

Carer Information Booklet

Learning Disability Community Team



What is included in this booklet?

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- (2) The Triangle of Care by the Carers Trust
- (3) Where are community Learning Disability teams located
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Who is a Carer?

A **carer** is anyone who provides unpaid help and support to a partner, relative or friend who is ill, disabled or unable to cope alone. Carers have rights under 'The **Care Act 2014**' (see the NHS website – Carers Rights)

Carers come from all walks of life, cultures and can be of any age. Many carers feel that what they are doing is what anyone else would do in the same situation, looking after a parent, a child, a best friend and just getting on with it.

Carer Rights and The Care Act

Website: <https://www.carersuk.org/help-and-advice/practical-support/getting-care-and-support/care-act-faq>

Bradford District Care Foundation Trust (BDFCT) have Carer Champions across its services. In the Learning Disability Team your Carer Champion can be contacted by telephoning Waddiloves Health Centre on 01274 497121 and asking for the Carer Champion or by email to the following address:

WADDILOVESCARERCHAMPIONS@bdct.nhs.uk

Carers needs often get overlooked. The purpose of this booklet is to offer signposting to carers, so that you can get the support/assistance that you may need.

How you can get in touch with the team

- To access the Health team, a referral needs to be submitted. You can just ring and have a chat to see if the team can help with your query first if you prefer.
- This can be done by telephoning the **Duty Nurse** in Bradford on **01274 497121** - the nurse is available Monday – Friday 9am – 5 pm.
- If the team think they can help, they will ask you to make a referral and this is then discussed at our referral meeting. Someone will contact you after this meeting to talk about what happens next.

Triangle of Care

The Triangle of Care: A Carer Engagement Approach

Carers frequently report that their involvement is not adequately recognised and that they are not appropriately informed and supported by professionals. The Triangle of Care was developed to address this, by helping professionals to see the benefits of carer inclusion and support with a self-assessment tool which enabled them to look at their service model and develop it to full carer inclusion.

Carers often feel excluded from treatment decisions and failures in communication mean that they are often thwarted from being as effective as they want to be when supporting the patient or person with care needs.

The link between patient and professional often defines the service, but in most cases the bond between patient and carer has not only pre-existed this but will continue for long after.

The Triangle of Care places an onus on carers and professionals to forge a trusting relationship, and then work with patients to ensure the best treatment and support for all. Carers wish to be trusted, involved and become more effective; services may have traditional ways of doing things that create obstacles to achieving this. The Triangle of Care works to move a service model to one of inclusion and support.

The Triangle of Care model is based on six standards, which if implemented will help a service be more carer aware, inclusive and supportive. In addition, a service will ensure more consistent support for patients as carers will feel more confident and informed.

The Triangle of Care was developed by carers to help build a therapeutic alliance in mental health care between carers, service users (patients) and professionals. Since its launch Carers Trust has worked with carers' organisations and providers to implement the Triangle of Care in their services.

The success of the Triangle of Care has led to providers rolling the model out across services beyond mental health including: learning disabilities, substance misuse and older people's mental health. Due to the similar structure of these services. The Triangle of Care is easily adapted to them without the need to change the original guidance and self-assessment.

The link below will provide you with more detailed information:

Triangle of Care:

Website: <https://professionals.carers.org/triangle-care-mental-health>

Where are Community Learning Disability Teams located?

The Oaks is based in Keighley, BD21 1QB

The Craven Centre based in Skipton Hospital, BD23 2RJ

Waddiloves Health Centre which is based in Bradford, BD8 7BT.

What can you tell me about the service?

The **Health Support Team** is part of **BDFCT** Learning Disability Services; it offers health support to adults with a learning disability across the Bradford, Airedale and Craven district. In special circumstances the team may work with people age 17 years onwards. It doesn't work with everyone with a learning disability – only those people who need extra support to access mainstream health services.

The Team within the Service:

We have lots of different clinicians in the team and so can help in lots of different areas of the person's life. We all work together to help improve people's health.

The **Team** is made up of:

- Learning Disability Nurses/Matrons and Health Support Workers.
- Occupational Therapists and a Support Worker.
- Physiotherapists and Physiotherapist Assistants.
- Clinical Psychologists and Psychology Assistants.
- Consultant Psychiatrists.
- Dieticians.
- Speech & Language Therapists and 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.

Other services:

As well as the Health Support Team, we also offer some specialist clinics at Waddiloves and across the district to help people get their health needs met if they cannot access mainstream services. These include:

Dental services

Audiology (ear checks)

Podiatry (feet checks)

Ophthalmology (eye checks)

These are only available if people cannot access their local health services or if they need a lot of extra support because of their learning disability.

➤ [See Waddiloves Easy Read Booklet for further details](#)

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.

