



This Guide was first produced in 2009 as a series of individual leaflets and it has been regularly updated since then. We have made every effort to ensure that the information contained in it is as accurate as possible at the time of going to print. However, the way services are delivered in the NHS and social services is subject to regular change: if you find that there are services listed here that are no longer available, or if there is additional information you think should be included, please let us know so we can update the next edition.

The inclusion of services does not necessarily imply endorsement or recommendation.

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### **Note on terms used in this guide**

Throughout this booklet, people who use mental health services are referred to as 'service users' or 'clients' except when they are in hospital, when they are referred to as 'patients'.

One of the things that carers of people with mental health problems regularly ask for is clear information. They need help to guide them through the maze of services that they are likely to encounter when trying to help the person they care for lead as good a life as possible and at the same time maintain their own health and well-being.

The information in this Guide has been designed to help you get the information and support that will help you to fulfil this role. Although we have tried to make it as comprehensive as possible it cannot cover in detail all the services that are available, but it will hopefully point you to where you can get further help and information.

Services move and change. If you can't find the information you need or find anything that is incorrect please contact Family Tree Wirral and we will try to assist you.

Carers want to know how to access services, so we have tried to make it clear whether you can go directly to a service or whether you have to be referred by a professional such as a GP. Sometimes it is just as important to know what services would **not** be suitable for your circumstances so that you don't waste time!

There is also information on other topics that you may need to know about such as the law, benefits, psychiatric illnesses and medication.

**A** carer is a person who gives up their own time, often without payment or recognition, to help someone who is disadvantaged due to their illness or disability. Carers are expected to be available 24 hours a day, 365 days a year. With little training, they may be expected to act as nurse, companion, counsellor, financial advisor and taxi driver, amongst many other things. Some carers provide episodic care, only being called upon when the person is in a crisis or unwell.

Carers may help with practical tasks, keep an eye on people who are at risk if not supervised and encourage them to do everyday things for themselves by offering practical, emotional and spiritual support.

Carers may spend significant unpaid time providing care and support for a person who, due to their illness, would otherwise be unable to live independently. Carers may be family members, including children and young people, who live with the person they care for, or family, friends or neighbours who live elsewhere.

Carers are in fact ordinary people who struggle to live their own lives and, at the same time, do their best to help a relative or friend to achieve a good quality of life. They may be the only person who is trusted by the distressed friend or relative. They are the only people who provide constant support and continuity of care, sometimes for many years.

Carers need to be given support, information and guidance to understand and learn how to cope with situations that, if they did not deal with them, would be a burden on the community in both time and money. They recognise the essential role of professionals in the various disciplines and appreciate the pressures they work under. Carers ask that their expertise is also recognised and that professionals talk to them, keep them informed of what is happening and involve them in discussions and decisions about treatment and care plans.

**B**ecause most caring involves looking after those that are nearest to you many people don't think of themselves as carers. The experiences and problems carers have are many and varied. What you need to know, and what support you need, will vary over time so it can be helpful to think about where you are on the 'caring recovery pathway'.

**Are you new to caring?**

You will need to know about help available through the NHS, Social Services and voluntary agencies, about benefits and costs, about your rights, what to do in an emergency and what training and support is available.

**Have you been caring for some time, but never used any services?**

Many people manage to look after their friend or relative with very little help, but it is important that carers look after their own health, both mental and physical. Having the right information and being able to have a break are vital.

**Have you been caring for some time, but need to increase the amount of support you get?**

You can ask for a re-assessment and an increase in the amount of support you get from Health or Social Services. Joining a support group, going on some training, or having counselling, can also help.

**Do you feel that you can no longer carry on caring?**

Help is available if you need to look at what alternative care can be provided for the person you care for.

**How do you manage stress?**

Stress is your body's response to the demands made on it. Everyone needs a certain amount of stress to lead a fulfilling life as it can give you the adrenalin to cope with challenging situations. Too much stress however can lead to exhaustion and health problems. Many carers say they feel stressed and don't know how to cope with it.

**Getting the right advice, information and support can help.**

**T**here have been lots of changes recently in the way mental illness is described and treated. There is recognition that 'labelling' someone often has a damaging effect and services now work towards the idea of 'recovery'. Despite this, it is still quite likely that the person you care for will have been given a diagnosis of one of the following:-

**Anxiety** - an unpleasant feeling when you feel worried, uneasy or distressed about something that may or may not be about to happen.

**Bipolar affective disorder** - previously called manic depression, is a condition that affects a person's moods, which can swing from depression (feeling very low) to mania (feeling very high). Each extreme has a variety of symptoms associated with it.

**Depression** - having feelings of extreme sadness, despair or inadequacy that last for a long time.

**Eating disorders** - such as anorexia nervosa or bulimia.

**Paranoia** - being unduly suspicious of people, situations and events and preoccupied that they or others will be harmed or persecuted in some way.

**Personality disorder** - 'a severe disturbance in the character, logical condition and behavioural tendencies of the individual, usually involving several areas of the personality, and nearly always associated with considerable personal and social disruption'. (*World Health Organisation 1992*)

**Phobia** - a fear of certain objects or situations.

**Psychosis** - a term used to describe a wide range of altered experiences. There is difficulty in thinking, concentration and motivation. Social functioning can deteriorate without treatment.

**Schizophrenia** - a mental health condition (which can have periods of remission) that causes a range of different psychological symptoms including hallucinations (hearing or seeing things that no-one else can hear or see) and delusions (believing very strongly in things other people don't agree with and which distress the person or significantly interfere with their everyday functioning). Hallucinations and delusions are often referred to as psychotic symptoms.

**Psychiatrists** are medical doctors with special training in mental illnesses and emotional problems. They are responsible for prescribing any medication that is needed.

**Clinical Psychologists** have a degree in psychology plus another three years training in clinical psychology when they learn how to give psychological treatments. They will encourage service users to talk about how they are feeling and thinking and about how this affects their behaviour.

**Community Psychiatric Nurses (CPNs)** work outside hospitals and visit service users in their own homes and other venues. They assess whether someone is eligible to be provided with services. They can help discuss problems and give practical advice and support. They also monitor progress, give medication and advise on any side effects.

**Social Workers** also assess eligibility for services. They help service users to talk through their problems and give them emotional support. They are able to give expert practical help with money, benefits, housing problems etc.

**Occupational Therapists** work to help patients gain or regain essential skills necessary for a healthy, safe and meaningful life.

**The Care Co-ordinator** is the person in the Community Mental Health Team responsible for co-ordinating the care needs of an individual service user and their carer. He or she can be any of the professionals above.

**Approved Mental Health Professionals** used to be social workers (Approved Social Workers or ASWs), but now can be any trained member of the Community Mental Health Team. They have had further training for assessing if someone needs to be taken to hospital using the Mental Health Act. To decide to admit someone to hospital will need the agreement of two independent doctors.

