

## Friends and Family Test - MHCIT



## Resources for Carers



INFORMATION &  
RESOURCES FOR  
CARERS.

MENTAL HEALTH CRISIS  
INTERVENTION TEAM.

Please choose either of the first two options. (RR001 or RR002 )

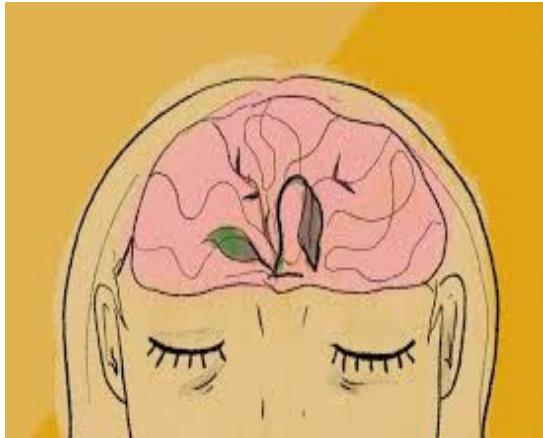
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Carers'  
Information  
& Support  
Service



YOU ARE A CARER IF YOU PROVIDE UNPAID SUPPORT AND CARE FOR SOMEONE WHO HAS AN ILLNESS, DISABILITY, MENTAL HEALTH PROBLEM OR ADDICTION.



## Useful Contacts for Carers

**Mental Health Advice and Support Line:**

0800 138 0990

**Carer's Information and Support Service (Hull):**

[chcp.carersinfo@nhs.net](mailto:chcp.carersinfo@nhs.net)

01482 222 220

**East Riding Council Carer's Support Service:** [ERcarers@eastriding.gov.uk](mailto:ERcarers@eastriding.gov.uk)

[ERcarers@eastriding.gov.uk](mailto:ERcarers@eastriding.gov.uk)

0800 917 6844

**Hull and East Yorkshire Mind:** [info@heywind.org.uk](mailto:info@heywind.org.uk)

01482 240 200

Heymind.org

**Carers Trust (online):**

Carers.org

**Carers UK**

0808 808 7777

Carersuk.org

**Citizens Advice**

0808 223 1133

**Samaritans:** [www.samaritans.org](http://www.samaritans.org)

116 123

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

01482 617940

[Live Well Hull – Live Well Hull](http://www.humber.nhs.uk) is a one stop information, advice and support website for adults of all ages.

If you would like to access this booklet in read a loud or different translation please go to: [www.humber.nhs.uk](http://www.humber.nhs.uk)

# Contents

Caring for our loved ones can express the best of who we are, and can take a relationship to a profound new level. It can also push us to the brink through financial, emotional and practical strain. Illness can cast aside the best-laid plans and make relationships feel utterly different. When there is a way for us to talk honestly and find help when we need it.

After the diagnosis, I was consumed with the thought that I could have done more. Why didn't I recognise the signs? I now accept that what has happened isn't anyone's fault. So now I don't say I feel guilty, I say I feel sad – an easier emotion to cope with."

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## About our services

We are a leading provider of integrated health care services across Hull, the East Riding of Yorkshire, Whitby, Scarborough, and Ryedale. Our wide range of health and social care services serve a population of 765,000 people, of all ages, across an area of over 4,700 square kilometres.

Our services include a variety of community and inpatient mental health services, learning disability services, healthy lifestyle support and addictions services. We also deliver specialist services for children, including mental health services, physiotherapy, and speech and language therapy. Our specialist services, such as forensic and our Children and Adolescent Mental Health inpatient unit, Inspire, support patients across the country. We also run Whitby Hospital, a community hospital providing inpatient, outpatient and community services, and eight GP practices.

## Mental Health Crisis Intervention Team

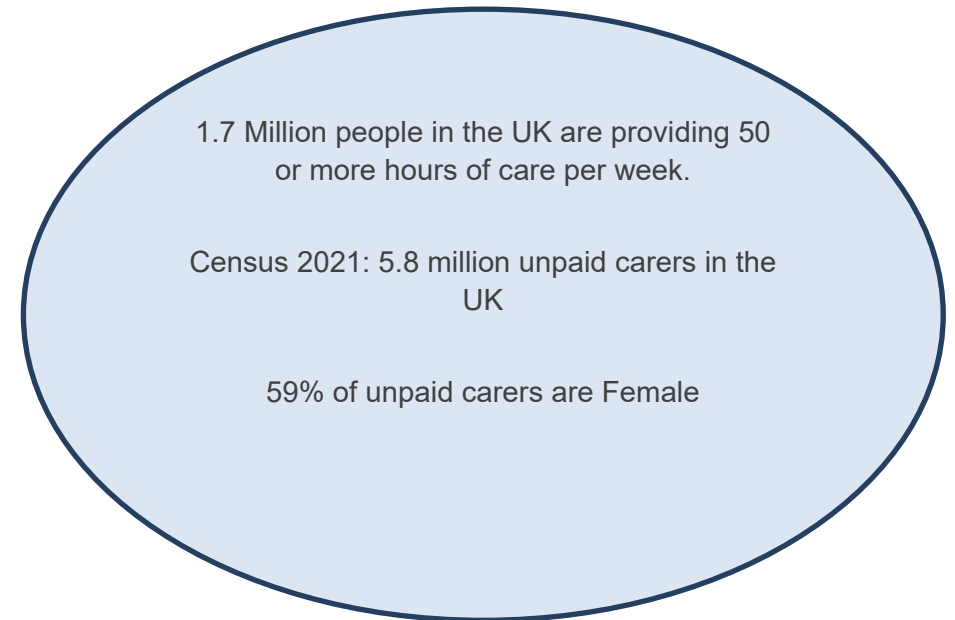
The Mental Health Crisis Intervention Team (MHCIT) is a multi-disciplinary team of mental health professionals providing a 24 hour, 7 day per week service to people experiencing an acute mental health crisis, for individuals (and their families/carers) who are registered with a Hull or East Riding GP. MHCIT work alongside the Mental Health Advise and Support Team (MHASt) which offers 24/7 access for mental health support.

## Mental Health Advice and Support Line (24/7)

**Freephone: 0800 138 0990**

The Mental Health Advice and Support Line is available 24 hours a day for anyone in in the Hull and East Riding of Yorkshire area who requires information, advice and support with their mental health.

You can also contact this line if you are worried about family or friends who may be struggling with their mental health. If you experiencing an emergency, or feel that you, or somebody else is at risk of suicide or self harm, please contact **NHS 111** or **999** for emergency services.



When we're looking after someone, it's important to accept that guilt is normal and that we only feel it because we care. Being able to talk to people who understand what we're going through and how we feel can help us handle our feelings of guilt better.

## Health Care Assistants & Support Workers

The Health Care Assistants and Support Workers will contribute to the substantial care delivery of health care interventions. Forming trusting & therapeutic relationships with patients is central to this role, as well this being a key intervention. The role includes having an in depth understanding of physical health monitoring skills and recording of such observations, with the duty of escalation to senior clinicians where required . The Health Care Assistants and Support Workers contribute to daily team discussion, provide the face to face and telephone interventions and support joint working practices and stabilisation work for patients and carers as identified within the persons individual care plan.

### Administration team

Support the MHCIT in the pathway process of making referrals to both internal and external services alongside supporting colleagues on a daily basis

### information Sharing

Consent is central to care and treatments in health and social care, from the decision to have access MHCIT. Seeking consent is also a matter of common courtesy between all care providers and patients. Seeking consent is also an integral part of all professional codes of practice for all clinicians, and the safeguarding of adults and children within our care is reviewed at all stages of the care process.

When a patient is supported by MHCIT they are asked if they consent for information to be shared with anybody and to specify who information can be shared with. If the patient does not agree to share information, the health care professionals are only able to share very basic information and no details with regards to their care. Consent will be revisited regularly throughout the care process. It is important to emphasise, if a patient does not consent to share information, friends or relatives can share information about the patient as this may help to contribute towards their care and treatment plan and allow professionals to gather more information to contribute towards their care.

