

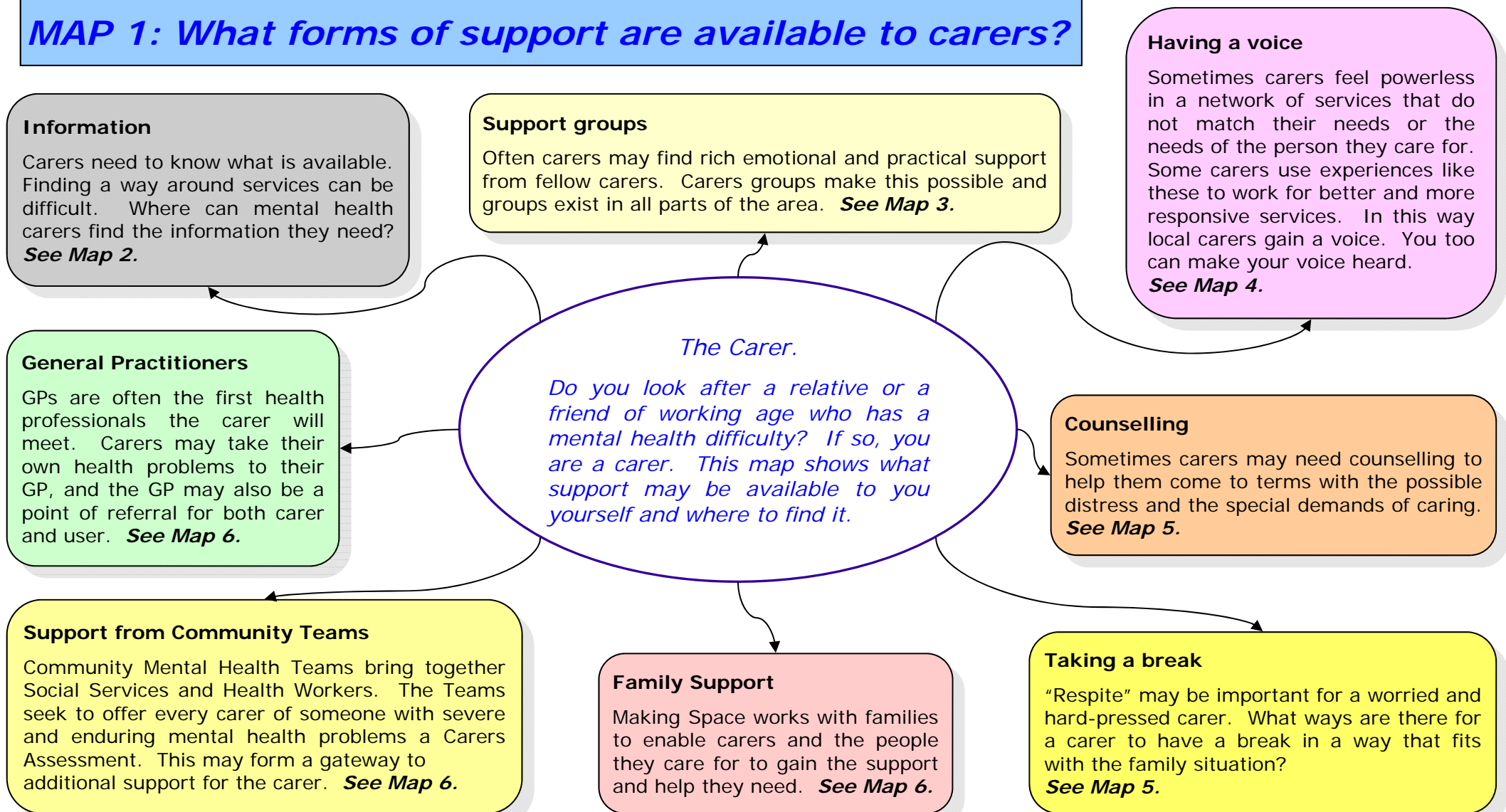
# SUPPORT FOR MENTAL HEALTH CARERS IN EAST LANCs

covering Burnley, Pendle, Rossendale, Hyndburn and the Ribble Valley

a guide to what support there is, where it is to be found, and how it fits together:

<http://www.bprcvs.co.uk/CC/files/mhcarersmap.pdf>

## MAP 1: What forms of support are available to carers?



## MAP 2: Information for Carers

### Carers Link

#### (Hyndburn and Ribble Valley)

Link House

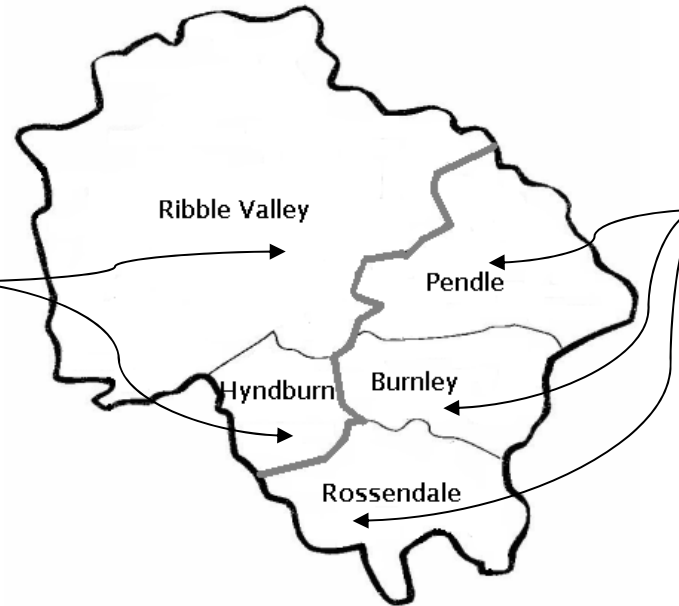
23 King St, Accrington BB5 1PR

Telephone: 01254 387444

Ribble Valley office: 01200 444899

*Carers Link offers information and support to all carers in Hyndburn and the Ribble Valley. Carers Link can tell you about local services and voluntary organisations.*

*Carers Link provides a free quarterly newsletter to all carers in touch with them. The Hyndburn Mental Health Carers Group (see Map 3) holds its meeting at Link House and is supported by Carers Link. Special events, trips and self-help courses are arranged by Carers Link (see Map 5). A carers service for black and minority ethnic carers works from Carers Link.*



### Carers Contact at CVS

Burnley, Pendle and Rossendale Council  
for Voluntary Services

62-64 Yorkshire Street

Burnley BB11 3BT

Telephone: 01282 704604

Email: [carerscontact@bprcvs.co.uk](mailto:carerscontact@bprcvs.co.uk)

Website: [www.bprcvs.co.uk/cc](http://www.bprcvs.co.uk/cc)

*Carers Contact is a local information and support project for all carers in Burnley, Pendle and Rossendale.*

*Carers Contact offers a free A-Z Guide and a quarterly newsletter to all carers. Carers Contact provides information about local services and voluntary organisations.*

*Carers Contact runs outings, "carefree days" and other special events (see Map 5). A carers service for black and minority ethnic carers works from Carers Contact. For the East Lancs Mental Health Carers Panel (see Map 4), call Carers Contact.*

### Where else can Carers go for information?

The two carers projects highlighted on this page are the area's two organisations dedicated solely to the support and information of carers — all carers. Carers may also choose to approach a specialist mental health organisation. In each of the five Boroughs there is a Community Mental Health Team. Details are available on Map 6, and these Teams offer another possible source of information for Carers. The *Healthy Minds* website ([www.eastlancshealthyminds.co.uk](http://www.eastlancshealthyminds.co.uk)) is a local electronic resource with a directory of services. The Lancashire Care Trust's out-of-hours helpline is on 0500 639 000. Finally, a national information service is run by Rethink (call 020 7840 3188 or email [advice@rethink.org](mailto:advice@rethink.org)).

### Help with Benefits

Information about benefits can be important for the carer. Carers may be eligible for a benefit in their own right, and the person they care for may have an entitlement. Specialist help is available. Try:

**The Benefit Enquiry Line for people with disabilities:** 0800 882200

#### Welfare Rights

Burnley and Pendle: 01282 470570

Rossendale, Hyndburn, Ribble Valley: 01254 301141

**Citizens Advice Bureaux:** Accrington: 01254 394210, Barnoldswick: 01282 814814, Burnley district: 01282 450535, Clitheroe: 01200 428966, Colne: 01282 876188, Nelson: 01282 616750, Rossendale district: 08444994121

Booklets and leaflets about benefits will also be available from Carers Contact or Carers Link (see Map 2) or your local Community Mental Health Team (see Map 6).