<b>A&amp;E</b>	Accident and Emergency
<b>AMHP</b>	Approved Mental Health Professional
<b>APH</b>	Arrowe Park Hospital
<b>CAMHS</b>	Child and Adolescent Mental Health Service
<b>CCG</b>	Clinical Commissioning Group
<b>CWP</b>	Cheshire & Wirral Partnership NHS Foundation Trust
<b>CBT</b>	Cognitive Behavioural Therapy
<b>CMHT</b>	Community Mental Health Team
<b>CPA</b>	Care Programme Approach – system of care planning
<b>CPN</b>	Community Psychiatric Nurse
<b>CRHTT</b>	Crisis Resolution and Home Treatment Team
<b>CSW</b>	Clinical Support Worker (in hospital)
<b>DASS</b>	Department of Adult Social Services
<b>EDT</b>	Emergency Duty Team (Social Services)
<b>EIT</b>	Early Intervention Team
<b>EMI</b>	Elderly Mentally Infirm
<b>EPMHT</b>	Elderly Person’s Mental Health Team
<b>FACS</b>	Fair Access to Carer Services
<b>GP</b>	General Practitioner
<b>MDT</b>	Multi-disciplinary team
<b>OT</b>	Occupational Therapist
<b>PICU</b>	Psychiatric Intensive Care Unit
<b>PSI</b>	Psycho – Social Intervention
<b>Rehab</b>	Rehabilitation
<b>RMN</b>	Registered Mental Nurse
<b>SMI</b>	Severe Mental Illness
<b>SW</b>	Social Worker
<b>VCH</b>	Victoria Central Hospital

## **Mental Health Services on Wirral**

The first point of contact for anyone experiencing a mental health problem will usually be the GP. GPs can refer on to a range of other services, some based in their practice, others in the community or in hospital.

### **Wirral Clinical Commissioning Group (CCG)**

Old Market House, Hamilton Street, Birkenhead CH41 5AL

Tel **0151 651 0011**

e-mail: **WICCG.InTouch@nhs.net**

Web-site: **www.wirralccg.nhs.uk**

Wirral CCG commissions most local hospital care for example A&E, Outpatients, Tests and Operations as well as most mental health care including both GP based services and hospital based services. It also commissions most community services for example district nurses, matrons and physiotherapy.

### **Services available in GP surgeries**

GPs can prescribe medication and / or some form of talking therapy, including counselling.

### **Wirral Community Trust**

Tel **0151 514 2888**

Website: **www.wirralct.nhs.uk**

### **Cheshire and Wirral Partnership NHS Foundation Trust (CWP)**

Trust Board Offices, Redesmere, Countess of Chester Health Park, Liverpool Road, Chester CH2 1BQ

Tel 01244 397397

Web-site: **www.cwp.nhs.uk**

e-mail: **info@cwp.nhs.uk**

Provides mental health, learning disability and drug and alcohol services for Cheshire and Wirral including community based services and in-patient beds (see page 12).

**Community Mental Health Teams (CMHTs)**

There are seven CMHTs on Wirral, three covering Birkenhead, two covering Wallasey and Central Wirral and two covering Bebington and West Wirral. These teams include Psychiatrists, Psychologists, Community Psychiatric Nurses, Occupational Therapists, Social Workers, Support Workers and Family Support Workers (see page 23). They are jointly funded by Health and Social Services.

**CMHTs**

The Stein Centre, St Catherine's Hospital, Church Road, Birkenhead, Wirral, CH42 0LQ Tel 0151 488 8159

**Early Intervention Team**

People aged 14 – 35 experiencing their first episode of psychosis can be referred to the Early Intervention Team (see page 28).

**Psychological Services**

Inclusion Matters, Unit 24-28 Woodside Business Park, Shore Road, Birkenhead, CH41 1EL Self-referral line Tel 0151 649 1859

**Crisis Resolution and Home Treatment (CRHT) Team**

This team is for service users who are having a mental health crisis. Where there is the possibility that someone may need admission to hospital they will be assessed by the CRHT to see if they can be managed at home. Referral to this team is only through a CMHT, GP out-of hours service or A&E. For those who are admitted to hospital, early discharge may be arranged by providing intensive community based support from the team.

Please see page 11 for further details and numbers to use in an emergency.

### **Older People's Mental Health**

The way that mental health services are delivered to people over the age of 65 is changing. Service users who are already receiving care through a CMHT can now continue to receive care from that team for as long as it is appropriate. The same applies to in-patient services.

People who become ill after they reach 65 can be referred to the Older Adult Mental Health Team.

Tel 0151 488 8209 or 0151 488 8201

Older people's services also provide memory assessment services, and access to psychological therapies.

There are two inpatient wards in the Springview unit at Clatterbridge hospital. One provides care for older people with functional illnesses such as depression, schizophrenia and bipolar affective disorder and one provides care for people with organic illnesses including dementia.

### **Dementia Care**

As well as the services above for people with dementia, Wirral also has a **Wirral Memory Assessment Service** for people diagnosed under 65.

The Stein Centre, St Catherine's Hospital, Church Road Birkenhead CH42 0LQ

Tel 0151 488 8155

One of the things that carers of people with mental health problems worry about most is knowing what to do if the condition of the person they care for deteriorates suddenly. Before we look at what to do in that situation it is worthwhile looking at what can be done to try and avoid the crisis in the first place, if this is at all possible.

People who have a mental illness will often have triggers that have the potential to make their condition worse. If families and carers can help to identify what those triggers might be then sometimes steps can be taken to avoid a relapse. Knowing as much as possible about the illness and in particular how it affects the person they care for can help carers to manage the situation better with better outcomes for everybody.

This knowledge can be gained through talking to professionals, going on courses, joining a support group or getting some individual support (see pages 7,8,21 & 31 for details of what is available from Mental Health Teams, Family Support Workers and through the voluntary sector).

Another thing that can make managing a crisis easier is where the service user has an **Advance Statement**. This is made when someone is well and is about how they want to be treated when they are ill. There are three parts to an Advance Statement: **Part one** is the medical Advance Statement relating to medical care. Service users cannot insist on receiving certain treatments but can express an opinion about treatment and what has been helpful to them previously. (See also the section on the Mental Capacity Act, on page 18 about refusing treatment). **Part two** is about personal and home life. **Part three** is about the involvement of the person nominated as the main carer.

The statement should be discussed with anyone mentioned in the document, especially those required to implement the arrangements, and agreed by all. Not all sections need to be completed and it can be up-dated at any time.

Once completed, copies of the Advance Statement should be given to the GP, Care Co-ordinator, any other professional involved in care and the main carer (and the service user should keep a copy themselves). Those people will be obliged to take what has been written seriously. For further information and help with Advance Statements contact your community health practitioner or the **Patient Advice and Liaison Service (PALS)** on **0800 195 4462** or e-mail **pals@cwp.nhs.uk**

If a person's mental or emotional state quickly gets worse or deteriorates, this can be called a 'mental health crisis'. In this situation, it may be important to get help quickly.

