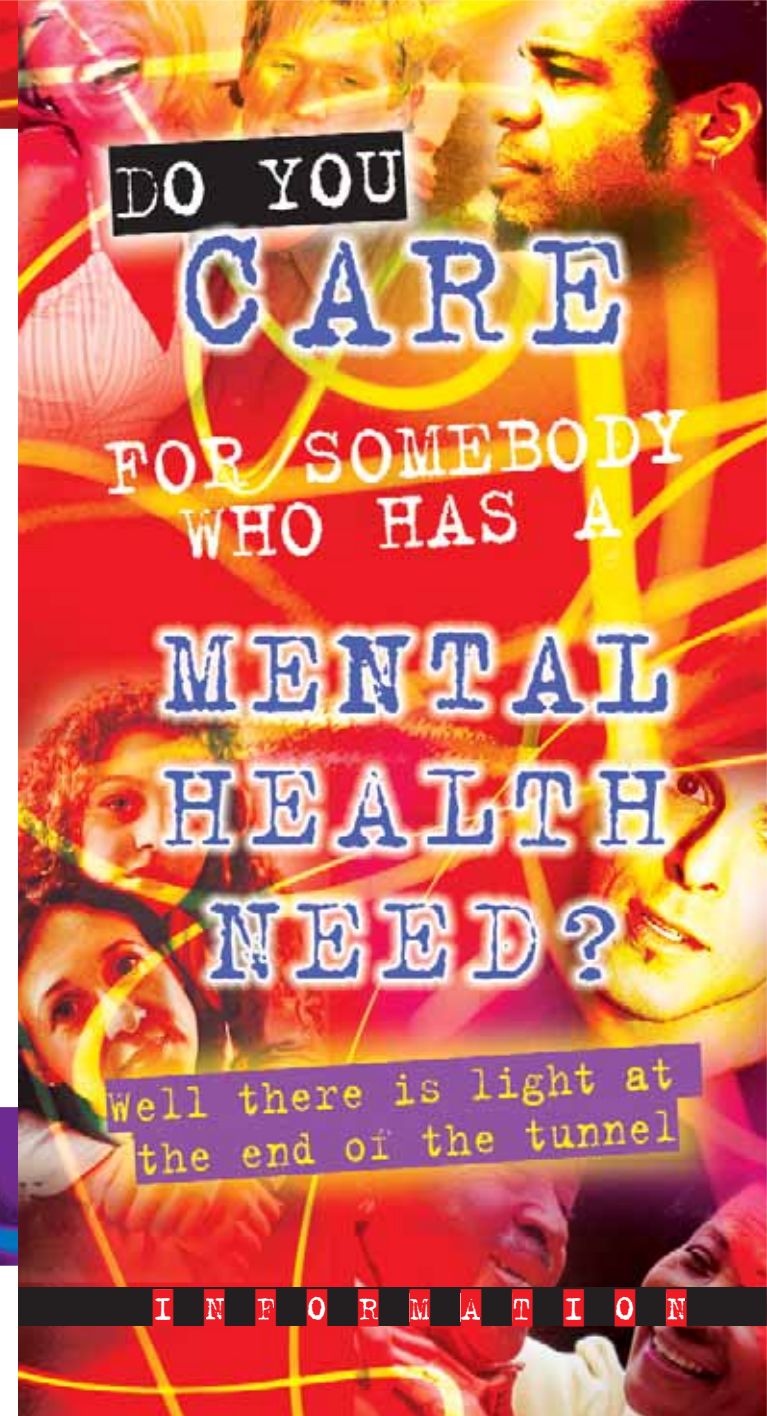
www.mindincroydon.org.uk
(For Mental Health Services Guide)

www.carerscontactline.co.uk
("How to ...A Guide for Carers in Croydon")

www.mentalhealthcare.org.uk

www.rethinkcarers.org

www.slam.nhs.uk



Croydon **NHS**
Primary Care Trust

Rethink *severe mental illness*

South London and Maudsley **NHS**
NHS Trust

CROYDON COUNCIL
Cleaner Safer Greener

Carers are important

For every person affected by mental health at least ten others are affected by its consequences, including family, friends and workmates.

