

Edinburgh Carers Council



for those supporting people with mental health difficulties

What can I expect... from services in Edinburgh?

An information booklet for
mental health carers on
accessing services and what
to expect from them



The Mental Health (Care and Treatment) (Scotland) Act 2003

The Mental Health Act has a set of ten guiding principles. As a general rule, anyone who takes any action under the Act has to take account of the principles. One of these principles is - Respect for carers - Those who provide care to service users on an informal basis should receive respect for their role and experience, receive appropriate information and advice, and have their views and needs taken into account.

Under this Act, carers have the right to attend a Mental Health Tribunal and present relevant information if the Tribunal considers the carer to have an interest in the application being considered. A carer has a right to ask their local authority to carry out an assessment of the service user's needs. The local authority has a duty to carry out the assessment within fourteen days of the request. If it does not it must let the carer know within this time whether they or the Health Board will carry out an assessment. If the local authority decides not to carry out an assessment they must give their reasons for this.

Named Person

Service users are able to choose a named person to support them and to protect their interests if they have to be treated under the Act, i.e. at a Mental Health Tribunal. If no-one is chosen by the service user, then their primary carer will automatically become their named person. If there is no primary carer, the service user's nearest relative will be their named person.

The named person has a number of rights under the Act including:

- To be told when a short-term detention or an application for a compulsory treatment order (CTO) is being considered
- To be given copies of records or information, including the record made if treatment has been given which conflicts with the service user's advanced statement
- To make applications or appeals to the Mental Health Tribunal for Scotland and to speak and give evidence at a hearing, and other important matters
- The right to refuse to be a named person

Advance Statements

People can make an advance statement, setting out how they would wish to be treated if they become unwell and unable to express their views clearly at some point in the future. The Tribunal and any person responsible for giving treatment under the Act would have to take an advance statement into account. If the wishes set out in an advance statement have not been followed the medical practitioner must send a written record giving the reasons to the service user, the named person and The Mental Welfare Commission.

Advocacy

Under the Act, anyone with a 'mental disorder' has a right to access an advocacy service. Although this right does not extend to carers, carers in Edinburgh, can also make use of an advocacy service for themselves at Edinburgh Carers Council.

Ethnic Minority Services

The minority ethnic link worker/ advocate will provide cultural support to patients and staff to improve the experience of health care. If English is not your first language staff can arrange access to interpreting services to enable you to be involved in decisions about your care.

Sharing information

Why do carers need information?

Carers need sound, clear information to help them to continue to carry out their caring role and provide the most effective support for the person they care for. It also helps carers to maintain their own health and well being. The Edinburgh Community Health Partnership (CHP) recognises carers as partners in the provision of care. As such, carers should feel supported as part of a team of people providing support to an individual. Staff should give all carers general information, that is, information that is in the public domain about mental health diagnoses, treatments available and local services. Personal information - information that is specific to an individual's care and treatment needs, can only be given to a carer with that person's consent. The level of consent may vary according to how unwell a person becomes. For example, a service user may give consent when well, but withdraw consent when ill.

Even if the individual does not give consent for personal information about their own treatment to be shared, this should not stop a carer being given enough information to enable them to provide effective care. They should also be given the opportunity to discuss any difficulties they are experiencing in their caring role and support to try and resolve these.

The question of consent and the level of information shared should always be revisited on a regular basis by staff.

Useful information

- **Carers and Confidentiality: Mental Welfare Commission**
 - **Carers and Confidentiality in Mental Health: Royal College of Psychiatrists and The Princess Royal Trust for Carers**
- Copies of these are available at Edinburgh Carers Council**

Communication with staff

If needed, or requested by a carer, a worker can speak to a carer on their own to listen to their concerns and to help them with information which does not break confidentiality. This could be through a phone call or personal meeting. It could include giving information such as warning signs and how to respond and help in dealing with behaviour (which does not identify a person's diagnosis) and effects of certain medication groups (not specific medication prescribed to the service user).

This would also allow the professional to listen to the carer's views about, e.g. planning for discharge, or care planning. Even where no consent is given, carers should still be informed when a review of a care plan will happen and be given the opportunity to feed in their views which should be discussed at the meeting. If there is a possibility that information given by the carer will be shared, the carer should be advised of this before the discussion. Where requested, a carer's confidentiality should also be respected by professionals.