**If the person you are caring for is receiving support from mental health services:**

- Their community mental health team can help during the day 9am – 5pm, Monday to Friday. Ask for your care co-ordinator or the person on duty.
- Out of hours contact: **0151 482 7639** (Lakefield Ward)
- If you have a care plan, it will have a list of names and numbers to contact in an emergency.
- **If you feel your needs constitute an emergency (significant and immediate risk to life and/or limb),** you may still attend your nearest A&E if you are unable to speak with someone immediately

**If the person you care for is not currently receiving support from mental health services,** contact your GP or GP on call (if out of hours): **0151 678 8496** 6.30pm – 8am Mon – Fri and 24/7 Saturday, Sunday and bank holidays.

If you feel their needs constitute an emergency (significant and immediate risk to life and/or limb) and you are not able to access any support from the above then please take the person you care for to your nearest Accident and Emergency (A&E) Department. A mental health practitioner will be able to assess them and give them appropriate help.

**In cases where the person you care for is becoming a danger to themselves or others and there are delays in accessing services then the Police or Ambulance should be called on 999.**

You can obtain a **Carers Emergency Card** to alert others of you're your caring responsibilities in the event of you having an accident or other emergency by contacting the Wirral Carers' helpline on 0151 670 0777.

**In Wirral, in-patient services for people with mental health problems are provided by the Cheshire and Wirral Partnership NHS Foundation Trust (CWP) at Springview, Clatterbridge Hospital (Tel 0151 482 7636).**

The Springview Unit has two adult wards **Lakefield** and **Riverwood** and a PICU (Psychiatric Intensive Care Unit) called **Brooklands**. There are two older people's wards, **Meadowbank** and **Brackendale** and a new (2010) Eating Disorders Ward, **Oaktrees**. Each ward has a Ward Manager and there is a Modern Matron over the Adult and Older People's wards.

Occasionally, if there isn't a bed available locally then a patient may have to be admitted to one of the other mental health units operated by the CWP at Bowmere (Chester) or Macclesfield Hospitals.

All hospital sites are now non-smoking both inside and outside. Patients who wish to give up smoking will be given support.

### **What should you expect as a carer?**

#### **Confidentiality**

All patients have a right to confidentiality and in most cases consent is given by the patient for information to be shared with the carer. Staff welcome and encourage the involvement of carers (see the section about Advance Statements on page 10). However, in situations where consent is not given by the patient, if carers have essential information to help inform the care and support of their relative or friend, staff can arrange to meet with the main carer to listen to their concerns.

#### **Information booklet for carers**

This contains both general information and specific information relating to the care of the person who has been admitted. The latter includes the names of the staff involved in the patient's care and will be completed as early as possible after admission.

#### **Carer Link Staff**

Each ward has at least one member of staff who is designated as a 'Carer Link'. They help carers access any information that is needed, including relevant support groups and voluntary organisations.

**Family Room (Springview)**

This is available for carers and families to meet with the patient in private, the key is held by the ward staff. The carer or family member needs to inform the staff that they would like to access the room. If children are to visit, staff must be informed in advance so necessary arrangements can be made.

**Admission under a section of the Mental Health Act (MHA)**

If a patient has been admitted under a section of the MHA the process will be explained to the patient and their carer by a member of staff.

**Treatment whilst in hospital****The Psychiatrist**

The psychiatrist who deals with the patient when they are in hospital may not be the same one dealing with them in the community. Psychiatrists are responsible for overseeing the patient's medication and will see patients on admission, at ward reviews and on discharge. Junior doctors will see patients on a day-to-day basis.

**The Named Nurse**

Every patient is allocated a named nurse who is responsible for their hospital care plan, co-ordinates all aspects of their care, helps to plan discharge and keeps in touch with other agencies involved, including the community team if appropriate.

**Ward Reviews**

All patients have a weekly meeting with the consultant and the nursing team to review their care and medication. They are entitled to have a family member / friend or advocate with them and carers are encouraged to attend. Carers are routinely invited if the patient agrees, and they can also arrange to see the psychiatrist or a member of the nursing team to discuss any issue relating to the patient's care.

**Activities**

Patients may be offered an individual programme to meet their particular needs. Examples of what might be covered include domestic skills, anxiety and stress management techniques, time management, gym, building relationships and participation in the wider community. Staff work alongside the patient to identify interests, strengths and areas for further improvement.

## Triangle of Care



The Triangle of Care approach was developed by carers and staff to improve carer involvement in health services. It involves partnership working between service users and their carers, and health organisations. CWP is committed to the principles and practice of the Triangle of Care and further information is available from the CWP website or by telephoning 01244 397397.

### Advocacy in Wirral

Have an outreach service at Springview offering advice on benefits and will provide an IMHA service (see page 18 for the role of the IMHA).

### Spiritual Care and Chaplaincy Provision

**Clatterbridge Hospital 0151 334 4000**

Chaplains are employed by the NHS and are supported by lay teams and volunteers. Chaplains are available to talk to or meet with patients, families, friends and carers. They arrange regular services and times of prayer, which are open to all.

### Places for Prayer

At Clatterbridge there is a multi-faith prayer room at Springview and the Chapel of the Holy Spirit, for all Christian denominations, is in the main general hospital.

### Additional Services Elsewhere

#### Intensive Rehabilitation

Rosewood intensive rehabilitation unit  
Countess of Chester Health Park, Chester

This offers services closer to home for service users who were previously receiving 'out of area' treatments. Rosewood has a 10 bedded male unit and a 5 bedded female unit. This service is accessed by service users from Wirral and West Cheshire.

**Young people's in-patient service** is at **Pine Lodge** Young People's Centre, 79 Liverpool Road, Chester, CH2 1AW. Tel: 01244 397 595

Medication is an important part of the treatment of people with mental health problems. Medication may be taken for a relatively short length of time but it can also be a lifelong experience for many people.

The aim of this leaflet is to give basic information about medication and other forms of treatment. More detailed information is available on the web-sites of Mind ([www.mind.org.uk](http://www.mind.org.uk)) and the United Kingdom Psychiatric Pharmacy Group ([www.choiceandmedication.org.uk](http://www.choiceandmedication.org.uk)). Changes in treatment should always be made in consultation with the professionals involved in the care of the service user.

**The classes of medicines and the conditions they are used to treat:**

**Antipsychotics** are used to treat

- Psychosis (including psychosis linked to illicit drug use)
- Mania
- Schizophrenia
- Schizoaffective disorder
- Behavioural emergency – as part of rapid tranquillisation

There are two types of anti-psychotic drugs, **Typicals** and the newer **Atypicals**, which usually have fewer side effects.

**Mood Stabilisers** are used to treat

- Mania
- Bi-Polar Affective Disorder
- Recurrent Depression
- Aggressive or self-mutilating behaviour

**Anti-depressants** are used to treat depression

Types include **tricyclic anti-depressants**, **MAOIs** (Mono-amine oxidase inhibitors) and **SSRIs** (Selective serotonin re-uptake inhibitors)

**Anxiolytics** are used for the short-term management of anxiety or agitation, they can cause dependence.

The following are guides for service users:

**The importance of taking medicines as prescribed**

- Take the dose indicated on the label at the time recommended.
- Continue taking it even if you're feeling better and back to your usual self.
- Discuss with your doctor any changes you would like to consider.
- Do not stop abruptly, unless advised to do so by your doctor.

