



East London
NHS Foundation Trust

EAST LONDON FOUNDATION TRUST

Carers' Handbook 2024





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Are You a Carer?

Do you care for a family member or friend who has mental health difficulties?

If you provide help and support to someone with a mental health problem and/or a physical disability or other illness, this caring role indicates you are a carer. The term 'carer' is often used to distinguish between friends and family who provide unpaid care, and paid professionals, such as care workers and people employed by someone with a disability.

Some carers are related to the person they are caring for, others are not. The carer may be looking after a parent, child, partner, grandparent or friend, for example. Some carers live with the cared for person, whilst others live apart.

By using the term 'carer' this can be a gateway to getting help and support you may need to help you continue in your role, or also to withdraw from it if that is what you wish.

ELFT Carers Charter

East London NHS Foundation Trust greatly values the very important work that carers of service users provide and we want to work in partnership with you to help you carry out your role more effectively. We also recognise that, on occasions, you also need support and have a statutory right to an assessment of your needs. We believe that you are a carer if you are providing help

or support to a relative, partner or friend who experiences mental distress, whether you give practical help or provide emotional support. This Charter is based on the National Institute for Mental Health in England's work and details how we aim to work in partnership with you and provide you with support and help.

The Principles Of The Carers Charter Feeds Into The Family And Friends Strategy:

ELFT family and friends strategy

The Strategy recognises the needs of carers of people using our services, including community mental health services, mental health and learning disabilities services, primary care and child and adolescent mental health services (CAMHS), and recognises the unique needs of young carers. Carers and service users are experts in their lived experience and should be seen as partners in the care pathway working alongside professionals to deliver the best outcomes.

This Strategy has been codesigned and co-produced with carers and staff, and provides our services and directorates with five key priority areas which are listed below and will be addressed via detailed local delivery plans currently underway. This strategy describes what we want to do, how we are going to do it, and what carers can expect.

The Five Key Priority Areas

- 1** Improving identification and recognition.
- 2** Staff should be aware of carers and trained to engage with carers effectively.
- 3** Clear pathways to access support for carers and help in a crisis.
- 4** Carer voice and involvement.
- 5** Ensure right support is in place for young carers.

ELFT services in Luton

Contact Details For ELFT Services For Luton Residents

Inpatient Wards For Adults aged 18 - 65

■ Ash Ward, Oakley Court, Angel Close, Luton LU4 9 WT
tel: 01582 498940

■ Willow Ward Oakley Court, Angel Close, Luton LU4 9 WT
tel: 01582 498940

■ Coral Ward, Luton Centre for Mental Health, Off Calnwood Road, Luton, LU4 0FB
tel: 01582 709180

■ Crystal Ward, Luton Centre for Mental Health, Off Calnwood Road, Luton, LU4 0FB
tel: 01582 700343

■ Jade Ward, Luton Centre for Mental Health, Off Calnwood Road, Luton, LU4 0FB
tel: 01582 556975

■ Onyx Ward, Luton Centre for Mental Health, Off Calnwood Road, Luton, LU4 0FB
tel: 01582 657545

Inpatient wards for Older People aged over 65

■ Fountains Court Merton Road, Bedford, MK40 3AF
tel: 01234 310798

■ Poplars Ward, Townsend Court, Mayer Way, Houghton Regis, LU5 5BF
tel: 01582 656523

■ Townsend Court, Mayer Way, Houghton Regis LU5 5BF
tel: 01582 707584

Cedar House – inpatient rehabilitation unit.

■ Bedford Health Village, 3 Kimbolton Road, Bedford MK40 2NT.

tel: 01234 310328

Community Mental Health Teams (CMHTs)

■ Luton North Hub - tel: 01525 638400

■ Luton South Hub - tel: 01525 638392

Luton Older People's CMHT

■ 2 The Bungalows, Beech Close, Dunstable, LU6 3SD
: 01582 656529
tel

South Bedfordshire CMHTs (For patients registered with a GP in South Bedfordshire)

■ Dunstable Community Mental Health Services, Grove View Integrated Mental Health Hub, 3rd Floor, Court Drive, LU5 4JD
tel: 01582 709200

■ Older People CMHT, 2 The Bungalows, Beech Close, Dunstable, LU6 3SD,
tel: 01582 657588

Specialist Services:

Bedfordshire and Luton Complex Needs Service

This is a community based service for people with complex emotional needs associated with a diagnosis of 'personality disorder'.