## MAP 3: Carers Groups

*Often carers may find rich emotional and practical support from fellow carers. Carers groups make this possible. This map shows the local groups where carers meet in East Lancashire. Below you will find details of other groups which include carers.*

### Wilkin Mount Carers Group (Ribble Valley)

Meets monthly on the first Monday (2.00pm) at Wilkin Mount, 1 Highfield Road, Clitheroe. Contact the Carers Group organiser on 01200 420499.

*This group is supported by members of the Community Mental Health Team in the Ribble Valley. See Map 6 for more about this Team.*

### Awaz

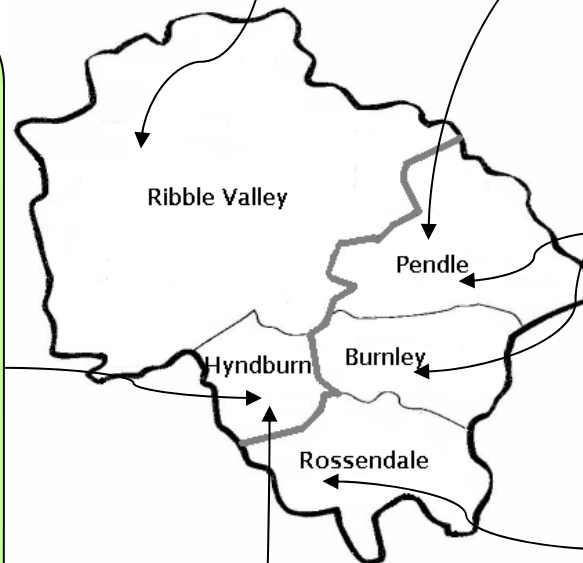
Awaz works with carers, raising awareness about their needs and their particular difficulties. Awaz offers support, information and signposting to carers and families, including the ability to communicate with carers in a number of Asian heritage languages to help carers gain access to mainstream services.

Awaz Access Point is a central meeting place for carers and their families in Accrington. There Awaz helps and encourages carers to learn English. Awaz also offers support to carers in Pendle through its volunteers.

For more information please contact Awaz on 01254 398176. Awaz Access Point is at 225 Blackburn Road, Accrington BB5 0AL.

### Hyndburn Mental Health Carers Group

Meets on the first Wednesday of each month (1.15 pm) at Carers Link, 23 King Street, Accrington. Contact the Mental Health Carers Development Worker at Carers Contact or call Carers Link (see Map 2).



### BME Community Mental Health Team Carers Group

Meets regularly at Pendle House, Leeds Road, Nelson BB9 9TG. Contact the Black and Minority Ethnic Mental Health Development Team on 01282 693790 or the Black and Minority Ethnic Carers Support worker based at Carers Contact (see Map 2).

### BURNLEY & PENDLE: Making Space Carers Group

This mental health support group meets monthly on the first Monday from 7.30 pm at Christchurch, Carr Road, Nelson. Further details are available from the Carer Support Co-ordinators in Burnley (01282 657230) and Pendle (01282 657219).

*To read more about the Making Space projects in East Lancashire, see Map 6.*

### ROSSENDALE: Support Group for carers

Meets every two months at the Bacup road Resource/Recovery Centre, 166 Bacup Rd, Rawtenstall. The group meets in the early evening from 6.00 to 7.30 pm. For dates and further information contact the Centre on 01706 225833.

### What other groups can offer support for carers?

There are many groups in East Lancashire that are open to carers whatever their caring situation. These carers support groups would welcome those who look after someone with difficulties in their mental health. To hear more, carers may get in touch with Carers Link or Carers Contact (Map 2).

The following is not a "carers only" group, but carers who attend may find support amongst the carers, service users, and others who are involved:

**MIND North East Lancs** (the local group of MIND) meets monthly with a guest speaker at the Resource Centre at 62-64 Yorkshire St, Burnley BB11 3BT. Contact Pauline Farrell (01282 700253).