**Coming off medicines safely**

- Continue as prescribed until advised by your doctor to consider stopping treatment.
- Reduce dose over a period of time.
- Report any adverse effects to the mental health team as reduction is progressing.
- Don't stop abruptly as you will feel worse!
- Be aware of possible withdrawal effects – e.g. headache, clammy skin and dizziness.
- This maintains wellness and prevents relapse of symptoms.

**Side Effects**

All medications will have some side effects. It is important therefore to get the right dosage so that the benefits will not be outweighed by problems caused by side effects. Many medications need to be taken over a period of several years to be effective but the dose that keeps a service user well may not need to be as high as the dose that helped them recover from a crisis or relapse.

**How to be supportive to someone on medication**

- Gain knowledge about their condition.
- Understand the treatment they are taking.
- Be reassuring and have a positive attitude.
- Help recognise any signs/symptoms of deterioration in mental state and know who to contact for advice.
- Help recognise any adverse effects of the treatment.
- Act as an advocate if they are unable to verbalise feelings or concerns to health professionals.

**This can only be a brief overview of some of the main legislation. If you need further information or help with a specific issue, seek legal advice. For general advice or to find a local advisor:-**

**Lower cost number 0345 345 4345**

**web-site [www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice)**

## **Mental Health Act 2007 (MHA)**

The MHA 2007 is an amending act. It changes some parts of the Mental Health Act 1983 but leaves a lot of it unchanged. The main changes are:

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- A change to the definition of mental disorder. (It's a new, simpler definition)
- Changed criteria for detention
- The introduction of new professional roles. The role of Responsible Medical Officer (RMO) is replaced with that of the 'Responsible Clinician' (RC) and the role of the Approved Social Worker (ASW) with that of the 'Approved Mental Health Professional' (AMHP). These key changes will provide the opportunity for other professions such as nursing, psychology, occupational therapy and social workers to become RCs and the scope of professionals who can become AMHPs is widened to allow nurses, occupational therapists and psychologists to be potentially available to become AMHPs.
- A change to who can be the Nearest Relative and how they can be displaced (making civil partners each other's Nearest Relative in the same way as husbands and wives). The MHA defines who your nearest relative is; this person is not necessarily your next of kin or your carer. The detained patient cannot choose who their Nearest Relative is. Nearest Relatives get certain legal rights. They must be told about these and unless the patient says "no", they have a right to be told about other things, e.g. when a patient is being discharged or moved to another hospital.
- The introduction of Supervised Community Treatment, the criteria required for an individual to be placed on SCT includes all of the following:
  - the patient is already detained for treatment under the Act
  - it is necessary for his or her health or safety, or for the protection of other persons, that he or she receives treatment
  - treatment can be provided outside of hospital, subject to the power of recall; and

- it is necessary that the Responsible Clinician should have the power of recall
- appropriate treatment is available for the patient
- An increase in the access to Mental Health Review Tribunals
- The requirement that there be age-appropriate facilities for under-18s who have to go into hospital
- The introduction of Independent Mental Health Act Advocate (IMHA)
- Additional safeguards regarding the use of Electro-Convulsive Therapy (ECT)

## **Mental Capacity Act 2005**

The Mental Capacity Act is about making decisions and whether someone has the capacity to make an informed decision. It applies to everyone working in health or social care that is involved in the care, treatment or support of anyone over 16. They are also required to consult with carers and family members.

### **What is mental capacity?**

It is something you have if you can make a decision for yourself. You don't have mental capacity if one or more of the following apply:-

- you can't understand information given to you
- you can't retain it long enough to make a decision
- you can't weigh up the information available and you can't then communicate your decision in some way

People can lack capacity for a variety of reasons including mental health problems, substance misuse and confusion, drowsiness or unconsciousness due to an illness or treatment.

### **What type of decisions are we talking about?**

Everything from what to eat, what to wear, through to where to go on holiday, where to live, how to manage money etc.

Every decision should be treated separately. Some people are capable of making some decisions but not others; other people may be able to make a certain decision when they are better.

### **Can people have a say in what they would like to happen if they lose mental capacity at some time in the future?**

Yes, they can in three ways. By making a Lasting Power of Attorney,

(this replaced the previous Enduring Power of Attorney which only dealt with financial matters); by making an advanced decision to refuse treatment (although this can be over-ridden by the Mental Health Act) or by making written statements of wishes and /or feelings.

### **There are five principles outlined in the Act**

1. that every adult has the right to make their own decisions and should be assumed to have the capacity to do so unless it can be proved otherwise
2. that people must be given all appropriate help before anyone concludes that they cannot make their own decisions
3. that people must be allowed to make what might be seen as eccentric or unwise decisions
4. that anything that is done on behalf of people who lack capacity must be done in their best interests
5. that anything done on behalf of people who lack capacity should be the least restrictive of their basic rights and freedoms

### **The NHS and Community Care Act 1990**

The important section is Section 47(1), which says

“Where it appears to a Local Authority that any person for whom they may provide or arrange for the provision of community care services may be in need of any such services, the Authority

- a) shall carry out an assessment of his/her needs for those services and
- b) having regard for the results of that assessment shall decide whether his/her needs call for the provision by them of any such services.”

This section is the ‘gateway’ to getting help, not only under this Act but under several other Acts (for example section 117 of the Mental Health Act 1983).

The Guidance that is attached to this is called **“Fair Access to Care Services” (FACS)**.

The guidance sets out the eligibility criteria for getting a service. There are four levels of need; - critical, substantial, moderate or low (for information on how this is interpreted in Wirral see pages 24-26).

The FACS guidance also says that the assessment should take account of the risks faced by carers as well as the person they support (see p21 for information on Carers Assessments).

Most assessments are done as a simple or contact assessment on one visit. If there are disputes over the level of support needed a more comprehensive assessment can be requested.

All assessments are subject to annual review and the level of service offered should not be determined merely by the resources available to the Local Authority.

**Care Plans** that are set up following an assessment must include

- A note of the eligible needs and associated risks
- The preferred outcomes of service provision
- Contingency plans to manage emergency changes
- Details of the services to be provided and any charges the individual is assessed to pay, or if direct payments have been agreed
- Contribution which carers and others are willing and able to make
- A review date

**Mental Health Act 1983 Section 117 (2)**

This places a joint duty on the local Health and Social Services Authorities to provide aftercare services to various categories of people who have been detained in hospital for as long as the person needs them. Charges cannot be made.

**T**he Care Act 2014 strengthens the rights and recognition of carers in the social care system, and came into effect in April 2015. It entitles carers, and the people for whom they care, to an assessment of their needs regardless of their income, finances or their level of need.

### Carers' Needs

Carers need to be supported in different ways. You may need:

- emotional support
- access to information and advice
- time-off from caring
- financial support
- services for you and for the person you care for
- to be involved in the care planning process
- practical support
- advocacy
- recognition of the contribution you make.