Mountbatten House,
56 High Street South,
Dunstable, LU6 3HD

tel: 01582 293000

A carer education and support programme is provided for the carers of people using this services.

Early Intervention Service

This specialist service works with people aged 14 – 64 inclusive who are experiencing their first episode of psychosis, no matter what the cause of symptoms, whether it is drug induced or related to a bipolar disorder or a primary psychotic illness. This intensive service is available to people with psychosis and their carers for a maximum of 3 years. Twinwoods Health Resource Centre, Milton Road, Clapham, Bedfordshire, MK41 6AT **tel:** 01234 315690

Learning Disabilities Intensive Support Team

24 hour crisis service and community based services to people age over 18 with a learning disability who have a mental health crisis requiring urgent assessment and treatment.

Twinwoods Health Resource Centre, Milton Road, Bedfordshire, MK41 6AT

tel: 01234 310538

Liaison and Diversion Service

Working in police custody suites and magistrates courts to offer a screening and triage service to vulnerable adults going through the criminal justice process.

Charter House,
Alma Street,
Luton, LU1 2PJ

tel: 01582 558881

Luton Memory Assessment Service (MAS)

Aims to meet the needs of people who are concerned they have a memory problem.

2 The Bungalows,
Beech Close,
Dunstable, LU6 3SD

tel: 01582 707555

Mental Health Act 1983

What Is The Mental Health Act?

The Mental Health Act is a law within this country that allows NHS staff to admit, detain and treat people suffering from a mental health problem. This is for their safety and that of others. This is done on a case by case basis and is called a section. Anyone who has been admitted and detained under the Mental Health Act has the right to appeal against detention to a tribunal during the first 14 days that they are detained. They have the right to ask for an independent mental health advocate who can help them with this. They will have their rights explained to them on admission.

What happens when somebody is detained under the Mental health Act?

Section 2: Allows a person who is at risk of harm to self or others to be detained for up to 28 days. During this time their mental health disorder will be assessed and treatment may be

given. **Section 3:** Allows a person who is at risk of harm to self or others to be detained for up to 6 months.

Section 136: This section enables a police officer to remove a person from a public place and take them to a designated place of safety, which may be a police station, a hospital or other suitable place.

Other Provisions Of The Mental Health Act

Section 117 if someone has been detained on section 3 of the Mental Health Act, any identified social care needs will be provided by the local authority at no cost. This is subject to annual review.

Nearest Relative - The nearest relative is a family member who has certain responsibilities and powers if you are detained in hospital under the Mental Health Act. These include the right to information and to discharge in some situations. The law sets out a list to decide who will be your nearest relative.

Carer's Assessment

Under section 10 of The Care Act 2014, carers have the right to have a carer's assessment. This is an opportunity to look at your needs as a carer and to see what services could be available to help you in your role. You may be offered an assessment, or you can request one by asking the care co-ordinator, named nurse or other professional who supports the person you are caring for. You can ask for an assessment even if the person you care for is refusing services. The assessment is an opportunity for you to discuss with the worker the nature of the care you provide, and the impact this has on you, including your emotional and physical health and wellbeing, your finances, work or study and other relationships. You will then have an opportunity to consider what you need to support your wellbeing. Services you may be offered include support to give you a break, emotional support, help with household tasks and help to get back to work or study. **The following organisations provide further information about carers' assessments:**

https://m.luton.gov.uk/Page/Show/Health_and_social_care/adult_social_care/I%20care%20for%20someone/Pages/default.aspx

<https://www.rethink.org/advice-and-information/carers-hub/carers-assessment-under-the-care-act-2014/>

<https://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/carers-assessments/>

Tell your GP You Are a Carer

All surgeries have a Carers Register, and you can ask to go on this. The benefits of registering include:

■ It is helpful for your GP to know about any extra pressures you are facing that might have an impact on your physical health or emotional wellbeing. ■ GP being understanding about the possible need for more flexible appointment times. ■ Carers are offered a flu jab each year. Below are some links to resources you may find useful to support you in supporting your own wellbeing.