Remember: Try to identify the key people who you can contact in relation to care planning / reviews and getting information to help you in your caring role.

Carers assessment

If you are a carer who provides 'substantial and regular' care, you have a right to an assessment of your needs. The aim of this assessment is to identify the level of care you are providing. It will help to ensure that you are getting all the support and resources that you are entitled to, in order to support you to continue caring and also to maintain your own health and well-being. You can decide if you would like a carer's assessment to happen separately, or jointly with the assessment of the person you are caring for. You should be clear about what support you are able and willing to provide, and where the gaps will be. Try to explain how things are on the worst days.

Full information and self-assessment form can be found at

www.edinburgh.gov.uk/internet/social_care/CEC_carers_and_support

A social worker or occupational therapist from your locality can arrange to visit you to carry out an assessment. This can be arranged by contacting Social Care Direct on **0131 200 2324**.

Remember: if the person you are supporting does not give consent for any outside services to provide support for them, you are still entitled to a carers assessment in your own right. You can access support from voluntary organisations including Edinburgh Carers Council to help you strengthen your own support networks.

Services in a crisis

The Crisis Centre (24/7)

Freephone 0808 801 0414

Email crisis@edinburghcrisiscentre.org.uk

The Edinburgh Crisis Centre is accessible 24 hours/365 days to mental health service users and their carers when they are facing a crisis. It offers a freephone help line, face-to-face support and a range of information. Carers can benefit from an overnight stay at the Centre, on agreement with staff.

The Centre does not define a crisis and is guided by what this means to you. You may feel anxious about something in your life that is affecting your caring role or something directly involving the caring relationship. Staff at the Centre will listen to you and talk over the available options; including how you can build support around you to help you cope, and prevent a situation becoming intolerable. Support at the right time can prevent larger crises from happening, benefiting carers and service users alike.

Mental Health Assessment Service (MHAS)

0131 537 6000

A 24 hour/ 7 day a week service based at The Royal Edinburgh Hospital and The Royal Infirmary Edinburgh which is made up of a team of mental health nurses who offer an emergency assessment service for those experiencing mental health problems. If you are urgently concerned for someone you care for, you can phone the team for advice or accompany the person to the R.E.H. or the R.I.E. where they will be seen quickly, although there may be short delays during very busy periods.

Police

Emergency 999 Edinburgh 0131 311 3131

It may be necessary to contact the Police if you feel yourself, others or the person you care for is in danger of harm. We have written a booklet outlining what carers can expect from the Police when they make contact. Please contact us if you would like a copy.

Social Care Direct/Emergency Social Work Services

- If you feel the person you are supporting is vulnerable and at risk of serious harm and you have not had contact with social work services before call Social Care Direct **0131 200 2324** Monday to Thursday 8.30am-5.00pm, Friday 8.30am-3.40pm
- If you are concerned about a child's safety or welfare call Children and Families Social Care Direct **0131 200 2327** and not your local social work office. Monday to Thursday 8.30am-5.00pm, Friday 8.30am-3.40pm
- For all out of hour social care services contact Emergency Social Work Service **0800 731 6969**

Intensive Home Treatment Teams (IHTT)

There are 2 teams - one for the south of the city and one for the north. They provide care and treatment for some individuals who may otherwise have been admitted to hospital in the past. They work with people to help them remain at home in times of distress, when it is safe to do so. The teams only work with individuals for short periods of time up to 6 weeks and they will arrange suitable follow up care should this be needed. Both MHAS and The Crisis Centre can make a referral to an IHTT once an assessment has been made. You can not refer yourself or the person you care for to a IHTT.

Remember: it is important to think about planning for a crisis. If possible, try to take time with the person you are supporting to think about an Advance Statement, the Named Person role, and WRAP (Wellness Recovery Action Plan) training for both of you. In the event of a crisis happening things can be a lot less difficult if plans have been discussed and made beforehand.