### Carers' Assessments

Charges vary, but have to be 'reasonable' and Social Services must make sure no one is denied a service because they cannot pay. You cannot be charged for services that are provided to the person for whom you care.

The benefit of having an assessment is that it will identify care and support needs, and also provide information and advice about services which can help meet those needs. There are three stages to the process. Our Advocacy Worker is available to help you at any stage of the process.

#### 1

### Assessing your needs as a carer

A carer's assessment is for adult carers of adults (over 18 years of age) who are disabled, ill or elderly. It is an opportunity to discuss with social services the support or services that you need. The assessment will look at how caring affects your life – your physical, mental and emotional needs, and whether you are able or willing to carry on caring.

Any carer should be offered an assessment by social services, regardless of whether the person you care is receiving support from mental health

services. You don't necessarily have to live with the person you are looking after, or be caring full time in order to have a carer's assessment.

To obtain a carer's assessment, you should contact social services, either by telephone, in writing or online and ask for a carer's assessment.

If you wish, you can ask for an assessment before you take up your caring role. Social Services must give you information about the assessment in advance, and may give you a form to write down your thoughts regarding the questions contained within the assessment – this is sometimes referred to as a self-assessment questionnaire.

The Care Act says that all carers assessments must be carried out in a manner which

- Is appropriate to your needs and circumstances
- Ensures that you are able to participate effectively in the assessment
- Has regard to your choices, wishes and the outcomes you want to achieve
- Takes account of the level and severity of your need

The assessment should be carried out by a social worker or another trained professional, and should cover

- Your caring role and how it affects your life and wellbeing
- Your health – physical, mental and emotional
- Your feelings and choice about caring
- Work, study, training and leisure opportunities
- Relationships and social activities
- Housing
- Planning for emergencies

You should be asked about these issues - if not, then you can raise them yourself. The aim of the assessment is to access the help and support that you need.

## 2

### Looking at whether you are eligible for support

You will be entitled to support if there is likely to be a significant impact on your wellbeing as a result of you caring for another person. Social Services has to consider three questions when making their decision

- Are your needs the result of you providing necessary care?
- Does your caring role have an impact on you?
- Is there, or is there likely to be, a significant impact on your wellbeing?

If the answer to all three is yes, then you will have eligible needs.



### **The help you may receive after a decision is made regarding your needs**

Every carer must receive information and advice from Social Services, including details of the needs that have been identified, how to access care and support, the care providers and services available in Wirral. This should also cover how to raise concerns if you are worried that a vulnerable person is at risk of harm or neglect and how to access preventative services that could prevent your needs from increasing.

If social services decide that you have eligible needs, they must draw up a support plan, detailing how these needs will be met. They have a legal obligation to meet your needs – this could include providing services directly to you or arranging them through another organisation. Alternatively, you or the person you care for can request direct payments, which enables you to choose and buy your own services to meet your eligible needs.

Some examples of the kind of help which may be available through direct payments are

- Help getting around – taxi fares, driving lessons
- Technology to support you – mobile phone, computer
- Help with housework and gardening
- Help to relieve stress, improve health and wellbeing such as gym membership

There is also scope for social services to help the person you care for, in order to help you as a carer, for example

- A care worker to provide personal care at home
- A temporary stay in residential or respite care
- Laundry services
- Replacement care so you can have a break

## The Carers (Equal Opportunities) Act

This Act ensures that carers are able to take up opportunities that people without caring responsibilities often take for granted, such as working, studying or leisure activities.

### Local Authorities' responsibilities under the Act

The Carers (Equal Opportunities) Act came into force in April 2005 and is intended to provide a firm foundation for better practice by councils and the health service. It builds on existing legislation and support for carers by:

- Placing a duty on local authorities to ensure that all carers know they are entitled to an assessment of their needs.
- Placing a duty on councils to consider a carer's interests (work, study or leisure) when carrying out an assessment.
- Promoting better joint working between councils and the health service to ensure support for carers is delivered in a coherent manner.

### Caring and Work

The Work and Families Act 2006 and the Employment Rights Act 1996 give working carers rights to help them manage work and caring, including the right to request flexible work and the right to time off in emergencies. Whether the time off is paid or not is at the discretion of the employer.

These rights apply to employees. If you are self employed, on a short-term contract or employed through an agency, you may not be covered by these rights. If this applies to you it is important to seek advice from ACAS on 0300 123 1100.

**Carers UK** have further information on their web-site or call the CarersLine on 0808 808 7777.

**Jobcentre Plus** offers a range of training and financial help for carers wanting to take up or return to work  
Tel 0345 604 3719.

### **Family Support Workers**

There is a team of four Family Support Workers on Wirral. They are attached to the Community Mental Health Teams. They are based at The Stein Centre, St Catherine's Hospital Tel 0151 488 8150 (adult mental health teams).

Family Support Workers provide individual help and advice and also run support groups. Referral to a Family Support Worker can be made by the Care Co-ordinator.

A list of all the support groups currently running is produced each year and copies are available from the Family Support Workers, from Family Tree or can be picked up in clinics or the hospital.

**Department of Adult Social Services (DASS)  
Central Advice and Duty Team Tel 0151 606 2006**

The team can be contacted for all new referrals and queries

The role of the team is to find out what you need, tell you what help is available and how to get it, either from Social Services or another agency. If you or the person you care for appears to be entitled to an assessment the referral will be passed to the appropriate team.

Information on DASS services with downloadable leaflets can also be found online at [www.wirral.gov.uk](http://www.wirral.gov.uk)

**The Transformation of Social Services.**

The department is moving towards becoming a commissioner of services rather than a direct provider. The services below are currently provided by DASS but this may change. Access to these services is through the CMHTs (see pages 4 & 7). The Department undertakes consultations with service users, carers and other interested parties when changes to services are being considered. It is important that carers' views are heard in this way.

**Community Recovery Service**

The Community Recovery Service provides specialist support to adults (people aged between 18 – 65) who have severe mental health needs. Staff from Social Services and Health work together with people who use services to enable them to maximise their independence and enjoyment of ordinary life in the community.

**Wirral Creations**

Retail outlets for goods made in Day Services providing volunteering and work experience for service users.

**Respite Care**

Third-sector residential respite care is currently available at Melrose House, Hoylake, Wirral.

**Community Care**

Community Care services such as day centres, respite care and home care are provided following an assessment of need and follow the principles of Fair Access to Care Services (FACS). Wirral DASS provides services to those who are assessed as having critical or substantial needs (see page 19). Care may be paid for directly by Social

Services, but increasingly service users are being encouraged to use **Direct Payments** and **Individual Budgets** as part of the move towards Personalisation of services.

- **Direct Payments** are cash payments that can be made to individuals who have been assessed as needing services by Social Services
  - **Individual Budgets** take this a step further by allowing much more flexibility in what type of care and support people can buy
- They are not welfare benefits and receiving them does not affect a person's benefit entitlement.