https://www.mindfulpath.com.au/application/files/4515/8881/6846/Compassionate_mind_training_and_the_three_flow_of_compassion.pdf <https://ppss-static.cumbria.nhs.uk/files/patient-resources/Worksheet-5.3-Threat-drive-soothe-system.pdf>

Sharing Information With Carers

We understand that it can feel frustrating to be excluded from discussions about the care of a loved one. Under these circumstances, we will continue to listen to and, wherever possible, act on your concerns. We can offer advice on where to get additional help and support, such as local carers groups.

Questions About Medication

Carers that have patients on the ward can contact the ward pharmacist. The best way for them to speak to a member of the pharmacy team would be to contact the ward who will inform pharmacy team of this request.

Within the community teams Paul Carton paul.carton@nhs.net can be contacted. She currently carries out this work across Luton. You may also find this website helpful for any queries about medication. <https://www.choiceandmedication.org/florid-eastlondon>

Welfare Benefits For Carers

Carer's Allowance is a taxable benefit to help people who look after someone who is ill or disabled. From April 2024 this is £81.90. The following conditions apply:

- You must be aged over 16
- You must spend at least 35 hours per week caring for the ill or disabled person
- The person you care for must receive a qualifying disability benefit (currently Disability Living Allowance at the middle or higher rate for personal care, Personal Independent Payment or Attendance Allowance)
- Your earnings are £139 or less a week after tax, National Insurance and expenses
- You must not be in fulltime education (21 hours or more of supervised study)
- You are not subject to immigration control

For each week you get Carer's Allowance you'll automatically get National Insurance credits. You may also be able to apply for:

- a Council Tax Reduction
- Universal Credit if you're on a low income or out of work
- Pension Credit if you're over working age
- grants and bursaries to help pay for courses and training
- Income Support (if you get the severe disability premium and you're on a low income)
- income-based Employment and Support Allowance (if you get the severe disability premium and you cannot work)

For more information go to: <https://www.gov.uk/browse/benefits/help-for-carers>



Advice

There are several places that you can get advice. The services offer confidential advice and support to you and can help you navigate through the systems of the NHS.

PALS (Patient Advice and Liaison Service)

Telephone: 0800 7834839

Email: elft.pals@nhs.net

Advocacy:

The Care Act 2014 introduced a duty on local authorities to involve people as much as possible when their care and support is being assessed or

reviewed or when they may be subject to safeguarding concerns. This duty includes arranging for an independent advocate when the person needs help to be involved in the process and has no one suitable to help them. This includes when the local authority is carrying out a carer's assessment or a young carer's assessment

Pohwer Advocacy

Telephone: 0300 456 2370

Email: pohwer@pohwer.net

Website:

<https://www.pohwer.net/luton>

Complaints

We encourage you to raise any concerns about the services provided by this Trust as soon as possible with those responsible for the treatment of your loved one, and to speak with the Patient Advisory and Liaison Service indicated above.

However if you feel the issue cannot be resolved or you feel it is of a serious nature you may wish to make a formal complaint. A member of the care team can provide you with a complaint form. The form has a pre-paid envelope addressed to the complaints department.

You can also make a complaint via telephone on 0800 085 8354.

More information is available about this at www.elft.nhs.uk

Feedback

We welcome any feedback about your experience; please use one of the following links to complete and submit the form: <http://tinyurl.com/bdehkdez>



Organisations offering support, information, advice and training for unpaid carers in Luton

Organisation	Activity	Who is it for	Where and when	Contact details
Alzheimers Society	Information and advice concerning dementia			T 01582 320334 E luton@alzheimers.org.uk
Alzheimers Society	Carers Information and Support Programme	Information sessions for carers of people with dementia	Held at various venues and online	To sign up, call Alzheimer's Society T 01582 320224 E luton@alzheimers.org.uk
Carers Central	Practical Advice and information and emotional support	For all carers living or caring for someone in Luton	Various	T 0300 303 0201 E carerscentral@drc.beds.org.uk
Carers Central	Advice and information	Unpaid Carers	Mon Wed Thur Fri Tues 10am – 4pm	T 0300 303 0201 E carerscentral@drc.beds.org.uk
Carers Central	Afternoon coffee		Luton Central Library 2nd and 4th Tues and Thurs every month	T 0300 303 0201 E carerscentral@drc.beds.org.uk
Carers Central	Online coffee morning		Online Monday 10am – 7pm	T 0300 303 0201 E carerscentral@drc.beds.org.uk
Carers Central	Coffee morning		Leagrave Library 3rd Wed of month 2pm - 4pm	T 0300 303 0201 E carerscentral@drc.beds.org.uk
Carers Central	Coffee Morning		Stopsley Library 2nd Tues of month 10:30am - 12pm	T 0300 303 0201 E carerscentral@drc.beds.org.uk
Carers Central with Luton and Dunstable Hospital	Carers Support		Carers Lounge, L&D hospital Tuesday Wednesday 9:30am - 12pm	T 0300 303 0201 E carerscentral@drc.beds.org.uk
Luton Council Directory	Directory of information – Carers Page		9:30am - 12pm	https://directory.luton.gov.uk/kb5/luton/directory/directory.page?directorychannel=9

Organisation	Activity	Who is it for	Where and when	Contact details
ELFT Bedfordshire and Luton Recovery College	Courses and workshops focusing on mental health wellbeing and recovery, delivered by people with lived or professional experience	Any adult who lives or works in Bedfordshire or Luton	Various venues throughout Bedfordshire and Luton varies 10am – 2pm	Summer 2023 Prospectus: https://www.elft.nhs.uk/services/bedfordshire-and-luton-recovery-college?gclid=EAlaIqobChMlu77k48-N_IVye3tCh3sOw7rEAAYASAAEgJ21_D_BwE E elft.recoverycollege@nhs.net
ELFT Bedfordshire and Luton Recovery College with Total Wellbeing	Caring for a Loved One		Luton Central Library, 2nd Floor/Online Tuesday 13 June 12:00pm - 1:30pm 10am - 4pm	
ELFT Complex Needs Service Bedfordshire (CEN)	For people who have loved ones with complex emotional needs associated with a diagnosis of 'personality disorder'	Where either the carer or loved on lives in Bedfordshire or Luton. The cared for person does not have to be in the CEN service	Central venue via a hybrid of online and face-to-face We meet once a month for 1.5 hours	Contact facilitator Annette Duff on: 01582 293000 E elt-tr.complex.needs@nhs.net
Royal College of Psychiatrists	Information for carers	Carers		https://www.rcpsych.ac.uk/mental-health/treatments-and-wellbeing/caring-for-someone-with-a-mental-illness
Total Wellbeing	Cognitive Behavioural Therapy	For people living in Luton who want to improve their physical and emotional health	Online and face to face	T 0300 555 4152 E info@totalwellbeingluton.org W https://www.totalwellbeingluton.org/home
Resolutions/ Care Grow Live	Support for carers of people with drug or alcohol dependency	The person who is using drugs or alcohol doesn't need to be in treatment with the service. We offer 1-to-1 sessions		T 0800 0546 603 W https://www.changegrowlive.org/resolutions-drug-alcohol-service-luton/family-friends-carers
Carers Eating Disorder Association (CEDA)	Support for carers of people with an eating disorder		Regular meetings providing support	c/o Disability Resource Centre T 01582 470 900 E info@drcbeds.org.uk

