

When somebody experiences a mental health problem it can have a huge impact on that person and the people who support them. It can be an extremely stressful and difficult time for everybody involved, and the illness can be very different for each individual. At times it can be hard to understand what is happening and this can be frustrating and make people feel very anxious and worried.

**Listed on the following pages are the organisations that may be able to offer advice and support to carers of people who are experiencing mental health problems and the people they support.**

### **Trafford Mental Health and Social Care Community Services**

These services offer a wide range of help and support to people experiencing mental health difficulties. Within these community services there are a wide range of experienced mental health practitioners.

### **Community Mental Health Teams (CMHT)**

There are five Community Mental Health Teams in Trafford, each CMHT is made up of a team of community-based mental health workers which includes:

- **Community Psychiatric Nurses**, these are qualified nurses who will provide care in the community.
- **Social Workers**, including Approved Social Workers whose role is to assess people for hospital admission.
- **Support workers**
- **Psychiatrists**
- **Occupational Therapists**
- **Care co-ordinator or key worker**, this is the member of the team who will co-ordinate the package of care for the service user and be the main contact for them, carers and other professionals.

Most referrals come from GPs but they do accept referrals from other sources such as Social Services and other health care teams.

Once referred, a member of the team meets the person experiencing difficulties to undertake an assessment. The



patient's assessment and needs will then be discussed and a decision taken about the eligibility for the service. If it is felt that the service is appropriate the patient is then allocated a Care Co-ordinator who will complete a plan with them that will meet their identified needs. This is called a care plan.

### **The Crisis Resolution and Home Treatment Team (CRHTT)**

This team aims to provide a high level of support and treatment to people experiencing acute mental health problems in their own homes, as an alternative to hospital admission.

The team is made up of mental health nurses, social workers and support workers. They will normally work with people for up to six weeks to help them through the crisis.

As well as providing intensive assessment, interventions and support to the person in the early stages of the crisis, they will also work closely with family and carers (with the person's agreement). If the person has ongoing support from a Community Mental Health Team, then his/her care coordinator will be involved in all discussions regarding support plans and progress.

### **The Assertive Outreach Team**

The Assertive Outreach Team provides multidisciplinary assessment and treatment to service users with complex needs who may be difficult to engage with. They also provide a service to carers offering assessment and intervention.

### **Early Intervention Team**

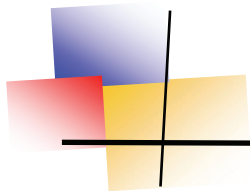
Tel: **0161 747 1373**

This team provides early intervention into psychosis, in order to treat the illness in its very early stages.

### **The Moorside Unit**

The Moorside Unit is based at Trafford General Hospital and provides a 24-hour in-patient mental health assessment and/or treatment to adults who are Trafford residents and where home treatment is not appropriate.

The purpose of the admission is to enable the multi-disciplinary team, to conduct a thorough assessment of the



individual's mental state, develop an appropriate care plan and commence treatment. The multi-disciplinary team should include the service user, and if appropriate the carer, in devising an appropriate treatment plan.

Admissions are made on either a voluntary or compulsory basis using the formal detention process under the Mental Health Act 1983.

For more information on the Mental Health Act please see our Legal Advice and Rights booklet.

### What to do in an Emergency

If the person you are caring for is an existing patient of Greater Manchester West Mental Health NHS Foundation Trust's services, and his/her condition deteriorates, you can contact the care co-ordinator if it is during working hours. If it is outside normal working hours, you can contact the crisis line on **0800 028 8000** - this is the Trust's out-of-hours crisis and home treatment service. The crisis line operates:

Monday to Friday: 5.00pm-9.00am Saturday,

Sunday and bank holidays: 24 hours a day.

Other options available are:

- To contact the person's GP
- Take the person to the accident and emergency department
- Ring NHS Direct on **0845 4647** for telephone support and advice

In an emergency where you feel the individual may be a danger to themselves or another person, contact the emergency services.

### Confidentiality and Information sharing

Issues of confidentiality and information sharing between mental health professionals can be complex and can often lead to carers feeling excluded from decisions concerning the person they care for. The Princess Royal Trust, together with the Royal College of Psychiatrists, have produced an information sheet *Carers and confidentiality*. Contact the Royal College of Psychiatrists on:

**0207 235 2351** or view online at:

**[www.rcpsych.ac.uk/PDF/carersand confidentiality.pdf](http://www.rcpsych.ac.uk/PDF/carersand%20confidentiality.pdf)**



### **Trafford Caring for Carers Mental Health Team (TCCP)**

Tel: **0161 746 3941**  
Monday to Friday: 9.30am-3.00pm  
(Urdu/Punjabi speaker available on Friday)

This is a support network for carers of people experiencing mental health difficulties. They offer support, guidance and a listening ear, as well as mental health caseworkers who can support the carer throughout this period.

