



Mental Health Service Manannan Court Carer Handbook



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Foreword

Things go better in every walk of life if we are supported in our endeavours by people who know, love and respect us. Caring for and supporting relatives and friends is central to healthy communities. In every community there are people who would welcome support at various times in their lives. Everybody without exception, experiences ups and downs in their personal lives. Support in times when things are not going well is generally welcomed as long as it is provided in a sensitive and understanding manner. When people experience emotional distress through mental illness, accepting and providing support becomes an even more sensitive matter.



The information found in this booklet is designed to assist the carer in accessing information that will help them provide care in the most supportive manner.

Who is a Carer?

It is not always easy to identify who is or isn't a carer, especially in relation to mental health as many traditional ideas of the caring role are not always relevant.

A carer is someone who gives up their own time often without payment, recognition or thanks to help another person who is disadvantaged in some way. A carer's effort, understanding and compassion enables those people to live with dignity and to participate more fully in society.

Carers are ordinary people who come from all walks of life and can be any age. They could be a wife, husband, civil partner, parent, friend, relative or neighbour. They may be the only person who is trusted by the person in need of support.

As a carer you may be living with the person you are caring for or you may be providing the care within the person's own home or in a residential/nursing home or even in hospital.

What is a Carer's Assessment?

If you provide regular and substantial care to someone with mental health problems or who is addicted to drugs or alcohol, you can request a carer's assessment.

At a carer's assessment you will be listened to and can talk about your individual circumstances so the most appropriate help and support can be found for you.

If you are a carer and have not had a carer's assessment and would like one you should speak with the care coordinator of the person you are caring for who can arrange one with you.

What is mental illness?

Mental illness is very common although there are differing opinions about what it is, what causes it, and how people can be helped to recover. People with a mental illness can experience problems in the way they think, feel or behave. This can significantly affect their relationships, their work and their quality of life. Having a mental illness is difficult, not only for the person concerned but also for their family and friends.

The term severe and enduring mental illness refers to people who have a long standing condition resulting in difficulties in one or more areas of their life.

The stereotype of someone with mental illness is a person who is violent, dangerous and out of control. This is an inaccurate description as only a small fraction of people with mental illness are violent.

There is however, a growing realisation that recovery from severe mental illness is possible. Through taking charge of their lives, people with the right support, although not necessarily being symptom free, can have a fulfilling life that includes employment, relationships and other things people take for granted.

Confidentiality

Sharing of patient information with you as a carer may be difficult, but is often crucial to the ongoing wellbeing of both you and the patient.

There may be instances where a patient does not consent to information about them being shared with you as a carer. This will need to be respected. However, as a carer you can still be given sufficient general knowledge about issues relating to mental illness that will enable you to provide effective care. You can also be given the opportunity to discuss your own difficulties in relation to the role you undertake as a carer.

Who can help you in an emergency/crisis?

Caring for someone with a mental health illness can, if a crisis occurs, lead to high emotions, upset and anxiety.

If a crisis does occur and you need help to cope, these are some of the options available to you:

- If the person is receiving inpatient treatment you can contact the nurse in charge of the ward at any time on **642871**
- If the person has a care coordinator in the community you could contact them or in their absence you could contact the Duty Officer between 9.00am and 5.00pm

Monday to Friday (excluding Bank Holidays) on **686346** for Adults or **642879** for Older Persons

- You can contact the Mental Health Service Crisis/Home Treatment Team at any time on **642860**
- You could contact your **GP** or **MEDS**

Where the situation is urgent, and there is an immediate risk of harm to the individual or others, you should call the Emergency Services on **999**.

What is the Mental Health Act 1998?

The Mental Health Act covers the assessment, treatment and rights of persons with a mental illness and is used when someone's mental illness poses risks for their own health or safety or the safety of others. This only happens when the person refuses to be admitted themselves.

Doctors or Approved Social Workers may use the term "to section someone" or "to detain someone". This means using a section of the Mental Health Act to ensure the person goes into hospital to receive assessment and/or treatment for their mental illness.