Hospital admission

If the person you care for is admitted to a mental health hospital, such as The Royal Edinburgh Hospital, your position as a carer remains unchanged. In this situation good communication between carers and staff is vital. The carer can provide information on the circumstances leading up to the admission and in turn should expect to receive information and support.

Hospital admission can happen in a variety of ways

- via voluntary admission. i.e. with the agreement of an individual and the mental health staff.
- via an Emergency Detention Certificate, where an individual may be detained for up to 72 hours. This is usually granted by a doctor in consultation with a Mental Health Officer (MHO).
- via a Short-term Detention Certificate, granted by a Approved Medical Practitioner, usually a psychiatrist,

and with the agreement of a MHO. The certificate lasts for 28 days from the admission to hospital. The medical practitioner must, where practicable, consult the patient's named person before granting the certificate.

- via police powers to remove a person to a 'place of safety'. This should only be used when someone is in immediate need of care and treatment in a public place. In Edinburgh the designated places of safety are The Accident and Emergency Department of the Royal Infirmary and The Royal Edinburgh Hospital. A carer or a person's nearest relative may be notified by a police constable that the person they care for has been removed to a place of safety.

The Mental Health (Care and Treatment) (Scotland) Act 2003 also requires that the primary carer has the right to be notified by hospital management when the service user they support is going to be transferred to another hospital in Scotland under the Act. Unless this transfer is urgent (in which case they should be notified as soon as possible after the transfer) they have the right to be informed at least seven days beforehand.

The MHO is responsible for ensuring that a person's carer and/or nearest relative is informed, with the person's consent. However, good practice would dictate that during assessment and admission procedures, voluntary or otherwise, involving named persons, relatives, and carers may help defuse a difficult situation and should always be considered.

Hospital staff caring for the person you support can provide you with information about hospital services, visiting family facilities, etc. They should give you and the person you care for details of independent advocacy services to help you in, for example, becoming or acting in your role as named person. If the person you care for has made an Advance Statement it is important that hospital staff are made aware of it at the time of admission.

Remember: You can still access support from the Crisis Centre and Edinburgh Carers Council when the person you are supporting is in hospital.

If things go wrong

Advocacy Support

Edinburgh Carers Council offers carers a free, confidential and independent advocacy service. A worker can talk through the options with you for having your suggestion or complaint heard effectively and support you to represent your views to the appropriate person/body. If something has gone wrong with care and treatment and the provision of services, a carer will be feeling very distressed and frustrated and often very isolated. We recognise that making a complaint can be a very difficult thing to do alone. An advocacy worker can support a carer to look over information and help write letters and attend any meetings with professionals from various organisations.

NHS services

Information, including a copy of the leaflet entitled 'Making a complaint about the NHS' can be found on the NHS Lothian website at:

www.nhslothian.scot.nhs.uk (click on 'Your Rights')

For complaints about community, mental health and primary care services **0131 537 9522** or **0131 537 9523**

Independent Advice and Support Service is part of Scottish Citizens Advice Service and offers independent support and guidance to people wanting to raise comments or complaints about any of the NHS Lothian services; hospital services, their GP's, dentist, community services etc. Patients, carers and relatives can obtain support by contacting their local Citizens Advice Bureaux.

www.cas.org.uk/healthcomplaints.aspx

Edinburgh Central Bureau advice line **0131 557 1500** to find your local office.

City of Edinburgh Council

Information about making comments and complaints can be obtained from:

The Advice and Complaints Service, Waverley Court,
Level 1:7, 4 East Market Street, Edinburgh EH8 8BG

www.edinburgh.gov.uk/internet/council/

Go to Health and Social Care, then social care services advice and complaints.

The Care Commission

The Care Commission is an independent agency set up to inspect and monitor the quality of care services in Scotland. If you are receiving or living in a service registered with the Care Commission, you can make a complaint directly to them, by telephone or in writing to:

The Care Commission, Stuart House,
Eskmills, Musselburgh EH21 7PB

0131 653 4100 or **0845 600 8335**

The Mental Welfare Commission

The Mental Welfare Commission are an independent body who can provide information and advice. They can make investigations and inquiries into someone's care and treatment if there is a serious concern around their rights and welfare.

