

Somerset Partnership
NHS and Social Care Trust



www.somersetcarers.org



Information for carers and relatives of people in Somerset who have mental health problems

December 2006

HEALTH AND SOCIAL SERVICES

Provides both health and social care services for people in Somerset with mental health problems.

For patients and carers this means they should have access to all the services they need from a single team in one location. The Partnership accepts referrals from GPs, or individuals can contact local teams for help.

Your local Community Mental Health Team can provide information on:

- In-patient services
- NHS community services
- Day Services
- Residential Care
- Respite Care
- Access to social workers
- Access to a Carers Assessment
- Drugs and alcohol services

Further information about Community Mental Health Teams can be obtained from:

Somerset Partnership Main office: 01278 720200

Website: www.sompar.nhs.uk

Patient Advice and Liaison Service (PALS) (Somerset Partnership)

Offers information, advice and support and responds to concerns, suggestions or questions from patients, their families and carers, helping to sort out problems. Call 01278 720222

GP Surgeries

Your family doctor will provide a practice leaflet listing the services available at the surgery.

These can include:

District Nurse

Practice Nurse

Health Visitor

Specialist services e.g. Community Psychiatric Nurses (CPNs) and Link Workers

Carers Support Worker

Other Useful Numbers

NHS Direct: 0845 4647

24-hour telephone advice line staffed by nurses.

SIGNPOSTS: Tel/text: 0800 317220 Freephone health and community care information line.

Somerset Direct: 0845 3459133

Information and advice for older people and other adults.

Emergency Social Work Team (out of hours):
01458 253241

SUPPORT SERVICES FOR CARERS

Carers' Assessment Workers (CAW)

Based in Community Mental Health Teams

Carers' Assessment Workers specialise in assessing the needs of Carers of someone with a mental health difficulty. They can provide advice on:

- Help with day-to-day caring
- How to access benefits and information about Financial and legal matters
- Local carers' support groups
- Carers' help lines
- Carers' education programmes
- Carers Counselling
- Getting a break or holiday either on your own or with the person you care for
- How to access help in a crisis

Adult CAWs:

Mendip:	01749 836597	Mobile 07738 898774
Taunton:	01823 330502	Mobile 07738 187822
		Mobile 07879 635408
South Somerset:	01935 428420	Mobile 07738 898775
Somerset Coast:	01278 456561	Mobile 07909 906811

Older Persons CAWs:

Mendip & South Somerset:	01935 428420	Mobile 07909/877657
Taunton & Somerset Coast:	01278 720250	Mobile 07738 878747

Carers' Support Workers (CSW)

Carers' Support Workers are based in GP surgeries and offer advice, support and information to Carers on all aspects of caring.

Bridgwater (01278) 431688 / 426408

Frome (01373) 813029

Glastonbury	(01458) 834981
Highbridge	(01278) 793729
Ilminster	(01460) 259545
Langport	(01458) 252617
Shepton & Wells	(01749) 812841
Taunton	(01823) 354167 / 335062
Wellington	(01823) 666346
West Somerset	(01643) 707997
Wincanton	(01963) 31730
Yeovil	(01935) 433013

Young Carers' Workers

Young Carers' Workers aim to provide support and breaks for young people under the age of 18 with caring responsibilities.

Minehead: Direct Line, 01643 700864

Mobile: 07919 540411

Young Carers Project, 01278 437368

Direct Line:

South Somerset Area: 01278 431111

Mobile: 07919 540089

Mendip Area: 01458 831668

Mobile: 07919 540410

Yeovil East Area: 01935 422111

Mobile: 07919 540090

OTHER RESOURCES FOR CARERS

Mental Health Carers' Information Pack

Available from Carers Information 01278 720234

Mental Health Carers' Support Groups

There are many local specialist Mental Health Carers' Support Groups, which will give you as a Carer:

- An opportunity to meet other Carers
- Support, advice and a listening ear
- An opportunity to exchange information concerning local and national resources
- A forum for the exchange of information about specific problems & conditions
- Days out and leisure activities

To find out about local groups call SIGNPOSTS - 0800 317220 or your local Carers' Assessment Worker

Carers' Support Groups

There are also many other support groups for Carers across Somerset. To find out about your local group contact your Carers' Support Worker or Signposts on 0800 317220

Counselling Service for Carers

- "Care First"

This service is FREE and CONFIDENTIAL to all Carers in Somerset. Carers can self-refer by phoning Care First on 0800 174319. This service also provides a 24-hour, 7-day a week counselling support line

Carers' Breaks Scheme

If you are a carer of an adult under 65 with a mental health problem, you may be able to have a break or a holiday with or without the person you care for.