This may be worrying or upsetting for some people at first. If you need help in understanding what the Mental Health Act means for you as a carer or for the person you care for please ask. This could be at the time of assessment or later on in hospital.

Suggestions, Feedback, Compliments, Complaints

If you are unhappy or dissatisfied with the standard of service provided we will attempt to put things right as quickly and informally as possible. Our aim is to provide a high quality service, but recognise that there may be times when you or the person you are caring for may not be fully satisfied. If you have a comment, or perhaps a complaint to make please initially discuss them with the professional providing the care so that matters are dealt with as quickly as possible. Staff will also be happy to discuss with you any compliments, feedback or suggestions for service improvement.



Let us know what you think of our service. Help us to improve services by giving us your views, good as well as bad. Examples of ways to do this include talking to staff, filling in surveys or participating in focus groups.

If for any reason you are unable, feel uncomfortable or would prefer not to speak to the person in charge; or perhaps wish matters to be dealt with more formally, you may want to put them in writing via the complaints procedure. Information about the complaints procedure can be found in a leaflet detailing the Department of Health & Social Care

Complaints Procedure or you can ask any member of staff. All formal complaints will be acknowledged and your concerns investigated. You will be informed of the progress.

Mental Health Services – Who’s who?



Psychiatrist – is a medically trained doctor who has trained and specialised in psychiatry – the branch of medicine concerned with mental health, diagnosis, treatment, care and recovery.

Named Nurse – is a registered nurse allocated to assess and plan the patient’s care whilst they are in hospital.

Care Coordinator – is a qualified named individual designated as the main point of contact and support for a person who has a need for ongoing care. This could be a nurse, social worker or other mental health worker appropriate for the person’s situation. They are a member of the team and are responsible for the overall coordination of the patient’s care plan and for informing others involved of any changes.

Community Mental Health Professional – is a qualified member of the Community Mental Health Team who provides care to service users within the community.

Community Support Worker – is a member of the Community Mental Health Team who provides support to Community Mental Health Professionals to enable people to live an independent life in the community.

Social Worker – is a qualified professional who carries out an assessment of people’s needs and offers advice on practical matters such as day care, accommodation or welfare benefits. They can link you with appropriate services to ensure the social aspects of those needs are met.

Approved Social Worker – is a Social Worker who has had special training to be able to coordinate an assessment of a person’s mental state which may lead to an application being made to admit the person to hospital under the Mental Health Act 1998.

Occupational Therapist – is a qualified professional trained to work with people to help them to improve their ability to cope with daily living as independently as possible. They may help with practical tasks, and can improve coping strategies as well as helping to encourage participation in recreational, educational and vocational activities.

Clinical Psychologist – is a qualified professional who deals with the way the mind works. They focus on behaviour and the thoughts, feelings and motivation underlying it. They aim to reduce distress and enhance psychological well-being by delivering a range of therapeutic interventions. A Clinical Psychologist also provides cognitive psychometric assessment of clients and consultation/supervision to other mental health professionals.

Counsellor – is a qualified professional helping people to explore their feelings about their lives so that they can reflect about what is happening to them to consider alternative ways of behaving and thinking.

Art Therapist – is a qualified professional who offers a form of psychotherapy that uses art materials and art making as its main form of communication. It is a way of expressing difficult feelings by using imagination and creativity rather than thinking and talking. The Art Therapy process can help people to make sense of themselves and their experiences.

Understanding the Jargon

People coming into the mental health system for the first time often think that they have landed in a foreign country. Professionals use terms and abbreviations which are unfamiliar to most people. However, if someone is speaking to you and using abbreviations or unknown phrases that you do not understand always ask them to explain what they mean. Don't feel that you will look foolish or ignorant; people often forget that not everybody uses the same language on a daily basis. Below is a list of some of the more common terms used.

Atypical/anti-psychotic medication

These are recently introduced forms of medication used to treat psychosis. Some of the more frequently prescribed are Seroquel, Clozapine, Olanzapine and Risperidone because they are thought to cause fewer side effects.