Caring for someone with a mental health need can affect your life dramatically. Just as people differ in their needs and interests so do their roles as carers.

You may be feeling alone, that no one cares or understands, or you don't know where to turn for advice and support. Even if you are not directly affected yourself, you may know someone who is, whether that person is a friend, relative or a colleague. Either way you are a carer and are not alone and there are people and organisations that can offer advice and support.

The government recognises that carers play a vital role in helping to support users of mental health services and those with mental health problems not in touch with services. Providing help, support, information and advice to carers can be one of the best ways of helping people with mental health needs. This leaflet is aimed at carers by giving some key contact details for a variety of carer services both locally (Croydon) and Nationally.

Your local GP (General Practitioner) can offer help and advice, and can put you in touch with some local services. If you are not registered with a GP you can call 020 8274 6000 for a list of local GP's and Dentists.

Specialist mental health services are provided by the South London and Maudsley Trust and Croydon Social services through the Croydon Integrated Adult Mental Health Service **(020 8700 8758)**.

Help and Services in Croydon

Local Organisations & Services

Carers Information Service:

Provides information to all carers and telephone support, including the "How To... A Guide for Carers in Croydon" which can be found on their website overleaf.

☎ 020 8649 9339

Crossroads: Support Workers providing direct care to people with mental health problems in order to give carers respite.

☎ 020 8688 4499

Croydon Carers Centre: Information and host to Carers Education events which are specifically focused on mental health related subjects.

☎ 020 8688 7219

Croydon Carers Contact: Support, advocacy, advice for all adult carers, help with benefits, holiday and transport grants, and counselling.

☎ 020 8649 9339

Restore (Tabernacle of Praise): Faith based project offering support, information, counselling, short breaks and a fortnightly support group to Black and Minority Ethnic carers of someone with a mental health need.

☎ 020 8239 6061

Rethink Croydon Carers Support Project:

One to one support, advice, advocacy, information, education events, training and support groups for carers, relatives and friends of someone else (aged 18-65) who have mental health problems.

☎ 020 8649 9339 or ☎ 020 8649 6281

Rethink Croydon Carers Support Groups:

-7pm (eve) on third Wednesday of the month
-2.30pm (aft) on fourth Thursday of the month

☎ 020 8649 6281 (subject to change)

Young Carers Support Project: Support, group and social activities, for carers under 25 including help to access grants for breaks.

☎ 020 8649 9339

Welfare Benefits Hotline:

Information about any benefit for Croydon residents.

☎ 0800 731 5920

Borough Chaplain at Bethlem Royal Hospital:

Spiritual guidance and pastoral support

☎ 020 8776 4361

Mind-in-Croydon: If you can't find a number you are looking for then contact this charity, who have a database of mental health services or visit their website overleaf.

☎ 020 8668 2210 www.mindincroydon.org.uk

Patient Advisory Liaison Service (PALS)

Helping patients and their carers to resolve problems within the NHS.

☎ 0800 731 2864 (SLaM) ☎ 020 8401 3210 (Mayday)

☎ 020 8680 2008 (GP's Services)

Pharmacy Helpline:

Information on psychiatric medication.

☎ 020 2919 2999 (Mon-Fri 11am-5pm)

Independent Complaints Advisory Service (ICAS):

Confidential help and support to make a complaint against the NHS

☎ 020 8715 5545

National organisations & Services

Carers UK Helpline: Support and complex advice & information on benefits & community care issues.

☎ 08088087777 (Mon-Fri 10am-4pm)

NHS Direct: 24-hour confidential helpline providing advice and information on a wide range of health issues

☎ 0845 4647

Disability Rights Commission: Information about stigma and discrimination in work and education.

☎ 08457 622633 Helpline

Rethink National Adviceline: Information for people with mental health problems, their carers, relatives and friends.

☎ 020 8974 6814

Saneline: Support and information on mental illness.

☎ 0845 767 8000

