

Discharge from Psychiatric Inpatient Services and Transitioning into the Community

Receiving support

When your loved one has been discharged from inpatient services, there may be times when your caring role becomes overwhelming. It is important to seek support from your GP, friends, family and local carers' group.

Being a carer can be challenging and it is easy to neglect your health when focusing on the needs of others. It is important to look after both your emotional and physical health.

You can find advice for managing your health and wellbeing in the **Carer Handbook**. You can find the Carer Handbook on the HPFT website: <https://www.hpft.nhs.uk/information-and-resources/carers-resources/> You can also contact your **Care Coordinator** for help.

Challenging situations

Caring for someone who has a mental health condition can be daunting and you might find yourself in difficult situations. It is important to contact the team who supports your loved one if you need help in knowing how to manage this behaviour.

Remember to call **999** for the emergency services if the situation becomes violent or dangerous for you or loved your loved.

You can find more information about how to cope with difficult situations, and other organisations who can support you in the Carer Handbook.

Safeguarding

Adult safeguarding can apply to anyone over the age of 18 who has needs for care and support.

The first point of contact for all safeguarding concerns is Hertfordshire County Council.

If you have any concerns about yourself and/or the person you care for, you can call **Hertfordshire County Council Safeguarding Team** on **0300 123 4042**

Support and respite

Many carers do not recognise that they have become carers and do not recognise their entitlement to a range of support.

To understand your rights to financial support and benefits, it is important that you have a **Carer Assessment**.

A Carer Assessment is a way of finding out what support you might need and is not an assessment of your ability as a carer. For help in preparing for your Carer Assessment you can visit: <https://www.hpft.nhs.uk/media/1228/preparing-for-your-carer-assessment-a5-leaflet.pdf>

You can email hpft.spa@nhs.net or call **HPFT Single Point of Access** on **0800 6444 101** to book your Carer Assessment.

Your Carer Assessment will help you understand what you are entitled to, for example:

- Carer Personal Budgets
- Carer Allowance
- Contingency Planning
- Benefits

You can find more information about support and respite in the Carer Handbook. You can also contact **Citizens Advice** by calling **0800 144 8848** or visiting their website: www.citizensadvice.org.uk

How to get support

If at any time you feel you need help, please get in touch using the contact details below.

Immediate support

24/7 Single Point of Access (SPA) freephone number: **0800 6444 101 OR**
Call **NHS 111** and select option 2 for mental health services

Emergency support

Call **999** for the emergency services if you or the person you care for is seriously ill, injured or in danger

Online support

Live webchat with a member of the helpline team by clicking on the red button on the HPFT website: www.hpft.nhs.uk Live webchat is open **Monday to Friday** from **7:00am to 7:00pm**

Non-urgent support

Email hpft.spa@nhs.net for all non-urgent enquiries

How you can support the person you care for

Care Plan

The person you care for should be discharged with a Care Plan for your Community Team to oversee and implement. It is important that you know what is in the Care Plan as your loved one might need your support.

If you have any queries about the Care Plan, you can contact your Care Coordinator or the team that supports the person you care for.

Physical health

People with mental health problems are at an increased risk of physical illness. It is important that the physical health of the person you care for is monitored. This could involve your loved one visiting their GP for regular check-ups. Your loved one might also be entitled to an Annual Health Review, you should contact your GP for more information about this.

Flexibility of the caring role

The caring role is not straightforward and there might be times when you need to step back and allow your loved one more independence. You may feel conflicted during these times but it is important to remember that there is support available if you need someone to talk to.

Support groups are a great way of meeting other carers and speaking to people who understand what you are going through. You can find a list of support groups in the Carer Handbook.

If you have any questions about this resource, or if you need this resource in another format, please contact hpft.spa@nhs.net or call HPFT Single Point of Access on 0800 6444 101

Medication

The person you care for might have been prescribed medication at discharge for them to continue taking while at home.

Usually when medication is dispensed by a pharmacy it will be supplied with a Patient Information Leaflet (PIL). This contains information about what the medication will treat, how it should be taken, and possible side effects.

Some medication can have side effects which might influence your loved one's behaviour. If you are concerned about their behaviour, or if they are refusing to take their medication, you can contact the team who supports the person you care for.

You can find more information about medication in the Carer Handbook.

You can write some notes about your loved one's medication below:

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Key contacts

Name of Consultant:

Contact Details:

Working Days:

Name of Care Coordinator:

Contact Details:

Working Days:

COVID-19 Information for Carers

Due to the COVID-19 pandemic, we would like to update you on our current service provision. We know that this is likely to be a time of increased anxiety, and we want to reassure you that the NHS and HPFT are working hard to ensure our carers feel supported during this uncertain time.

If you or the person you care for uses our services, staff will contact you if there are going to be changes to the way we deliver care and support, otherwise please assume that the services currently in place will continue as usual.

Appointments

We are minimising face to face contact with carers to keep you and our staff safe. This means you may have a telephone or online appointment rather than a face to face appointment. Arrangements will be agreed with you directly.

If you are attending a face to face appointment, you will be asked to wear a fluid repellent surgical face mask. Please also remember to wash your hands frequently and maintain social distancing. Do not attend any face to face appointment if you or the person you care for is unwell, or has symptoms of COVID-19. Please contact the service and we will rearrange the appointment, or offer support by another means - either by phone or online.

Getting support

We want to reassure you that if at any time you feel you, or the health of the person you care for, is deteriorating and needs our help, please get in touch with us and we will be there to support you.

| How to get in touch | |
|---------------------|--|
| Immediate support | <ul style="list-style-type: none"> 24/7 Single Point of Access freephone number: 0800 6444 101 Call NHS 111 and select option 2 for mental health services |
| Online support | <ul style="list-style-type: none"> Live webchat with a member of the helpline team by clicking the red button on the HPFT website: www.hpft.nhs.uk Live webchat is available Monday to Friday from 7:00am to 7:00pm |
| Emergency support | <ul style="list-style-type: none"> Call 999 for the emergency services if you or the person you care for is seriously ill, injured or in danger |
| Non-urgent support | <ul style="list-style-type: none"> Email hpft.spa@nhs.net for all non-urgent enquiries |

Contingency planning

A contingency plan makes arrangements for any support that needs to be provided in your absence. If you would like help in developing a contingency plan, please contact your healthcare team or Single Point of Access on: **0800 6444 101**. You can also email hpft.spa@nhs.net or chat online using our live webchat service: www.hpft.nhs.uk

Health and wellbeing

You can find information on how to stay well during this time on our website: www.hpft.nhs.uk

Some of the things to think about to help look after your health and wellbeing are:

- Stay in touch with friends and family over the phone or on social media
- Try to keep yourself busy - you could try activities like cooking, reading, online learning and watching films
- Do light exercise at home, or outside, at least once a day
- You can find lots of self-help advice on our Hertfordshire IPAT (Wellbeing) website: <https://www.hpft-iapt.nhs.uk/>
- For more advice please visit: www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips

For further updates and service changes, please visit: www.hpft.nhs.uk