Psychosis

A broad term that describes a severe mental disorder where a person loses touch with reality - often with symptoms of hallucinations and delusions. Their emotional responses, thinking processes, judgement and ability to communicate are so affected that day-to-day living can become unmanageable. An individual's experiences of psychosis can be quite different to others. It is often valuable to talk to the person about what it's like for them to understand their experience and provide individualised treatment plans.

Schizophrenia

Schizophrenia is a complex and often severe mental illness that affects different people in different ways. It changes a person's feelings, thoughts and behaviour making it hard for them to distinguish what is imagined from what is real. When someone becomes unwell with schizophrenia they are likely to show a change in their behaviour and their ability to perform everyday tasks and activities. They may be confused, anxious, suspicious of other people and reluctant to believe they need help.

Bi-polar affective disorder (manic depression)

Bi-polar affective disorder is a mental illness that is characterised by periods of deep depression and of very excited behaviour known as elation. It can be exacerbated by major life events but can be treated, and people with this illness can lead full and productive lives.

Personality Disorder

Personality Disorder occurs in someone whose personality or group of characteristics may cause regular and long-term problems in the way they cope with their life and interact with other people. Someone with a personality disorder may think, feel and behave in a rigid way and will have a more limited range of emotions with which they respond to everyday life. People with personality disorders often experience other mental health problems, especially depression and substance misuse.

Changes in how a person feels and distorted beliefs about other people can lead to odd behaviour, which can be distressing and may upset others.

Someone with personality disorder may find it difficult to:

- Make or keep relationships
- Work effectively with others
- Behave in a socially acceptable way
- Control their feelings or behaviours

What are the signs of a personality disorder?

- being overwhelmed by negative feelings such as distress, anxiety, worthlessness or anger
- avoiding other people and feeling empty and emotionally disconnected
- difficulty managing negative feelings without self-harming (for example, abusing drugs and alcohol, or taking overdoses) or, in rare cases, threatening other people
- odd behaviour
- difficulty maintaining stable and close relationships, especially with partners, children and professional carers
- sometimes, periods of losing contact with reality

Symptoms typically get worse with stress. If the symptoms are particularly severe and it's thought someone poses a significant risk to their own health, they may be admitted to hospital. This will be for as brief a time as possible and they should be able to return home once their symptoms improve.

Outlook

Many people can recover from personality disorders over time. Psychological or medical treatment is sometimes helpful; sometimes support is all that is needed. This depends on the severity of the disorder and whether there are other ongoing problems. Some mild to moderate personality disorders improve with psychotherapy.

Day-to-day living with someone who has a personality disorder can be difficult - but it isn't always difficult. Giving people their own space, listening to and acknowledging their concerns, and involving others, friends, relatives, mental health professionals, (and, at times nurses, therapists or doctors) can all be useful.

Depot injections

Depot injections are an effective way of administering medication over a period of time. They are a long acting medication often used when people are unable or unwilling to take tablets regularly.

Dementia

Dementia damages the structure of the brain and affects a person's ability to think, use language, remember, understand, make judgements and self-care. It can change a person's personality and make it difficult for them to control their emotions and behave appropriately in social situations. Alzheimer's disease is one type of dementia which progresses from an early stage to a late stage where the individual may have almost complete memory loss and be unable to recognise surroundings or close ones.

Dual-diagnosis

This can be a combination of a mental illness with other conditions such as alcohol abuse, drug abuse, learning/physical disability.

Holistic

This means considering the whole person in the treatment of their illness – i.e. their physical, emotional, psychological, spiritual and social needs.

Care Programme Approach

This is a method of planning and monitoring the care of people suffering from mental illness in order to ensure the care that is needed is delivered in an organised and effective way. The central features of the Care Programme Approach are the assessment of need, involvement of the person and where appropriate their relatives and carers and the allocation of a Care Coordinator.

Questions to ask the Professional

The questions listed below have been adapted from a list produced by the Royal College of Psychiatrists. They are designed to help you get the information you need concerning the diagnosis and care of the person you care for. This is for guidance only and you may wish to ask your own questions.