Thistle House, 91 Haymarket Terrace, Edinburgh EH12 5HE
Advice line **0800 3896809**, Email: enquiries@mwscot.or.uk
www.mwscot.org.uk

Getting the most out of services: Carers Checklist

Know who else is involved in an individual's care

Build up a network of support for yourself, including family, friends and key professionals who can give you information and advice

Keep in regular contact with your support network

Know who to contact about a change in your situation

Know who to contact in case of a change in the person you care for's health/situation

Ask for the information you need in your role as carer/
Named Person

Make use of legislation and support services for yourself, including a carers assessment

Make written requests

Take your concerns further if necessary

Make use of the Carer's Advocacy Service at Edinburgh Carers Council if you need to

What are..?

(PCLT) work with people who may be experiencing common mental health problems such as moderate to severe depression, anxiety or phobias. There are 5 teams in Edinburgh, one for each locality, they have strong links with GP surgeries. They usually provide psychological therapies and work with people for up to a few months. Access into these teams comes from a GP referral.

Community Mental Health Teams (CMHT) work with individuals experiencing mental health problems such as bipolar disorder or schizophrenia. There are 5 teams in Edinburgh, one for each locality. The teams provide a variety of interventions, care and treatments and can work with you for as long as required to meet your needs. Access into these teams comes by referral from a GP or a Psychiatrist.

Older Peoples Mental Health Teams with people over the age of 65 years who experience a range of mental health problems including depression, schizophrenia and dementia. Each of the 5 localities in Edinburgh has one of these teams. Access to these teams is by a GP referral or a Psychiatrist.

Dementia Care Co-ordinators see people of all ages with dementia – not just those over the age of 65 years. They can provide carers with information about dementia and services available for themselves and the person they care for.

Integrated Care Pathways (ICP's) for mental health services provide staff and service users with clear pathways to follow from referral into the service, through to discharge. An ICP will state what a person can expect with regards to assessment, treatment and review of care as laid down by the Scottish Government. ICPs go together with Matched/ Stepped Care which is about matching a person's level of care to their needs. It includes things like: lifestyle advice and information, self-help materials, book prescribing/ recommended reading, exercise referral scheme and guided self-help.

A Care Plan/Carenap will set out how a person's care will be delivered and by whom. This will be reviewed regularly (usually annually) and changes made as needed. If you provide care, you should be included in this care plan. As a carer, you should be invited to give your views on the care needs of the person you support, whether or not consent is given for the details of the Care Plan to be shared with you.

Social Workers will carry out a needs assessment for service users and carers on all areas of an individual's life, ie housing, benefits, respite. They can help you with information on carers allowance, direct payments, and disability living allowance.

Mental Health Officers (MHOs) are specially trained social workers who support people with mental health problems who sometimes have difficulty in recognising that they might benefit from treatment. MHOs tell people affected by mental health law about their rights and make sure people get the care they need. This includes helping people to access an independent advocate.

Community Health Partnerships are organisations set up across Lothian to provide a wide range of community based health services delivered in the community - in the home, health centres and clinics.

Community Psychiatric Nurse/Community Mental Health Nurses are nurses with specialist mental health training who will administer and support management of medication and support people with mental health difficulties.

Psychiatrists are doctors who specialise in mental health. They will assess and make a diagnosis and decide on treatment including medication.

Psychologists have knowledge and training in thought, emotions and behaviour and can deliver a range of therapies often called 'talking therapies'.

Responsible Medical Officers (RMOs) are doctors (normally consultant psychiatrists) responsible for the treatment of a person being treated under the Mental Health (Care and Treatment) (Scotland) Act 2003.

Every effort has been made to ensure information was accurate at time of print. We would appreciate any feedback or comment regarding its content. October 2009.

Copies of any publications and further information on services listed can be obtained from Edinburgh Carers Council.

Edinburgh Carers Council
The Canon Mill, 1-3 Canon Street
Edinburgh EH3 5HE
t. 0131 270 6087 / 6089
e: info@edinburghcarerscouncil.co.uk
www.edinburghcarerscouncil.co.uk

Edinburgh Carers Council is a charity in Scotland: SCO28469
Funded by NHS Lothian and City of Edinburgh Council