

Confidentiality and information sharing

Staff will always require consent from individuals before their personal information is shared with anyone outside the team, unless there are exceptional circumstances (such as if the safety of others was at risk). Therefore it may not always be possible to share all details of your friend / relatives care and treatment with you. Where this is the case, staff can still offer general information (i.e. how the unit works, information about mental health conditions and treatments) and support to you. Any personal information that you choose to share with staff will be treated in the same manner and with the same level of confidentiality as our service user care records.

Carers' support groups

Carers' support groups are a chance for carers to meet up with other carers, family members or friends to share their experiences and access useful information. A bi-monthly carers group is run at the Barberry—dates are publicised on posters around the building, but can also be obtained from ward staff or the reception staff at the Barberry. There are many other carers' support groups around the Country—if you do not live locally please ask a member of staff to help you find and access carers' support services closer to home. You can usually attend groups without referral or prior

Other support available to carers

There are many organisations in the community that offer support, advice and information to carers. Please approach a member of staff for more information about these services, or discuss during your meeting with the named nurse. Alternatively, you may find some useful resources on the internet. Please see the list below for some suggested websites of organisations set up for carers and people affected by mental illness.

www.carersuk.org

www.carers.org

<https://bhammhcarer.homegroup.org.uk>

www.acacia.org.uk

www.nhs.uk/carersdirect

www.mind.org.uk

www.rethink.org

www.app-network.org

See also:

Information about the mother and baby unit on our Trust website - <http://www.bsmhft.nhs.uk/our-services/specialist-services/perinatal-mental-health-service>

Other relevant leaflets:

What to expect from an admission—*Provides information about the unit for people who are being or may be admitted*

Service user information pack—*Some more in depth information about the unit, which is provided to each service user at the point of admission*

Visitors information—*Provides guidance on how visits to the unit are managed*

Access to your care records—*Provides details about confidentiality and what happens with the information you give to staff*

Contact details:

Nursing office: 01213012190
Patients payphone: 01213012392
Barberry reception: 01213012007
Ward manager: Joli Overton



Birmingham and Solihull **NHS**
Mental Health NHS Foundation Trust

Chamomile Suite

Perinatal Mental Health Service

Information for Carers and Family members

The Chamomile Suite has a philosophy of family-centred care in which we see each individual patient as being a part of family. We recognise that carers and close friends / family members know our patients well and provide significant support and input into their relatives' care. We therefore strive to offer care and treatment in collaboration with these key people.

This leaflet is intended to provide some information about what to expect if you are a carer to a service user that may be or has been admitted to Chamomile Suite.

Definition of carer

A carer is anyone who cares, unpaid, for a family member or friend who due to illness or disability cannot cope without their support. Caring can involve physical or practical intervention or emotional support and encouragement. You do not need to live in the same house as somebody to be their carer. Many carers do not define themselves as carers, preferring to use terms like "mother", "son", or "partner". In the UK, however, it is the act of being identified as a carer that often enables these people to access support, guidance and entitlements.

The key staff involved in your family member / friends care are:

Consultant psychiatrist:

Named nurse: _____

Named nursery nurse: _____

Please ask a staff member to fill in the above

Care and treatment of service users on the unit

The exact nature of the treatment will differ for each patient depending on the nature of their difficulties, and is decided upon jointly between the patient and the multi-disciplinary team. This treatment will be detailed in the care plan, which is written by the named nurse and patient together and kept up to date as things change throughout the admission. Details of who is named nurse for your friend / relative can be found on the front of this leaflet. Please talk to a staff member, or see our leaflet 'What to expect from an admission', for further details.

Care of babies on the unit and how we involve other family members

All babies admitted to the unit will have a named nursery nurse, who will put a plan of care in place to ensure that their needs are met during the admission – this will be done in collaboration with mothers and fathers, or those who usually provide care to baby. Details of the named nursery nurse for your friend / relative can be found on the front of this leaflet.

During an admission mothers are encouraged and supported by staff to provide as much of the care for their baby as they are able to. It is common for mothers to need a high level of support when they are first admitted and therefore there may initially be a member of staff with baby at all times. Following an initial period of assessment some carers may be able to take over this supportive role during their visits – please ask staff if you wish to discuss this further. The level of support given by staff to care for baby is gradually reduced as the mother's health and confidence improves.

The Mother and Baby Unit enables a mother and infant to stay together during an admission, as we know being separated at such a crucial time negatively impacts on the mother-infant bond. Confidence with parenting skills can often be affected following a period of mental illness. We aim to promote renewed confidence with both parenting and all other life skills with input from our Nursing Staff, Nursery Nurses and Occupational Therapist. We also recognise that it is very important for fathers and other family members to spend time with baby to build and maintain a good bond. We therefore strive to provide an environment that supports this, whilst at the same time remaining safe and therapeutic. It may be possible for you to spend time with baby alone on or off the unit, if you have parental responsibility or are someone that is recognised to be a care giver to baby in the community. If this is something you would like to do we ask that you approach staff so that it can be planned in a way that minimises any impact on the mother's care plan.

Support available for carers at the Chamomile Suite

The unit recognises that having a friend or relative admitted to hospital can be a highly emotional, stressful and worrying time. It is often those people closest to our service users that are central to supporting them once they leave hospital, helping to ensure that they stay well after discharge. The following services are available to all identified carers.

On admission staff will try to identify who the main carer is for your relative / friend and make contact with you either during a visit or over the telephone.

If you are not approached by a member of staff and are somebody that provides care for one of our service users, or you plan to do this when they leave hospital, please make contact with a member of staff who can discuss this with you and organise access to our services for carers.

An appointment will be made for you to meet on a one to one basis with your friend / relatives named nurse or nominated deputy

During this meeting you will be given the opportunity to ask any questions you may have about the ward or your friend / relative's condition and treatment (please see 'confidentiality and information sharing'). It will also be an opportunity for staff to listen to your experience of your friend / relative's illness, what things are usually like when they are well, and what you feel may help them to recover

Additional support, advice and information will be offered to meet your individual needs.

Some examples of things that other carers have found useful are:

- A formal carers assessment and care plan (this is offered as routine to people identified as a main carer)
- Involvement in parent-infant activities and / or practical parenting advice and support with nursery nurses
- Support to access other agencies – e.g. for financial support, specialist carers organisations / groups, counselling, advocacy services
- Opportunities to attend significant meetings, such as ward reviews (where service users care and treatment plans are reviewed with them by the multidisciplinary team)
- Involvement in our family work programme, targeted at involving carers in discharge and staying well planning
- One to one Partner Support sessions with our Ward Manager
- Opportunities to attend baby clinics (these are bi-monthly clinics run by our local health visiting team, where baby's growth and development are checked. It is an opportunity for parents to discuss any questions they might have with an experienced clinical)
- Opportunities to meet service users who have recovered from a period of illness
- Opportunity to read previous service user experience and stories of recovery – there is a folder of this material based on the inpatient unit.