**Direct Payments** can be made to anyone who has been assessed as requiring community care (for people with mental health problems who are under a CPA they will only cover any part of their care plan that would have been provided by Social Services e.g. a day centre, respite care and personal care in the home). Direct Payments can be made to carers in their own right.

It is up to the person concerned to decide whether they want to receive Direct Payments. They need to be informed about their rights and obligations as an employer: WIRED (see page 33) can provide advice and support.

Direct Payments can be made to people assessed as requiring services under Section 117 of the Mental Health Act (see page 17).

**Individual budgets** still require an assessment and eligibility process at the beginning, then service users will go through the Resource Allocation System which looks at the impact their condition has on their lives. A total points score is arrived at and points = money. Then the support planning process begins.

Service users are encouraged to look creatively at what would help them most, not necessarily at the services that are currently available. They can get help with their plan from friends and family, care managers, advocates etc. The plan has to keep the person "healthy, safe and well".

### **Social Services Charging Policy**

Social Services must make a charge for their services based on a person's financial situation, taking into consideration any extra expenditure they have as a result of their condition. Both Direct Payments and Individual Budgets are subject to the Charging Policy. People who opt for these ways of paying for their care will be given an

amount of money less the amount they are assessed as needing to pay towards it.

### **Mediquip / Community Voice**

DASS, Westminster House, Hamilton St., Birkenhead, CH41 5FN

Tel 0151 541 7709

e-mail [dasscustomercare@wirral.gov.uk](mailto:dasscustomercare@wirral.gov.uk)

Wirral Council, in partnership with NHS Wirral, has developed an important service to help people remain at home safely and independently. Assistive technology, or telecare, is a low-impact way of helping people to retain their independence at home. Each person is assessed to match their needs with the wide variety of solutions that the service can provide.

The equipment can reduce the risk of accidents and keep people safer in and around the home. It can promote independence, choice and help to reassure everyone concerned.

Referral for an assessment is either through an Occupational Therapist or Social Worker or the Central Advice and Duty Team  
Tel 0151 606 2006 There is a charge for some services.

### **Adult Protection**

Wirral DASS acknowledges that for too long, circumstances have existed that place vulnerable adults at risk of being abused by some of those employed to protect them, and also by relatives, friends, neighbours and strangers. There is now an increased awareness of the level and extent of adult abuse and the need for a pro-active response.

Wirral Multi Agency Safeguarding Adults Policy *No Secrets* 2008 sets out the principles and processes in place on the Wirral to protect vulnerable people from abuse, ensuring all concerns of abuse are investigated. This policy is available to download from [www.wirral.gov.uk](http://www.wirral.gov.uk)

### **Welfare Benefits and Welfare Rights Unit**

Conway Building, Conway Street, Birkenhead CH41 6JD

Tel 0151 666 4570

The advice line and drop-in is open from 9.30 and 12.30 and between 2 and 4 on Mondays, Tuesdays, Thursdays and Fridays;

Offers free, independent, expert advice on all benefit and tax credit problems and specialises in representation at appeal tribunals.

## Services provided by Wirral Children's Department

### Children's Services Teams

Contact the Central Advice and Duty Team Tel 0151 606 2006

e-mail [cadt@wirral.gov.uk](mailto:cadt@wirral.gov.uk)

web site [www.wirral.gov.uk](http://www.wirral.gov.uk)

Targeted support services which work preventatively to support children and young people with additional needs on an area basis.

### Health Services

#### Child and Adolescent Mental Health Services (CAMHS)

Adcote House, Kent Street, Oxton, Birkenhead CH43 6TX

Tel 0151 488 8111

The Child and Family Service can help young people when their behaviour, thoughts or feelings overwhelm them, affecting everyday life. Referral is through the GP or other health professional.

#### Early Intervention Team

The Stein Centre, St Catherine's Hospital, Church Road Birkenhead CH42 0LQ Tel 0151 488 7773

Web-site [www.wirraleit.info](http://www.wirraleit.info)

For people aged from 14 experiencing their first episode of psychosis. Referrals can be made directly to the team. Support group and comprehensive information pack for carers and families.

#### Cheshire and Merseyside Adolescent Eating Disorders Service

71 St Annes Street, Chester, CHI 3HT Tel 01244 394949

A specialist service run by CWP for young people between the ages of 13-18 comprising out-patient and day-patient services, as well as in-patient accommodation.

### Counselling

#### Response

19 Argyle Street, Birkenhead, Wirral, CH41 1AD

Tel 0151 666 4123

e-mail [response@wirral.gov.uk](mailto:response@wirral.gov.uk)

A free and confidential counselling, support and advice service for young people aged 13 – 19.

Self-referral or referral from professional or family member.

## **Voluntary services**

### **BullyBusters**

PO Box 182 Liverpool L69 2SW

**Help line: 0800 169 6928** Office line: 0151 330 2012

e-mail: [bbusters@localsolutions.org.uk](mailto:bbusters@localsolutions.org.uk)

Website: [www.bullybusters.org.uk](http://www.bullybusters.org.uk)

A freephone confidential help line for anyone who is affected by bullying.

### **Family Lives National Helpline 0808 800 2222**

Website: [www.familylives.org.uk](http://www.familylives.org.uk)

Family Lives (previously Parentline Plus) offers help and information for parents and families through a free 24-hour confidential helpline, groups and workshops, information leaflets and website.

### **WIRED**

Unit 7, Wirral Business Park, Arrowe Brook Road, Upton,  
WirralCH49 1SX

Tel 0151 670 1500

Advocacy for children 5 – 19 years with special educational needs or any other extra support needs.

e-mail: [contact@wired.me.uk](mailto:contact@wired.me.uk)

## **ON-LINE SUPPORT**

### **[www.kooth.com](http://www.kooth.com)**

kooth is a free, anonymous, safe, secure and confidential online counselling and advice service for people in Wirral aged 11- 25.

### **[www.teenwirral.com](http://www.teenwirral.com)**

Wirral Council's website for 13 to 19 year olds. Information and advice on topics such as health & relationships, staying safe and drugs & alcohol issues. Details of services which can help them.

### **[www.right-here.org.uk](http://www.right-here.org.uk)**

Supports young people's mental health and well-being.

### **[www.papyrus.org](http://www.papyrus.org)**

A national organisation offering resources and support to those dealing with suicide, depression or emotional distress – particularly teenagers and young adults.

HOPEline UK Tel: 08000 68 41 41 provides practical advice on suicide prevention for young people worried about themselves or concerned about someone they know.

### **[www.thesite.org.uk](http://www.thesite.org.uk)**

Advice for young people including sections on health and well-being and drink and drugs.

### **[www.youngminds.org.uk](http://www.youngminds.org.uk)**

Helps children and young people cope with difficult feelings.  
Parents helpline 0808 802 5544

## Services Specifically for Carers

### Family Tree

The Stein Centre. St Catherine's Hospital, Church Road  
Birkenhead CH42 0LQ  
Tel 0151 488 8159

e-mail [family.tree@cwps.nhs.uk](mailto:family.tree@cwps.nhs.uk)

web-site [www.familytreewirral.co.uk](http://www.familytreewirral.co.uk)

Provides a range of services for carers and families of people affected by mental ill-health. Services include advocacy, counselling, training and information events, social events, library, written information and newsletter.