Some of the questions are subject to confidentiality and would require permission from the person you are caring for before the staff can answer them.

Diagnosis

What diagnosis has been made?
How has the decision been reached?
Will the person get better?

Assessment/Treatment

What assessments/tests have been carried out?
What are the plans for the person's treatment?
How long will the treatment last?
Are there any other treatment options?

Medication

What medication is being used?
What are the side effects?
What are the benefits of this medication?
What other medication could be prescribed?
Will the person have to stay on this medication for life?
What will happen if the person stops taking the medication?
What signs and symptoms should I look out for which may indicate the person is not taking their medication or the medication needs changing?
Is there any information I can have about the medication?

Getting Help

How can we get in touch or make an appointment to see you?
Who do we contact if we are worried or in an emergency?
Can the person have time at home?
What arrangements will be made for the person's care on discharge?

What help can I have for myself?

What help can I get to support me in my role as a carer?



You may have questions about housing, benefits, Day Centres, voluntary agencies, befriending, sheltered housing or other issues specific to you. Don't be afraid to ask.

Support Groups and useful Contacts

If memory loss is causing you concern Manx Decaf (Dementia Café) can help. Whether you're a husband, wife, daughter, son or a friend of someone with dementia or memory problems or experiencing lapses yourself, you're not alone. Manx Decaf is a friendly support group sharing the same situation. They get together each month at three venues around the island:

Douglas, Port Erin and Ramsey. You can enjoy a break and a cuppa, make new friends and talk to health and social care staff, if you want to, in a friendly, relaxing and social environment.



For further details please call **642879** or just turn up at your nearest venue.

Douglas Golf Club, last Friday of every month 2.30 – 4.30pm

Port Erin, Cherry Orchard 2nd Wednesday of every month 2.00 – 4.00pm

Ramsey Town Hall, 2nd floor 2nd Thursday of every month 2.00 – 4.00pm

Peel and District Support Group	843153
Crisis Response Home Treatment Team	642860
Age Concern Isle of Man	613044
Adult Community Mental Health	686346
Older Persons Mental Health Service	642854
Police	631212

Websites

There is a vast source of information on the web that is easy to access and is 'carer friendly' such as www.carersuk.org or <http://www.youngcarers.net/> for young carers. Many have links to other sites, so once you are in the system you will probably find more places of interest and advice for yourself.

Manannan Court Inpatient Unit Visiting Times

If the person you are caring for is an inpatient in Manannan Court visiting times are as follows:

Harbour Suite Visiting Times

5.30 pm to 7.30 pm	Daily
2.00 pm to 4.00 pm	Saturday and Sunday

Visitors are not allowed in patients bedrooms unless in exceptional circumstances and fully supervised by a member of staff.

Glen Suite Visiting Times

Visiting on the Glen Suite can be accommodated most times of the day but needs to be discussed with the nursing staff.

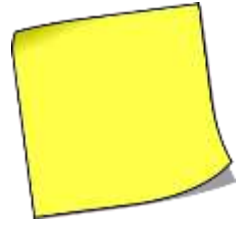
Why are there cameras in Manannan Court?

There are closed circuit television (CCTV) cameras covering some communal areas of Manannan Court but the private areas do not have cameras. CCTV is used for the safety of patients, visitors and staff and is registered for the prevention and detection of crime. You are welcome to talk to any member of staff about how it is used.

Pit Stop Café

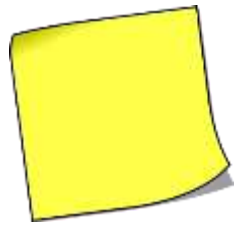
The Café is available for everyone to enjoy, offering a good range of fresh sandwiches, cakes and drinks at affordable prices.

My Notes Page



A large, empty rectangular box with a black border, intended for writing notes.

My Notes Page



A large, empty rectangular box with a black border, intended for writing notes.



This information in this leaflet can be provided in large print or audio tape/CD, on request.



Department of Health and Social Care
Mental Health Service
Manannan Court
Noble's Hospital Estate
Strang, Douglas
IM4 4RJ
www.gov.im/health