

How we involve carers within mental health services video transcript

0:00:00.720,0:00:04.720

Hi, my name is Katie Humphrey and I'm the strategic carers lead for

0:00:04.720,0:00:10.400

Berkshire Healthcare. Hi, I'm Joe May. I'm an associate nurse consultant. I'm a

0:00:10.400,0:00:13.920

mental health nurse by background. We want to take a few minutes to

0:00:13.920,0:00:19.440

share with you how we involve carers within our mental health services.

0:00:21.360,0:00:27.040

Experiencing an episode of a serious mental health condition can be very scary, confusing,

0:00:27.040,0:00:33.760

and at times the person experiencing the episode may not know who and what they can trust. This

0:00:33.760,0:00:41.440

can feel very isolating for them. But this does not have to be the case. We recognise that our

0:00:41.440,0:00:46.560

patients have support from friends and family.

You may be a mum, a dad, brother or sister,

0:00:46.560,0:00:53.840

partner or friend who supports them. As a mental health nurse, I may refer to you as a carer,

0:00:53.840,0:00:58.240

but what I really mean is you're someone who is there for the person you care for.

0:00:58.240,0:01:03.360

You aid them emotionally, have their back when they find it hard to speak up for themselves,

0:01:03.360,0:01:08.400

guide them when they feel lost, help take them to appointments, do the shopping,

0:01:08.400,0:01:14.640

or assist them to manage their money. Our trust promotes a culture of working in partnership

0:01:14.640,0:01:19.200

with carers. We're part of the triangle of care which encourages a therapeutic alliance

0:01:19.200,0:01:23.280

which builds collaborative and trusting relationships between patients, staff and

0:01:23.280,0:01:31.680

carers. We ask our patients if they have someone in their life who supports them

0:01:31.680,0:01:36.800

and we ask them for your contact details. This means we can contact you and work together to

0:01:36.800,0:01:42.560

support the person you care for on their road to recovery. I will always ask my patients whether

0:01:42.560,0:01:48.080

they consent for me to disclose information to you. Your level of involvement will always be

0:01:48.080,0:01:53.360

up to the patient. It's their choice and they can change their mind about it at any time,

0:01:53.360,0:02:00.560

but we'll constantly revisit this as part of their care. Our patients can have their friend

0:02:00.560,0:02:06.240

or family member or carer at any appointment with them. You can be as involved in the care plans and

0:02:06.240,0:02:11.520

assessments as much as the person you care for would like. We encourage carers to identify ways

0:02:11.520,0:02:18.320

to help and advocate for our patients to help them with their care and recovery. I also explain that

0:02:18.320,0:02:24.560

occasionally there may be times that I do have to tell others something that they do not want me to.

0:02:24.560,0:02:32.240

I explained that their safety and the safety of others is paramount. So in extreme cases

0:02:32.240,0:02:38.160

to protect them or the public I
may have to share information with their friends,

0:02:38.160,0:02:43.040

family or other professionals if there is a
concern that they may harm themselves or someone

0:02:43.040,0:02:52.800

else. We want to let you know that you're as
important to us as the person you care for.

0:02:52.800,0:02:58.400

Taking care and prioritising you is as important
to us as supporting the person you care for.

0:03:01.440,0:03:06.640

One way of thinking about this is by remembering
the safety talk on the plane. If the air mask

0:03:06.640,0:03:12.880

comes down, you put the mask on first. As if
you're not okay, how can you support anyone else?

0:03:13.600,0:03:17.760

There may be times when the person you
care for does not want us to disclose

0:03:17.760,0:03:24.160

anything to you and we do have to maintain that
confidentiality. But I can reassure you that

0:03:24.160,0:03:30.800

if we were concerned about them harming
themselves, we would tell you. Remember,

0:03:30.800,0:03:36.720

this does not stop you from talking to us about any concerns you have. We will listen.

0:03:36.720,0:03:42.160

We can provide general information about an overarching diagnosis, what this can look like,

0:03:42.160,0:03:46.880

and how to manage and support the patient when they are distressed, including who you can

0:03:46.880,0:03:52.720

contact in a crisis. You can also tell us about anything that's important to the patient to help

0:03:52.720,0:03:58.560

us understand them. This might include how we can respect their culture, beliefs, and their values.

0:03:59.360,0:04:03.840

Some of our services offers family intervention and education and

0:04:03.840,0:04:09.120

advice for you in your own right. This can include a carers assessment, support groups,

0:04:09.120,0:04:13.920

and information on websites. Ask the team supporting the person you care about for more

0:04:13.920,0:04:21.680

information. Most people can and do recover from mental illness, but this can only be done

0:04:21.680,0:04:27.920

when we all work together. We're here to help.

Ask our teams about how you can be involved.

0:04:27.920,0:04:33.280

We know carer experiences can vary, but keep letting us know how you feel and what we need

0:04:33.280,0:04:38.000

to improve on as this will help us work more closely together and improve career

0:04:38.000,0:04:43.280

experiences. Visit our career information page on our website for more information

0:04:43.280,0:04:50.480

and complete our carer feedback form to help improve our services. Thank you for listening.