### WIRED

Unit 7 Wirral Business Park, Arrowbrook Road, Upton, CH49 1SX  
Tel 0151 670 1500

e-mail [carers.support@wired.me.uk](mailto:carers.support@wired.me.uk)

web-site [www.wirralcarers.co.uk](http://www.wirralcarers.co.uk)

Provides services to all carers not just carers of people with mental health problems. Services include carers advocacy, support with direct payments, courses, social events and a newsletter.

### Wirral Carers Association

Where the carer's "voice" can be heard. The opportunity to influence developments and shape future services.

Tel: 0151 678 4499

e-mail [wirralcarersassoc@gmail.com](mailto:wirralcarersassoc@gmail.com)

web-site [www.wirralcarersassociation.org](http://www.wirralcarersassociation.org)

### The Reader Organisation

Venues across Wirral

The Lauries Centre, 142 Claughton Road, Birkenhead, CH41 6EY

Phone: 0151 650 5466

e-mail [rachelcoleman@thereader.org.uk](mailto:rachelcoleman@thereader.org.uk)

Shared reading takes place in small groups, where a great story or poem is read aloud, creating a space where members feel at home.

### Barnardo's Action for Young Carers

Tel 0151 637 6173

Wirral Young Carers provide advice, information, group work, individual support and opportunities to meet new friends, share experiences and have fun. They can offer support to children and young people who care for parents with mental health problems and drug and alcohol issues.

**Dual Diagnosis (Drug and alcohol issues and mental health problems)**

Several local agencies focussing on substance misuse offer support for carers and families. Please see page 42 for information on Wirral Alcohol Service.

**Dementia Care****Alzheimer's Society**

Room 210, The Lauries Centre, 142 Claughton Road, Birkenhead, CH41 6EY

Tel 0151 650 5505

e-mail [wirral@alzheimers.org.uk](mailto:wirral@alzheimers.org.uk)

Provides information and support, drop-in cafés, support groups and courses for carers of people with dementia.

**Age Concern**

The Devonshire Centre, 141 Park Rd N. Birkenhead, CH41 0DD

Tel 0151 653 4404

web-site [www.ageconcernwirral.org](http://www.ageconcernwirral.org)

Day services for people with dementia, including those with early onset dementia, and support for their carers.

**General Help****Wirral CAB 03444 77 2121**

Provides advice on a variety of topics including benefits, consumer issues and debt problems for anyone who needs it, including carers.

and – in partnership with **Advocacy in Wirral** - provides the **PCAL (Primary Care Advice and Liaison)** service providing advice through GP surgeries to people with mild to moderate mental health problems

**Services for people with mental health problems****Advocacy in Wirral (AIW)**

Woodside Business Park, Shore Road, Birkenhead, CH41 1EH

Tel 0151 650 1530

e-mail [admin@aiw.org.uk](mailto:admin@aiw.org.uk)

web site [www.aiw.org.uk](http://www.aiw.org.uk)

A range of services including advocacy, welfare benefits and debt advice. Several support and activity groups, each with a particular focus also come under AIW. Wirral Bridges is a project of Advocacy in Wirral, which supports people in getting back into employment.

**Wirral Mind**

90-92 Chester Street, Birkenhead, CH41 5DL

Tel 0151 512 2200

e-mail [admin@wirralmind.org.uk](mailto:admin@wirralmind.org.uk)

web site [www.mind.org.uk](http://www.mind.org.uk)

Provides various services for individuals with mental health difficulties from 16 to 65 including counselling, befriending, training, drop in centre, supported housing, floating support and advocacy for individuals with learning disabilities.

**Wirral Pathfinders**

63 The Village, Bebington, Wirral, CH63 7PL

Tel 0151 334 2111

e-mail [wirral.pathfinders@ntlworld.com](mailto:wirral.pathfinders@ntlworld.com)

website [www.wirralpathfinders.com](http://www.wirralpathfinders.com)

Self help groups in four localities to provide support for people with anxiety and depression and their families.

**Wirral OCD (Obsessive Compulsive Disorder) group**

Meets monthly in Hoylake

Tel 0151 651 0771 (Louise)

Tel 0151 342 7679

e-mail [parkesduncan@hotmail.com](mailto:parkesduncan@hotmail.com)

web site [www.ocdaction.org.uk](http://www.ocdaction.org.uk)

**Anxiety Care UK**

Online support / chat group covering anxiety, depression, phobias OCD and OC spectrum.

[www.anxietycare.org.uk](http://www.anxietycare.org.uk)

**BPD World**

Providing information, online support and support worker service helplines for those affected by personality disorders.

[www.bpdworld.org](http://www.bpdworld.org)

**CALM (Campaign Against Living Miserably)**

Prevention of male suicide providing support for men of any age, plus hosts the suicide bereavement support partnership.

[www.thecalmzone.net](http://www.thecalmzone.net) Webchat via website.

Tel: Helpline 0800 585858 5pm-12am

**Carers Direct**

Information, advice and support for carers.

[www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect) call 0300 123 1053 9am-8pm weekdays.

**Carers UK**

Expert advice, information and support for carers. On-line forum via website.

[www.carersuk.org](http://www.carersuk.org)

Tel: 0808 808 7777 10am-4pm weekdays

**Depression Alliance**

Community networks for sufferers of depression and general support.

[www.depressionalliance.org](http://www.depressionalliance.org)

Tel: 0207 4077584.

**Drugscope**

The UK's leading independent centre of expertise on drugs and drug use.

[www.drugscope.org.uk](http://www.drugscope.org.uk)

Tel: 0207 234 9730.

**Eating Disorders Association**

Helping adults and young people beat eating disorders through helplines, online support and UK wide self-help groups. Help for adults

[www.b-eat.co.uk](http://www.b-eat.co.uk)

Tel: 0345 634 1414 or youth line on 0345 634 7650

**FRANK**

Advice on drugs for users and anyone supporting them.

**[www.talktofrank.com](http://www.talktofrank.com)**

Tel: Helpline 0300 123 6600 open 24/7

Live chat via website or SMS to 82111.

**BiPolar UK**

Supporting people affected by BiPolar to lead independent lives and manage the illness through groups, information and advice.

**[www.bipolaruk.org](http://www.bipolaruk.org)**

Tel: 0207 931 6480 9-5pm weekdays

**Mental Healthcare**

Created specifically for family members and friends of people who have a diagnosis of schizophrenia, bipolar disorder, schizo affective disorder or another illness that may result in the symptoms of psychosis.

**[www.mentalhealthcare.org.uk](http://www.mentalhealthcare.org.uk)**

**Mental Health Foundation**

Working for an end to mental ill health and the inequalities that face people experiencing mental distress, living with learning disabilities or reduced mental capacity.