For further details please contact your local Carers' Assessment Worker

'Somerset Carers Network'

Somerset's Newsletter for mental health carers. Available from carers Information 01278 720234

Web Site www.somersetcarers.org

'Time Out' Holiday Pack

Available from Signposts/Somerset Direct or your CAW/CSW 0800 317220

Councils for Voluntary Service (CVS)

Provides community transport services for disabled, older and socially isolated people

Mendip	01749 330100
Sedgemoor	01278 434881
South Somerset	01935 411572
Taunton	01823 331266
West Somerset	01643 707484

Local Advice Services & Helplines

MENCAP - Somerset District Office: 01823 288061

MIND

Provides a telephone information service, plus day projects and groups for people experiencing anxiety and depression.

Taunton & West Somerset:	01823 334906
New Directions:	01278 446935

Mindline: 01823 276892

(Helpline: Wed, Fri, Sat & Sun, 8pm – midnight)

A Somerset-wide out of hours telephone support line for anyone suffering emotional distress, carers, family members and friends. Callers do not need to be in crisis but may need information, emotional support or understanding.

Somerset Carers' Services: Somerset Direct: 0845 3459133 provides information regarding support services for all Carers in Somerset

Somerset Eating Disorders Association (**SWEDA**) helplines: 01458 448600

National Helplines

These are some key telephone helplines, opening hours vary. (L) = Lo-call rate (F) = Free

Al-Anon Family Groups 0207 403 0888

Alzheimer's Society - 0845 300 0336 (L)

Autism Help Line: (L) 0845 070 400 for carers/families and professionals Mon-Friday 10am – 4pm

Cruse: 0870 167 1677 bereavement counselling line.

Depression Alliance - 0845 123 2320 (L)

Manic Depression Fellowship – 0845 634 0540

Mind - 08457 660163

National Drugs Helpline - 0800 776600 (F)

National Personality Disorders Website
www.personalitydisorder.org.uk

No Panic (Helpline) – 0808 808 0545 (F)

Helpline for those with anxiety problems and suffering panic attacks.
10-00 am TO 10-00 pm, every day, staffed by trained volunteers.

Night Time Anxiety Crisis Line

0808 808 0545, 10-00 pm TO 10-00 am, every day (answer phone service only)

Parents Against Drugs Abuse (L)0845 702 3867

Parent to Parent Line (F) for parents of an adult or child with ASD
24 hour call any time and leave a message and contact number

Prisoners Family and Friends Service 0808 8083444

Rethink Frontdoor (Mental Health Info) - 0845 456 0455

Rethink National Advice Service - 020 8974 6814

Samaritans - 0845 790 9090 (L)

24 hour confidential, emotional support for anyone in despair, isolated or suicidal

Saneline - 0845 767 8000 (L)

for people with a mental health problem and carers

Women's Aid National Helpline –0808 200 0247 (F)

for women facing violence within the home

Young Minds - 0800 018 2138 (F) Parents' information service

CARERS' VIEWS

Carers' Participation

An independent group promoting and facilitating carer involvement in Somerset's mental health services.

- It actively seeks to include carers in the planning, provision and evaluation of services
- Provides opportunities to share experiences with other people in a similar position
- Carers' views and insights offer a realistic perspective
- Influences changes in services
- Helps to improve the quality of life for the carer
- Provides representatives to sit on Planning Groups in

Social Services and Somerset Partnership

Carers' Services Development Co-ordinator 01749 836606 / 07774 207458 or Carers Participation Worker on 07920 247346

Learning Disabilities Carer Co-ordinator facilitates Carer Participation at all levels of services 07919 165162

Carers' Forums - Carer Consultation

Providing Carers with an opportunity to be involved in the planning and development of services for Carers and to meet with Service Managers & Providers. Forums are held twice a year in the centre of the county. For further info contact Somerset Carers' Services Development Co-ordinator 01749 836606 / 07774 207458 Or Carers Participation Worker on 07920 247346

Carers UK Branches

Local branches of the national organisation.

Carers UK Taunton and District Branch:
07737 432 153

Carers UK East Somerset Branch:
01749 850574 (Secretary)