

Carer Information Booklet

Service Name: _____



Who is a Carer?

A carer is someone who, without payment, provides help and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness or disability. This may include helping with personal care, medication, cooking, shopping, housework and giving emotional support.

Where are Community Mental Health Teams located?

- **Craven Community Mental Health Team,**
The Craven Centre, Skipton Hospital, Keighley Road, Skipton, BD23 2RJ
- **Airewarfe Community Mental Health Team,**
Meridian House, Bradford Road, Keighley, BD21 4AD
- **City Community Mental Health Team,**
Horton Park Centre, Horton Park Avenue, Bradford, BD7 3EG
- **North Community Mental Health Team,**
Somerset House, Manor Lane, Shipley, BD18 3BP
- **South & West Community Mental Health Team,**
Fieldhead Business Park, 10 -16 St Martins Avenue, Bradford, BD7 1LG

What can you tell me about the service?

The Community Mental Health Teams (CMHTs), Assertive Outreach and the Community Drug and Alcohol Service are an important part of the care pathway for specialist mental health care. This is not an emergency response service. Our aim is to make sure that, if a serious and enduring mental health problem is diagnosed, that after an initial assessment a treatment and support plan is offered to meet those needs. It is through this process that we aim to promote independence and offer support in the local community to achieve full potential and optimal recovery and wellbeing.

The Team within the Service

All our CMHT teams are multi-disciplinary. Within our team we have:

- Doctors
- Community Mental Health Nurses
- Mental Health Social Workers
- Occupational Therapists
- Psychological Therapists
- Support Workers

Our staff team all work together to make sure your relative is fully assessed and treated for all their different needs. Bradford District Care Foundation Trust also provides education and training for future NHS staff, so student nurses, student doctors and therapists in training may be involved in your relative's care.

Care Co-ordinator _____

Your Doctor _____

Important Information –

Our CMHT service operating times are:

Monday – Friday 9am to 5pm

Please note: If your Care Co-Ordinator is not available during these times please leave a message and they will get back to you as soon as they can.

Service Contact Details

All CMHT services can also be contacted on 01274 221189 or 01274 221181

Children Visiting

Child visiting is allowed however children must be accompanied at all times whilst in the waiting room.

What happens whilst your Relative is a Patient?

Everyone supported by the Community Mental Health Teams, Assertive Outreach and the Community Drug and Alcohol Team follows a process called the Care Programme Approach (CPA).

Dependent on the consent given by your relative you will have the opportunity to be involved, where you can meet the healthcare professionals involved in their care. You will be invited to attend CPA review which include all the healthcare professionals involved in the care and treatment of your relative.

These meetings discuss the progress they have made. A full multi-disciplinary team (MDT) discussion is had with your family member. In addition you will also be invited to the regular Care Programme Approach meetings which are held every six months, dependent on the consent given by your family member.

We will do our best to keep you fully informed and involved with your relatives care and treatment.

Complaints and Compliments

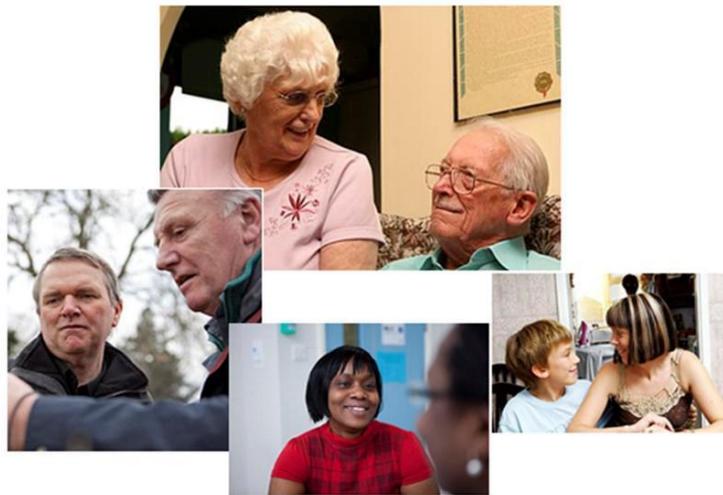
Please let the staff know if you are not happy with any aspect of your relative's care. The Team Leader will be happy to hear any concerns you may have.

Whilst we try to resolve your concerns on the spot there may be occasions where you are not satisfied with the outcome, when this occurs you can contact the Patient Advice and Complaints Team and they will discuss your options with you. At any point you have the right to make a formal complaint. You can do so by:

Telephone: Patient Advice and Complaints on 01274 251440

Email: advice.complaints@bdct.nhs.uk

Write to: Patient Advice and Complaints, Bradford District Care Foundation Trust, New Mill, Victoria Road, Saltaire, Shipley, West Yorkshire, BD18 3LD.



Independent Support in Making a Complaint about the NHS

Free, independent advocacy support to you in who to choose to pursue a formal complaint against the NHS. This support is available dependent on where you live:

<p>Bradford and Airedale contact</p> <p>Bradford Independent Complaints Advocacy Team (ICAT)</p> <p>on 01274 750784 or write to them at the following address:</p> <p>1st Floor, The Tradeforce Building, Cornwall Place, Bradford BD8 7JT</p> <p>Email - icat@vital.org.uk</p>	<p>Craven contact</p> <p>Cloverleaf</p> <p>on 0300 012 4212 or write to them at the following address:</p> <p>North Yorkshire NHS Complaints Advocacy Service, Tower Court, Oakdale Road, Clifton Moor, York, YO30 4XL</p>
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Advocacy

VoiceAbility support people in Bradford to have their say about the things that matter to them. The team will support you to be heard, to understand your rights, choices and options and to make your own decisions. Contact VoiceAbility on 01274 888017 or e-mail bradford@voiceability.org Visit www.voiceability.org/bradford

Support for Carers

The Hub gives carers a chance to meet other carers, access information and support, participate in free activities and take some time out for yourself.

Carers Hub & Branches

Horton Park Health Centre, Level 2, 99 Horton Park Ave, BD7 3EG
Monday to Thursday - 10am to 4pm, Friday 10am - 2pm

Lynfield Mount Hospital Visitor Centre, BD9 6DP
Tuesdays 12noon-3pm

Carers Pop Up Café at Dyneley House Barn, Skipton, BD23 2HZ
Wednesdays 12.30pm-3pm

Tel: 01274 251112

E-mail: Carerhub@bdct.nhs.uk

Website: www.bdct.nhs.uk/support-for-carers

Making Space

Supporting carers caring for someone with a mental illness.

Tel: Linda Anderson, Team Leader, **07843 267 954**

Email: BradfordCarerSupport@makingspace.co.uk

Website: www.makingspace.co.uk



Carers' Resource

Tel: Bradford - 01274 449660 or Craven - 01756 700888

Email: bradfordadmin@carersresource.org

Website: www.carersresource.org



Are you Concerned about your Relatives Well-Being or are they in Crisis?

First Response is a service that supports people experiencing a mental health crisis. You can call 24 hours a day, 7 days a week – **01274 221181**.

Since the 1 July 2015 all Bradford District Care NHS Foundation Trust premises became smoke free. This means that smoking (including E-cigarettes) is not be permitted for any staff members, service users, visitors or contractors anywhere within Trust grounds.

Notes:

