



**Greater Manchester  
Mental Health**  
NHS Foundation Trust

## Looking after someone

Information for carers, family and friends of service users



Improving Lives

# Am I a carer?

For many people, caring for a family member or friend does not have a name. It is just something you do. Throughout this leaflet, when talking about 'carers', we are referring to supportive family members and friends.

A carer is a person who provides unpaid practical or emotional support to someone with a disability, addiction or illness.

The person you look after may be a relative, partner, friend or neighbour. A carer may be of any age and may be a young person providing assistance to a parent or another person.

## Young carers

A young carer is someone aged 18 or under who looks after someone.

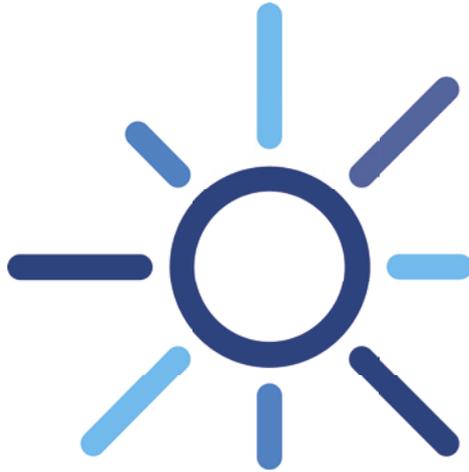
The caring they carry out may include: staying home for emotional support; helping someone get up and dressed; household chores like shopping, cleaning and cooking; looking after a brother or sister.

## Caring for yourself

Caring can be rewarding, but it can also be exhausting. Helping someone you care for can make great demands on your time, health and wellbeing.

Getting the right support as soon as you start caring can make a big difference. We will link you to a network of support services. However, if you feel that caring is impacting on your health, please contact your GP and register with your GP practice.

As a carer you will be entitled to a free flu jab.



## Assessment of your needs as a carer

A carer's assessment is a way for our staff to find out what your experience of caring is and to see whether there is any support available to enable you to continue providing care.

A carer's assessment is an opportunity to look at your needs, which includes covering areas such as:

- Health and wellbeing
- Relationships and social support
- Living conditions
- Finances
- Occupation and daily living
- Other practical problems

Many carers find it difficult to talk about their experience and the problems that they may encounter, but our staff are trained to engage and involve you as much as possible in your family member or friend's care plan, and recognise the need for you to be supported.

# Training

If you would like to learn more about mental health, substance misuse problems or dementia, or learn more about the support available, we offer free courses for the family, friends and carers of our service users.

Our Recovery Academy provides a range of educational courses that aim to support people with their recovery and promote good health and wellbeing. The courses are useful if you are looking to increase your knowledge and understanding of mental health, improve your wellbeing, or simply want to meet new people while learning something new.

Courses vary in length from one-off workshops to those that take place consistently over a number of weeks. The courses currently available come under seven categories: Lived Experience, Psychological Therapies and Recovery, Spirituality and Recovery, Creativity and Recovery, Taking Back Control, Developing Knowledge and Life Skills, and Getting Involved with the Academy.

The Recovery Academy's '**Health and Wellbeing for Carers**' course has been developed by a number of GMMH carers and will help you to learn new skills or improve your existing knowledge to help make life as a carer easier.

For further information, please contact our Recovery Academy on **0161 358 1771**. You could also email [recoveryacademy@gmmh.nhs.uk](mailto:recoveryacademy@gmmh.nhs.uk) or visit our website at [www.gmmh.nhs.uk/recovery](http://www.gmmh.nhs.uk/recovery).

# Confidentiality

The Trust has a duty to keep client information safe and confidential. We can only discuss information specific to your relative or friend with their permission.

This may mean that at times our staff are unable to give you specific information. However, we may discuss general terms around your relatives or friends circumstances without giving specifics and we invite you to share anything you feel is important with us.

For more in-depth information, please speak to staff and/or you can request a copy of our 'Carer and Confidentiality Guide'.

If your loved one refuses information sharing with you, you can still expect our staff to listen to you and your thoughts. As a carer, your insight into the mental health of your relative or friend is unique and will help our staff provide the best care possible.



# Useful organisations

There are a range of national organisations that can provide help:

For specific information regarding the ward, please speak to a member of staff. There is a Carers Champion on each ward.

For information on carer services in your area, please visit [www.nhs.uk/conditions/social-care-and-support-guide/Pages/what-is-social-care.aspx](http://www.nhs.uk/conditions/social-care-and-support-guide/Pages/what-is-social-care.aspx).

For further information on local carer services, or for carers' assessments, please contact your local authority.

Our services have good links with Carers Centres in Bolton, Manchester, Salford and Trafford. Please speak to staff for contact details if you would find it useful.

For benefits advice, please contact your local Welfare Rights office.



## Complaints, compliments and suggestions

The Customer Care Team provides information, advice and support to service users, family and carers. If you have any comments, improvements or complaints, please contact our Customer Care Team.

### Customer Care Team Manager

Greater Manchester Mental Health NHS Foundation Trust  
Trust HQ  
Bury New Road  
Prestwich  
Manchester  
M25 3BL

**Freephone:** 0800 587 4793

**Telephone:** 0161 358 0600

**SMS text number:** 07500 224 186

**Email:** [customercare@gmmh.nhs.uk](mailto:customercare@gmmh.nhs.uk)

## Contact us

### Carer Lead

Greater Manchester Mental Health NHS Foundation Trust  
Trust HQ  
Bury New Road  
Prestwich  
Manchester  
M25 3BL

**Telephone:** 0161 357 1246

**Email:** [carers@gmmh.nhs.uk](mailto:carers@gmmh.nhs.uk)

GMMH has a dedicated Carer Lead. Please contact Neil Grace at [neil.grace@gmmh.nhs.uk](mailto:neil.grace@gmmh.nhs.uk) or phone 0161 357 1246 for information on how you can feedback on being a carer of a service user.

Further information can be found at [www.gmmh.nhs.uk/carers-information](http://www.gmmh.nhs.uk/carers-information). Our website is available in other languages via Google Translate at the bottom of each page.

**This information can be provided in different languages, Braille, large print, interpretations, text only and audio formats on request.**

**Tel: 0161 358 1644**

**Email: [communications@gmmh.nhs.uk](mailto:communications@gmmh.nhs.uk).**

**For further information, visit:**



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



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