

**Other**

**Urgent NHS Mental Health Care.** In normal working hours contact your care co-ordinator. Out of hours, phone 111 and press option 2.

**Samaritans**

In a crisis call 116 123. This is a free confidential listening support and information giving service.

**Total Voice**

We co-ordinate the advocacy services for Cambridgeshire and Peterborough. Call 0300 222 5704 in office hours or go to [www.totalvoicecp.org](http://www.totalvoicecp.org)

**CPFT Pharmacy**

For information on medication call 01223 218502 or go to [www.cpft.nhs.uk](http://www.cpft.nhs.uk)

**Citizens' Advice**

The organisation has branches across the country with staff who can offer benefits advice and help with form filling.

If you would like to give feedback to us about your experience of CPFT as a carer, please fill in our survey here <https://tinyurl.com/zcjdmpa>

*Leaflet updated February 2019  
Leaflet review date: February 2020*

**Patient Advice and Liaison Service (PALS)**

If you have any concerns about any of CPFT's services, or would like more information please contact: Patient Advice and Liaison Service (PALS) on freephone 0800 376 0775 or e-mail [pals@cpft.nhs.uk](mailto:pals@cpft.nhs.uk)

If you require this information in another format such as braille, large print or another language, please let us know.

**Out-of-hours' service for CPFT service users**

Please call **NHS 111** for health advice and support.

**HQ** Elizabeth House, Fulbourn Hospital, Cambridge CB21 5EF.  
**T** 01223 219400  
**F** 01480 398501

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



# Mental Health Services

Information for carers, families and friends



Pride in our care

A member of Cambridge University Health Partners

Do you have someone in your family or a friend with mental illness who relies on you for support? If you do, you are a carer – and in CPFT we want to work with you so that the person we are aiming to help gets the best possible care and treatment. In CPFT we know that there are many carers with whom we need to work in partnership.

This means:

- We seek out families and friends to identify them as carers
- We talk to the patient – your loved one or friend – and discuss why involving you is important for their recovery. Patient confidentiality is important but we do not use it as a complete barrier to communication with carers
- We listen to you about your concerns and your knowledge of the patient
- We explain how our services are organised, and tell you how we will continue to work with you, for example through the named nurse on an inpatient unit and the care co-ordinator outside hospital
- We pay attention to what you need - which may be family therapy or may be simply a person to contact
- We offer to arrange for you to have a carer's assessment under the Care Act 2014 – so that you can get practical support from social services

This way of working is often known as the *Triangle of Care* which describes the equal relationships between patient, carer and staff, all of whom are needed for the most effective and safest care to be provided.

We work this way because:

- We rely on carers for key information about their loved one – at the start of our involvement and thereafter
- We know how stressful and lonely caring can be, so we want to make our professional skills available to you so that we work together
- We have a legal duty under the Care Act 2014 to make sure carers are identified and have access to support in their own right
- We know that working in partnership with carers strengthens the quality of care, has a positive impact on recovery, and improves the well-being of the carer

To find out more visit our website [www.cpft.nhs.uk](http://www.cpft.nhs.uk) and click on the "Carers" tab at the top of the homepage.

## Useful information

### National

#### [Rethink Mental Illness](#)

Rethink provides a range of services for carers and those they care for. Its website provides a lot of information and advice on every aspect of being a carer. Its advice line on 0300 5000927 is open Mondays to Fridays from 9.30am to 7pm. [www.rethink.org](http://www.rethink.org)

#### [Mind](#)

This well known national charity provides a range of mental health services and its website provides a lot of information and advice on every aspect of mental health care. Its advice line Mind Infoline on 0300 123 3393 is open from Mondays to Fridays from 9am to 6pm and can also be contacted through [info@mind.org.uk](mailto:info@mind.org.uk). [www.mind.org](http://www.mind.org)

### Local - Peterborough

#### [Carers Trust Peterborough](#)

We provide a wide range of services for carers. These include information and advice, carer assessments, short breaks and continuing packages of care for the cared for person to take the pressure off carers.

Contact us on 01733 645234 or [carers@carerstrustpeterborough.org.uk](mailto:carers@carerstrustpeterborough.org.uk)

#### [Rethink Carer Support](#)

Support for carers by carers through a support group, phone, email, and a regular newsletter. Rethink also acts as the voice for mental health carers across health and social care. Contact us on 07783 267013.

### Local - Cambridgeshire

#### [Carers Trust Cambridgeshire](#)

We provide a wide range of services for carers. These include information and advice, carer assessments, short breaks and continuing packages of care for the cared for person to take the pressure off carers. Contact us on 01480 499090 or [care@carerstrustcambridgeshire.org](mailto:care@carerstrustcambridgeshire.org)

#### [Making Space](#)

This service based in St Neots is contracted to provide support to carers on behalf of Cambridgeshire County Council. If you would like to talk in confidence get information or advice or arrange an appointment call 01480 211006 in office hours.

#### [Rethink Carer Support](#)

Support for carers by carers through support groups, phone email and a regular newsletter. Rethink also acts as the voice for mental health carers across health and social care. Contact us on 07783 267013.