**[www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)**

Tel: 0207 803 1100

**Mind**

Provide advice and support to empower anyone experiencing a mental health problem plus campaigning to improve services, raise awareness and promote understanding.

**[www.mind.org.uk](http://www.mind.org.uk)**

Tel 0300 123 3393

**National Debt Line**

For help with debt and money problems.

**[www.nationaldebtline.org](http://www.nationaldebtline.org)**

Tel: 0808 808 4000

**National Health Service**

Information about all mental health conditions (see

**[www.patient.co.uk](http://www.patient.co.uk)** for the same information provided by GPs to patients during consultations on all conditions).

**[www.nhs.uk](http://www.nhs.uk)**

**National Self-harm Network**

Support for survivors and people who self-harm, as well as for the people it directly affects, such as family and friends.

**www.nshn.co.uk** (online forum)

**Public Services**

Information on mental health and carers issues.

**www.gov.uk**

**Rethink Mental Illness**

Providing expert advice, information, support and campaigning for people with mental health problems and those who care for them.

**www.rethink.org**

Tel: Advice 0300 5000 927

General enquiries 0121 522 7007 9-5pm Mon-Fri

**Royal College of Psychiatrists**

A professional medical body which promotes excellence in Psychiatry.

**www.rcpsych.ac.uk**

Tel: 0207 235 2351

**SANEline**

Care and emotional support, plus research, education and campaigning

**www.sane.org.uk**

Helpline 0300 304 7000 open 6pm - 11 pm everyday

**Together**

Works alongside people to encourage improved mental health, independent living and fulfilment.

**www.together-uk.org**

Tel: 0207 780 7300

### Local Support

#### **Money Advice Project**

A local agency providing free confidential information, advice and guidance in regards to debt and money management.

Tel: 0151 647 4353

#### **Merseyside Samaritans**

To talk face to face visit 25 Clarence Street, Liverpool L3 5TN (10 am – 8 pm) or Tel 0151 708 8888 or 0845 7909090 24 hours 365 days

#### **Recovery Wirral**

Community information and on-line forums, with links to local organisations and support – contact via website.

**[www.recoverywirral.com](http://www.recoverywirral.com)**

Recently, mental health workers from many disciplines have been introducing more and more people to using Wellness Recovery Action Plans (WRAP) and self-management techniques.

**Tomorrow's Women Wirral (TWW)**

Aims to benefit all Wirral Women in the community but has at its heart a commitment to reduce female imprisonment, offending and to provide support and assistance to those women who are in recovery.

St Laurence's School, Beckwith Street East, Birkenhead, Wirral  
CH41 3JE

[www.tomorrowswomenwirral.org.uk](http://www.tomorrowswomenwirral.org.uk)

Tel 0151 647 7907

**Women's Enterprising Breakthrough (Merseyside)**

Provides support for women with complex needs. Improving self-confidence and self-esteem through a variety of services. Self referral or by professionals.

176 Corporation Road, Birkenhead, Wirral, CH41 8JQ

[www.womensenterprisingbreakthrough.org](http://www.womensenterprisingbreakthrough.org)

Tel 0151 653 3771

**Rape and Sexual Abuse Centre (RASA)**

A service for women and girls who have experienced sexual abuse at any time in their lives.

PO Box 35, Birkenhead, Wirral, CH42 4RX

[www.rasamerseyside.org](http://www.rasamerseyside.org)

Tel: 0151 650 0155 or 0151 633 2151

**Domestic Violence Helpline** 0151 604 6387

**Wirral Multicultural Organisation**

Provides a range of services for people from different cultures including advocacy and carers groups.

Wirral Multicultural Centre, 111 Conway Street, Birkenhead, CH41 4AF

Tel 0151 666 4547

[www.wmo.org.uk](http://www.wmo.org.uk)

**Wirral Change**

Provides health advice and help in accessing employment.

St Laurence's School, St Laurence's Drive, Birkenhead, CH41 3JD

Tel 0151 649 8177

[www.wirralchange.org.uk](http://www.wirralchange.org.uk)

**Wirral Cultural Diversity network**

[www.wirralculturaldiversitynetwork.org](http://www.wirralculturaldiversitynetwork.org)

Tel 07878 915864

**Irish Community Care**

Help and support for the Irish and Irish Traveller Communities

St Laurence's School, St Laurence's Drive, Birkenhead, CH41 3JD

Tel 0151 237 3987

[www.iccm.org.uk](http://www.iccm.org.uk)

**Sahir House**

Multi cultural support and information centre offering a wide range of services for people and families living with or affected by HIV on Merseyside.

2<sup>nd</sup> Floor, 151 Dale Street, Liverpool L2 2AH

Tel 0151 237 3989

[www.sahir.org.uk](http://www.sahir.org.uk)

### **Wirral Ways to Recovery**

Recovery service for drugs and alcohol. Offers substitute prescribing; a range of group work including alcohol specific groups; one to one working; needle exchange; support and advice; referrals to other services; BBV testing and support; assessment for residential detoxification and rehabilitation; service user Information Technology suite and Nurse led health assessment clinics.

Open access service to self-refer during opening hours. Referrals also accepted from other agencies such as Primary Care, Wirral University Teaching Hospital, Probation and Housing Associations.

23 Conway Street, Birkenhead, CH41 6PT.

Mon—Tue 9am - 5pm / Wed 9am - 7pm / Thurs—Fri 9am - 5pm / Sat 10am - 2pm

Tel: 0151556 1335

Ashton House, Chadwick Street, Moreton, CH46 7TE.

Mon 9am - 5pm / Tue 9am - 7pm / Wed—Fri 9am - 5pm.

Tel: 0151 677 9382

151 – 153 Brighton Street, Wallasey, CH44 8DU

Open Mon – Fri 9am - 5pm.

### **Foundations of Recovery**

Foundations of recovery is a three stage group work programme based on the latest research. It provides a platform to explore recovery from substance misuse in a group work setting. It recognises that the greatest resource we have to support individual recovery journeys are our community members themselves. Foundations of recovery runs over 26 weeks and focuses upon change, growth and life.

For more details please contact 0151 6666878.

### **Carers and families Support Group**

Runs fortnightly on Mondays 2-4pm at Spider Project.

### **Women's Clinic**

Held at Brassey Gardens Children's Centre for women in our service who are expecting a child or have carer responsibility of a child under five.

1	Introduction
2	Who is a Carer?
3	Stages of caring on the Recovery Pathway
4	The main mental health conditions
5	Mental health professionals
6	Jargon Buster
7	Mental health services
8	Community Mental Health Teams (CMHTs)
9	Older people
10	Preventing a crisis
11	Dealing with a crisis
12	Hospital in-patient services in Wirral
15	Medication and other treatments
17	The law relating to mental health
21	Carers' rights and services
28	Department of Adult Social Services (DASS)
32	Services for children and young people
33	Voluntary (Third Sector) services
36	Mental health support organisations
40	Services for women
41	Multi-cultural services
42	Drug and alcohol services