## MAP 4: How can carers make a difference?

Why is it important for carers to be involved in the way health services are run? Quite simply, the experience and the knowledge of relatives and friends can help those who offer mental health care and social care to do so better. It is the right of family members to participate in this way and carers are warmly encouraged to do so. This "map" shows how carers can become involved and where their contribution can fit in.

### The East Lancs Mental Health Carers Panel

The East Lancs Mental Health Carers Panel is an active group of mental health carers — carers interested in how services run and with a wish to help them to improve.. The Carers Panel is independent of statutory mental health services. The Panel is supported by Carers Contact (see Map 2) in association with Carers Link; it is specially for carers from Hyndburn, Ribble Valley, Burnley, Pendle, and Rossendale; and it offers a forum for service-providers to meet mental health carers.

If you are a mental health carer, you are welcome to join the Panel. To hear more, call Carers Contact on 01282 704604.

What kinds of things have carers done to influence and improve local mental health services? This "Map" is one example. It was put together by members of the Carers Panel who have worked hard to make it clear and readable. Carers have helped to prepare a training film explaining why "carers assessments" are so vital. Carers have worked with the local Care Trust to help it to show good practice in information sharing. Carers also join others to review the way that mental health services within East Lancashire are planned, provided and commissioned.

Where can carers go to get involved and to try to make a difference?

### East Lancashire Carer Group (Lancashire Care Trust)

The Carers Group in East Lancs is a forum served by the Lancashire Care Trust. It is open to all mental health carers within East Lancashire. The Network takes matters of concern for carers of those who use the Care Trust's services.

To hear more about the Network, contact the Trust on 01772 695300.

### "Lancashire LINK" (Local Involvement Network)

Lancashire County Council (which has a social services responsibility) and the "Patient and Public Involvement" schemes of the various health service Trusts of Lancashire sponsor Local Involvement Networks (known as LINKs). The LINKs are not specifically for carers and not limited to mental health. To hear more, contact the East Lancashire LINK Promotion Office on 01254 300496/300469/300468 or email the LINKs office at lancashirelink@blackhealthagency.org.uk

The Lancashire Care Trust is the NHS provider of specialist mental health services in Lancashire. Its website is at <http://www.lancashirecare.nhs.uk>. See Map 6 for the Trust's Community Mental Health Teams in East Lancs. See Map 2 for the Trust's helpline.

## MAP 5: Coping with the stress of Caring — Special Events, Respite and Counselling

### Counselling Schemes

The caring role can be demanding and carers may sometimes benefit from professional counselling. The following is an example of a local counselling services. For other possibilities, get in touch with your GP or local Community Mental Health Team (see Map 6).

**Freeflow** is a free, confidential and “self-referring” counselling service for women: call 01282 450545. Carers may refer themselves directly to this counselling scheme.

**Maundy Relief** in Accrington offer a free, confidential and professional counselling service as part of Maundy Relief’s response to need and poverty in the community. Call 01254 232328.

### Crossroads

Crossroads is an independent respite scheme, usually offered in the family home. Crossroads have traditionally been little used by “mental health carers” and schemes may need to arrange training for their workforce before respite can be offered. However, the flexibility and “carer-friendliness” of Crossroads has much to offer. Schemes operate in:

Burnley, Pendle and Rossendale (01282 832548)  
Hyndburn (01254 391985) Ribble Valley (01200 422104)

*Payment or social service vouchers are required.*

Other independent providers may also be able to offer respite care. Contact your local Social Services office to ask for a list of possible providers.

### The Carer.

*The demands of caring can be considerable. One way of coping with pressure may be to seek a break. Another option may be to consider counselling. A third is to allow yourself a “treat” or to take up a new interest: something to sustain you. This “map” presents some “Respite” possibilities, mentions counselling services, and suggests where to find special events for carers.*

### Special Events

*Carers sometimes need to treat themselves. Carers Link and Carers Contact organise special events, such as outings, courses or “carefree days” (see Map 2). Carers groups (see Map 3) will sometimes go out for a meal together or may hold special sessions where carers can enjoy aromatherapy or relaxation.*

### Risk assessment

For carers who are worried about leaving those for whom they care, it can sometimes be helpful to talk through the risks involved. Talking to a relative’s Care Co-ordinator from the local Community Team (see Map 6) may help, as may Making Space (see Map 6). Carers often value support as they decide when it is right and sensible to have a “holiday” from their regular contact with the person they care for.