### Who is considered to be a carer?

A carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid. This is inclusive of both adult and young carers.

### Carers Assessment

You can request a carers assessment from any of the team at Mental Health Crisis Intervention Team ( MHCIT ) The carers assessment outlines what sort of help that you need and how this can be addressed. The care available to you will also depend on your locality, which is something that can be addressed when you are completing your carers assessment.

### Mental Health Crisis Intervention Team

We provide crisis interventions through telephone support, triage and assessments, plus intensive community-based treatment via the Home Treatment Team. Assessments and interventions can take place virtually via phone and video call, or in an appropriate community setting such as an NHS site, or an individual's own home. The team focuses on immediate risk management and rapid stabilisation of a person's mental health and provides a short period of care to help manage the person's crisis. We work with individuals and their family or carers to help resolve the individual's current mental health crisis and to assist with the process of recovery. If the individual is considered to lack the ability to make an informed choice and/or there are concerns about their safety and risk, team members may request an assessment under the Mental Health Act 2007.

The team works to provide people with safety, recovery and social inclusion, and adheres to the principles of honesty, openness and integrity. The service user's experience should be central to the workings of mental health services and the team provides personalised care that recognises each person's unique path to recovery.

## Mental Health Crisis Intervention Team

MHCIT form an integral part of the Care Services that are integrated within Mental Health Acute Care. These include Mental Health Liaison Services. MHCIT also have strong links and networks with Inpatient Services, Community Services, Police, Addiction services, GP surgeries and Social care services. This integrated approach aims to ensure a comprehensive and seamless service to users and their carers during periods of mental health crisis and:

- To support an individual through a mental health crisis to aid their personal recovery. MHCIT will provide individuals with safe, effective, compassionate, high quality care throughout the duration of their input.
- To provide timely, responsive triage, assessment, intensive home-based treatment and alternatives to admission, to service users and their carers.

Key Objectives.

- Our commitment is to ensure that MHCIT is delivered in a person-centred, compassionate, and supportive way, promoting safety and wellbeing at the forefront. The MHCIT aims to be needs led, responsive and delivered in a way that empowers people to build on their strengths, promotes recovery, supports families and carers, and ensures equality and fairness for all.

MHCIT work alongside the Mental Health Advice and Support Team (MHAST) which gives 24/7 easily accessible, timely and appropriate support; which is essential for ensuring the best outcomes for people with mental health problems.

## Mental Health Crisis Intervention Team roles:

### Medical

The Psychiatrist based within MHCIT offers the medical overview within the care process in MHCIT. The Psychiatrist is involved with daily team meetings, and contributes to these from a medical perspective, around issues of care and medication. The Psychiatrist can link to the patient's family GP, and face to face review of patient care and medication review can also be provided.

### Clinical Leads

The Clinical Leads within the MHCIT oversee the overall service provided by MHCIT. This is a senior and experienced role that provides clinical guidance for the clinical team and also help with promoting the carer role and ensuring the team address carers needs as a matter of priority in the care process.

### Specialist Registered Nurses & Registered Nursing Associates

Mental health Nursing staff offer interventions that encompass all aspects of health, not just mental health. Nurses understand how mental health crisis can impact upon individuals, their families and carers. Nurses offer creative clinical approaches to mental health crisis stabilisation and design care plans which are aimed at individual need. Alongside other team members, Nurses recognise the important role that family and carers play in the recovery process from a health perspective.

### Specialist Registered Social Workers

The Specialist Social Workers within MHCIT enable patients, families and carers to access statutory welfare advice and services available to them. Assessment for patients, carers and families is a central role in care provision. Social Workers also take a lead role in safeguarding matters, housing and homelessness issues by having links to housing services. The aim of the Social worker is improving quality of life by working through the crisis period, and providing practical solutions to social welfare issues affecting a person's mental wellbeing.

### Occupational therapy

Occupational therapy team work with MHCIT to support people to restore and or develop skills who require a period of intensive interventions to support recovery.