Organisation	Activity	Who is it for	Where and when	Contact details
ELFT Patient Advice and Liaison (PALS)	Advice and support for any worries or concerns Liaison with ELFT staff and managers to negotiate solutions to problems or questions	For patients, relatives and carers		T 0800 013 1223 E PALS @elft.nhs.uk www.elft.nhs.uk
Caraline	Support for carers of people with an eating disorder		Support group	T 01582 457474
Healthwatch Luton	An independent watchdog for health and social care		Meetings at Marsh Farm Futures House, The Moakes, LU3 3QB Online feedback and monthly drop in Last Tuesday of month 11am - 2pm	www.healthwatchluton.co.uk
Powher Advocacy	Independent advocacy for carers who need support to be involved in the assessment			https://www.powher.net/care-act-advocacy
Carers UK	National Helpline and website			https://directory.luton.gov.uk/kb5/luton/directory/service.page?id=L2eUgHwIGLI
Care Opinion	Share your experience of NHS services and see other people's stories. You can see how stories are leading to change.	ELFT has signed up to this forum with a view to improving services for patients and carers	Online	https://www.careopinion.org.uk
CHUMS Luton and Bedfordshire – Young Carers Service	Support for children and young people aged 5-25 in Luton who have a practical caring role.		School sessions, drop ins, trips and activities	https://chums.uk.com/young-carers/
Carers UK	National Helpline and website			https://directory.luton.gov.uk/kb5/luton/directory/service.page?id=L2eUgHwIGLI

Getting Involved

People Participation

People Participation - for those who are not familiar with this term means working together with the people who use our services and those who care for them (carers).

East London NHS Foundation Trust (ELFT) has a People Participation team devoted to supporting service users and carers to become involved in all aspects of our work, in whichever way suits them. With Staff, Carers and Service Users working together on projects, interview panels and a whole range of meetings we can create the kinds of services we want and need. We are looking for Carers who support a friend, family or loved one who accesses ELFT services to help shape and improve all areas of our Trust through collaboration and co-production.

There are many activities that Carers can get involved in, some of these are listed below.

- Quality Improvement(QI) projects
- Interview Panels
- Staff Training
- Service User Accreditation Assessments
- CQC Peer review Inspections

This is not just about giving feedback, it is about getting involved. We can continue to improve services and experiences for both carers and service users.

If you are interested in joining please email **elft.peopleparticipation@nhs.net** and you will be connected you with a People Participation Lead. When getting in contact, do please let us know which service is supporting your loved one.

Healthwatch

Healthwatch is your health and social care champion. If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about your experiences. As an independent statutory body, we have the power to make sure NHS leaders and other decision makers listen to your feedback and improve standards of care.

A poster for Healthwatch Luton's 'Drop in service'. The background is dark teal. At the top right is the Healthwatch Luton logo, with 'healthwatch' in white and 'Luton' in a smaller font below it. The title 'Drop in service' is in large, bold, white text. Below the title, two paragraphs of white text provide information about the service. At the bottom, a pink and green curved graphic separates the session details from the rest of the poster. The session details are in white text.

healthwatch
Luton

Drop in service

Do you have a health and social care concern? Not sure where to turn?

Join us at our monthly drop in sessions, where we can provide information and/or signposting support for your concerns.

Join our next session:
Every last Tuesday of the month
11am– 2pm
Marsh Farm Futures House, The
Moakes, Luton LU3 3QB

Help in a Crisis

Luton and South Bedfordshire Crisis Team

The Crisis Resolution/Home Treatment (CRHT) teams work with a group of patients, who, without this support, would need to be admitted to hospital, or who cannot be discharged from hospital without intensive support. The service enables patients who are in crisis, and not able to function at their normal level, to be supported in their own homes.

Call NHS on 111 (option 2) as the first point of contact if experiencing a mental health crisis. Support is available 24/7.

Recovery Lounge (Bedfordshire and Luton)

Mind BLMK provides a recovery lounge in Bedfordshire and Luton for the Trust.

The recovery lounge provides support and a safe place for anyone experiencing a mental health crisis and their carers. It offers free help and advice for anyone 18 or older. Each site is open on their dedicated day, 5-11pm every day of the week, 365 days of the year.

Monday, Tuesday	The Lighthouse, Whichellos Wharf, The Elms, Stoke Road, Leighton Buzzard LU7 2TD
Wednesday	Luton Wellbeing Centre, Dumfries Street, Chapel Langley, Luton LU1 5BP
Thursday	Bedford Wellbeing Centre, 3A Woburn Road, Bedford MK40 1EG
Friday	The Lawns Mental Health Resource Centre, The Baulk, Biggleswade SG18 0PT
Saturday	Luton Wellbeing Centre, Dumfries Street, Chapel Langley, Luton LU1 5BP
Sunday	Florence Ball House, Kimbolton Road, Bedford MK40 2PU





We care
We respect
We are inclusive



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