### Respite

Carers sometimes need a break. Due to the special nature of looking after a friend or relative with a mental health problem, getting the right form of respite can be difficult. Special breaks for the carer or the person cared for may be possible. So may getting help at home to support the service user while their carer is away. Residential respite is a possibility — though there are no facilities locally and it may involve a long journey. Respite funded through the Carers Grant may be made as a direct payment to the carer. There are also “Crossroads” schemes in all parts of the area. There may be a charge for respite care.

To consider your options for respite, contact your local Community Mental Health Team — and in particular consult the Care Co-ordinator of the person you care for (if there is one): see Map 6. You may also call Carers Contact or Carers Link (see Map 2) to ask about what is available.

## MAP 6: Community Teams, Family Support, and GPs

### COMMUNITY MENTAL HEALTH TEAMS:

**Community Mental Health Teams** offer health and social care in the community. If the person for whom you care has severe and enduring mental health problems, you may ask for a Carers Assessment. The Team should then consider your own needs as a carer. A Carers Assessment may be the gateway to certain respite services (see Map 5). Any help you receive as a result of the Carers Assessment should be tailored to your own needs.

**Ribble Valley CMHT**, Marsh Way, Clitheroe BB7 2BL  
(01200 420499)

**Hyndburn CMHT**, The Mount, Whalley Rd, Accrington BB5 5DE  
(01254 226935)

**Rossendale CMHT**, Balladen House, Union Road,  
Rawtenstall BB4 6NE (01282 657790)

**Burnley CMHT**, Resource Centre, 164 Gannow Lane,  
Burnley BB12 6QH (01282 657230)

**Pendle CMHT**, Pendle House, Leeds Road, Nelson BB9 9TG  
(01282 657920)

### Family Doctors (General Practitioners or GPs)

Your family doctor can help you with your own health needs as well as treating and referring the person you care for. It is important that carers look after their own health needs. Your GP is likely to know about your family situation.

A list of practices can be obtained at the local library or Citizens Advice Bureau or by searching on [www.nhs.uk](http://www.nhs.uk) (just enter a postcode and click "doctors"). Carers who wish to change their GP should first apply to their chosen practice. If a carer is finding it hard to find a GP, or a new GP, LASCA (NHS) — the Lancashire and South Cumbria Agency — (01772 221444) can make an allocation, but only on a rota basis.

*In this "map" we give details of three services which are found in all parts of East Lancashire. These are:*

- **GP practices**
- **Community Mental Health Teams, and**
- **Family Support projects.**

*Each of these are quite different, but each can offer a special service to you – the carer.*



### FAMILY SUPPORT

**Making Space** runs Family Support projects throughout the area. **Making Space** is an independent charity and works with families to enable carers and the people they care for to gain the support and help they need.

**Making Space** works with carers of people of working age and who have severe and continuing mental health problems.

**Making Space** also supports carers groups in Burnley and Rossendale (see Map 3).

#### **Where can you reach Making Space's Family Support Workers?**

**HYNDBURN and RIBBLE VALLEY:**  
Rock Mount, Pimlico Road,  
Clitheroe BB7 4PZ  
(01200 444338)

**PENDLE:** Stanley Villas,  
63 Albert Road, Colne BB8 0BP  
(01282 657219)

**BURNLEY:** Resource Centre,  
164 Gannow Lane, Burnley BB12 6QH  
(01282 657230)

**ROSSENDALE:** Balladen House,  
Union Road, Rawtenstall BB4 6NE  
(01282 657790)

### The Patient Advice and Liaison Service (PALS)

PALS offers confidential help in quickly resolving problems and concerns with the health service. The PALS officer also offers information about services and the complaints procedure. Telephone 01282 474178 or 07507857345, or email [Parvaiz.Awan@lancashirecare.nhs.uk](mailto:Parvaiz.Awan@lancashirecare.nhs.uk).



**Carers Contact** at Burnley, Pendle and Rossendale CVS  
Reg. Charity No: 1062446  
Company Limited by Guarantee No: 3328219

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Social Services; Carers Link is supported by  
the Princess Royal Trust



in association with  
**Carers Link**  
Reg. Charity  
No: 1088904



Hyndburn and  
Ribble Valley