### **Trafford Carers Centre Helpline**

Tel: **0161 848 2400**  
Monday, Wednesday and Friday: 9.30am-4.30pm.  
Tuesday and Thursday: 9.30am-8.00pm.

The Helpline offers information and emotional support to carers.

### **Making Space**

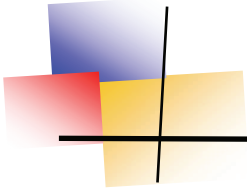
Lyne House, 46 Allen Street, Warrington, Cheshire  
WA2 7JB  
Tel: **01925 571680**

This is a national mental health charity dedicated to helping people affected by mental health and their carers.

They offer:

- Membership £8 per year or £100 for life
- Family support workers to support the carer
- Befriending schemes
- 4 day centres offering a wide range of activities, outings, events and services
- Residential and nursing homes
- An independent hospital
- 50 supported housing schemes
- Work space - to build up confidence and learn new skills
- A range of holidays and short breaks in the Lake District and north of England

They also provide training weekends for carers. These weekends are fully catered and held in local hotels across the region; they provide an opportunity for carers to be pampered as well as partake in learning. The weekend



workshops vary but focus on helping you to reflect on your relationship with the person you support, and learn ways of looking after yourself as a carer.

For a list of Making Space training breaks or to apply for the scheme, please contact TCCP on **0161 746 3941** or you can also pay privately to attend the breaks.

Some of the breaks are purely pampering weekends and do not encompass any training aspects. These can only be booked if privately funded or if a carer uses funding from our Time Out Budget. For further information on our Time Out Budget please see booklet 9.

### **The Samaritans**

Tel: **0845 7909 090**

The Samaritans provides confidential non-judgemental support, 24 hours a day for people experiencing feelings of distress or despair, including those that could lead to suicide.

### **NHS Direct**

Tel: **0845 4647**

NHS Direct is a 24-hour advice and health information service. Contact them for advice on what to do if you or the person you care for feels ill. NHS Direct also provides information on local health services and support organisations.

### **Trafford Depression Group**

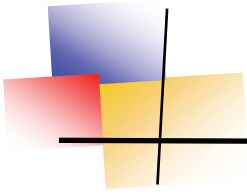
Zion Centre, 335 Stretford Road, Hulme, M15 5ZA

Tel: **0161 226 3871**

Every Wednesday 3.00pm-5.00pm

This is a self-help support group for people experiencing depression. The group offers a safe, supportive space for people to discuss their life experiences and to exchange advice.

The group is open to all and their members are from all walks of life with a variety of experiences relating to depression.



**Trafford Anxiety  
Management Group**

Tel: **0844 477 9971**

The group teaches a range of techniques to help people with mental health needs to maintain good health.

**African and  
Caribbean Mental  
Health Services**

Tel: **0161 226 6334**

Work with service users and carers to offer support. They run a carer's support group called Ifeoma which can be contacted on **0161 226 9562**.

**Hearing Voices  
Network**

91 Oldham Street, Manchester M4 1LW

Helpline: **0845 122 8642**

Lines are open Tuesdays 1.00pm-4.00pm

Hearing Voices is a support network for people who hear voices. They produce literature and organise meetings and conferences. There are self-help groups throughout the country.

**Papyrus**

Tel: **01282 432555**

Helpline: **0800 068 4141**

Website: **[www.papyrus-uk.org](http://www.papyrus-uk.org)**

This is a voluntary organisation committed to the prevention of young suicide and the promotion of mental health and emotional well being. It publishes a number of useful documents that can be downloaded from their website.

**HOPELineUK**

Tel: **0870 170 4000** or **0800 068 4141**

Lines are open Monday to Friday

10.00am-5.00pm and 7.00pm-10.00pm

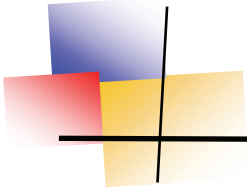
Saturday and Sunday 2.00pm-5.00pm

HOPELineUK is staffed by professionally qualified advisers who can give support, practical advice and information to anyone who is concerned that a young person they know may be suicidal.

**Young Minds**

Tel: **020 7336 8445**

Helpline: **0808 802 5544**



Website: **[www.youngminds.org.uk](http://www.youngminds.org.uk)**

Young Minds is a charity committed to improving the mental health of all children. Services include a free helpline offering information and advice to any adult with concerns about the mental health of a child or young person. Young Minds also produce leaflets and booklets for adults and young people which are available from their website.

### Rethink

Advice Line: **0207 840 3188**

Lines open Monday to Friday 9.00am-5.30pm

Website: **[www.rethink.org](http://www.rethink.org)**

Rethink is a national mental health membership charity, which works to help everyone affected by severe mental illness recover a better quality of life.

Their advice service provides expert advice and information to people with mental health problems and those that care for them. They provide a wide range of information in print and video formats for people affected by mental health problems and their carers. They also produce a quarterly magazine.

### Trafford Law Centre

Tel: **0161 872 3669**

Website: **[www.traffordlawcentre.org.uk](http://www.traffordlawcentre.org.uk)**

Trafford Law Centre is an independent voluntary organisation that offers free legal advice and representation on any mental health issues. All of their services are free, but due to the way they are funded they may only be able to offer very limited help if you are not eligible under the legal help scheme. Trafford Law Centre also have information on their website.

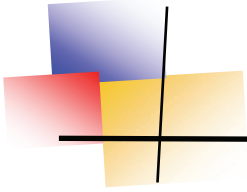
### SANEline

Tel: **0845 767 8000**

Lines open seven days a week 6.00pm-11.00pm

Deaf people can access this service by dialling 18001 before the telephone number.

SANEline is an out-of-hours telephone service offering



advice to anyone affected by mental illness including service users, their family and carers. SANeline's volunteers are able to provide support, practical information and contact details of local services.

### MindinfoLine

Tel: **0845 766 0163**

Lines open Monday to Friday 9.00am-5.00pm

Deaf people can access this service by dialling 18001 before the telephone number.

Website: **[www.mind.org.uk](http://www.mind.org.uk)**

The MindinfoLine is able to offer advice on types of mental illness, where to get help and alternative therapies. They also have an extensive range of Booklets which can be downloaded from their website.

### Share

This is a group run by individuals who have personal experience of self-harm. The group meets to share experiences and for social activities every Tuesday 6.00pm -8.00pm at the Zion Centre, Stretford Road, Hulme, Manchester M15 4ZY. For more information contact **[selfhelpselfharmgroup@googlemail.com](mailto:selfhelpselfharmgroup@googlemail.com)**

### Creative Support

5th Floor, Dale House, 35 Dale Street, Manchester M1 2HF

Tel: **0161 236 0829**

Fax: **0161 237 5126**

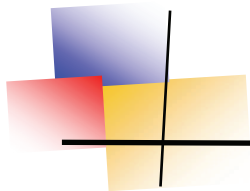
Provides accommodation for people with mental illness. They also offer day support services and home support services.

### Manchester Depression Support Group

Manchester Friends Meeting House, 6 Mount Street,  
Manchester M2 5NS

Tel: **0845 434 9956**

This group offers peer support with the occasional guest speaker. They meet on the second Wednesday of the month 7.00pm-9.00pm. 5 Queens Road, Urmston, Manchester M14 9HE



**Manor House  
Resource Centre**

Tel: **0161 747 1373**

Contact them anytime if you have any concerns.

They offer, on a one-to-one or group basis:

- Relapse prevention in psychosis
- Hearing voices strategies
- Depression management
- Sleep management
- Occupational therapy
- Communication skills
- Social skills training
- Relaxation

**Trafford Healthy  
Minds**

Website: **[www.traffordhealthyminds.com](http://www.traffordhealthyminds.com)**

This is an online self-help mental health programme developed by Trafford Council and Trafford Primary Care Trust. The programme aims to offer a solution to the stresses and strains of everyday life. The interactive assessments help you to monitor and identify your feelings. It will set you targets and help you to track your progress. The programme can be accessed by all Trafford residents by logging on to the website using your home postcode as a password. The mental health liaison service is a team of mental health workers based in A & E at Trafford General to try to direct people to the most suitable services quickly.

**Depression Support  
Group**

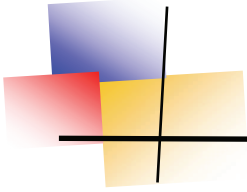
Zion Centre, Stretford Road, Hulme, Manchester M15 5ZA  
Tel: **0161 226 5412**

Open group meetings are held on Wednesdays;  
an Anxiety group from 1.00pm-3.00pm and a  
Depression group from 3.00pm-5.00pm.

**Next Step**

The Manor House Resource Centre, 5 Queens  
Road, Urmston, Manchester M41 9HE  
Tel: **0161 747 1373**

Is part of the community health services in Trafford. They provide treatment for people experiencing mental health difficulties. The services they offer are:



- Free confidential guidance service for people with mental health problems who are thinking about a new hobby, leisure interest, college, training or work who want support and ongoing practical help
- Advice and information
- Assessment of skills, abilities, interests and work priorities
- Counselling
- Help and support with application forms, letters, interviews, finding child care
- Advocacy and negotiation

### No Panic

Tel: **0808 808 0545**

Lines open from 10.00am-10.00pm

For people experiencing anxiety disorders, such as panic attacks, phobias, obsessive compulsive disorder (O.C.D.) etc. They offer three types of telephone services:

- Telephone recovery groups
- Six one-on-one telephone monitoring sessions followed by a 14-week telephone-based recovery group
- Mentoring - They also provide a programme to help you overcome your phobia/O.C.D.

The programme consists of two elements; a package of printed material for you to read and self-exposure 'homework' and practise

No Panic also offer information on local self help groups, books, booklets and CDs and DVDs which offer practical suggestions in dealing with anxiety disorders. To access these services you must become a member at a cost of £12 per year.

### Mood Swings Network

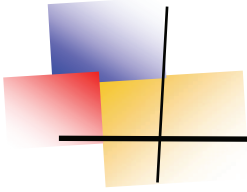
Tel: **0161 953 4105**

Helpline: **0845 123 60 50**

Information, advice, support, social activities and a friends-and-family group for people with mood disorders.

### Mind - Manchester

Tel: **0161 272 8205**



Offers information and advice through their information service which is available Monday to Friday 10.30am-2.00pm. They also have an online directory which allows you to search for organisations and services.

### St John's Centre

St John's Centre, St John's Road, Old Trafford,  
Manchester M16 7GX  
Tel: **0161 872 7795**

This is a community project that offers a variety of learning opportunities and activities for people who are disadvantaged or marginalised in any way. They offer:

- **Courses** - computing, basic skills (maths and English), DIY, crafts and citizenship
- **Health-related activities** - ladies keep fit, badminton, short-hand tennis and healthy eating sessions
- **Activities for children and families during school holidays**

### Campaign Against Living Miserably (CALM)

Helpline: **0800 58 58 58**

Lines are open Saturday to Tuesday 5.00pm-midnight.

There is also a language line which operates from 5.00pm-11.00pm.

Minicom: **0800 027 2982**

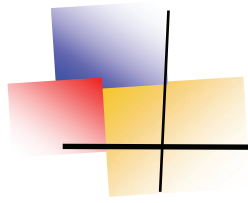
The organisation is targeted at young men aged between 15-35 and offers help, information and advice via a phone and website service.

### KeyRing

Tel: **0161 628 4133**

**[www.keyring.org](http://www.keyring.org)**

KeyRing is a charity that helps people live independently. They do this through the use of living support networks so members are never stuck on their own. Members normally have their own tenancy that KeyRing can support them to obtain. They also work with individuals currently living with carers in preparation for a move or a change in circumstance.



## Self Help Services

Tel: **0161 232 7854**

Beating the Blues is a computerised cognitive therapy programme for depression. The programme consists of eight sessions delivered through a computer based multi-media package.

Patients of Trafford can refer themselves to the service or be referred by a GP or mental health worker/ other healthcare professional.

Products and services in this booklet are not endorsed or recommended by  
Trafford Carers Centre

Please advise us if you discover any inaccurate information in this booklet. It  
can help others!

## **TRAFFORD CARERS CENTRE**

13 Warwick Road  
Old Trafford  
Manchester  
M16 0QX

Tel: 0161 848 2400  
Fax: 0161 848 2408

Web: [www.traffordcarerscentre.org.uk](http://www.traffordcarerscentre.org.uk)  
email: [info@traffordcarerscentre.org.uk](mailto:info@traffordcarerscentre.org.uk)