

Care Co-ordinator

As a carer you should be given the details of the person responsible for your loved one's care. This person is called the Care Co-ordinator. The Care Co-ordinator will be the first point of contact for both you and the person you care for. If you have any questions or concerns please do not hesitate to contact the Care Co-ordinator, they will always listen to what you have to say and will help in any way they can.

The Care Co-ordinator role involves planning, implementing and reviewing the package of care for the person you care for. This is called the Care Programme Approach (CPA).

Caring for Carers Plymouth

156 Mannamead Road

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Phone: 01752 201890

Email: [caringforcarers@](mailto:caringforcarers@improvinglivesplymouth.org.uk)

improvinglivesplymouth.org.uk

As a carer you are entitled to a carers assessment to identify any needs you may have in your caring role.

carers assessment

Contact details

Kim Carter, Carers Lead

Assertive Outreach Service

Riverview

Mount Gould Road

Plymouth PL4 7QD

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Livewell Southwest



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Assertive Outreach Service AOS



Carers information leaflet



Supporting people to be Safe, Well and at Home

Livewell
Southwest

Who is a Carer?

The term 'carer' is used to describe someone who provides regular unpaid support to a person who experiences mental illness.

You could be a family member, partner or close friend.

Families and carers play a key role in the recovery of individuals with mental illness and are entitled to help and support.

You should not hesitate to contact AOS if you are worried about something, have a problem, need more information or simply want to talk to someone about the person you care for.

We will always listen to what you have to say. We know that the caring role can sometimes be difficult, demanding and you may feel there are times when you are on your own and need help and support.

Our promise to you

We will:

- Listen to you, respect your views and treat you with dignity at all times.
- Recognise you as an important source of information about the person you care for.
- Respond to your questions and concerns.

Many Carers identify the need for the following information:

- Advice on how best to support their relative.
- Advice on responding to difficult behaviours.
- Advice on ways to cope with the effects of mental illness on the carer.
- Where to obtain information in the community: i.e. benefits, housing, employment, and voluntary sector agencies who may be able to assist you.
- We can give help with coping strategies and an understanding of symptoms of their illness and how this may affect them.

Patient Confidentiality

Healthcare is increasingly seen as a partnership between staff, patients and their family/carers.

The sensitive nature of mental illness may result in challenges regarding confidentiality and the sharing of information with carers.

As professionals working in mental health we will respect our duty of confidentiality to our patients while promoting the benefits of involving family & carers in the care plan.

The model that we aim to implement is the Triangle of Care. This helps us to involve patients and carers in a therapeutic alliance with us.

Many patients are happy for us to share some, but not necessarily all information with family and carers. We will work with our patients to establish what information they are willing to share with family and carers and work with them and you accordingly.

You may find the Royal College of Psychiatrists leaflet 'Carers and Confidentiality' which explores the subject in more depth.

<http://www.rcpsych.ac.uk/healthadvice/informationforcarers/carersandconfidentiality.aspx>