



SPOTLIGHT ON:

Support for Mental Health and Wellbeing - A Carers Perspective

No.2

January 2017

What Is A “Spotlight On” Report?

This Healthwatch Worcestershire (HWW) “Spotlight On” Report, uses information we have gathered to highlight an issue or topic. We asked carers about what information and support has been provided to them and their experience of caring for someone in a mental health crisis situation.

How Do We Know About This

HWW has carried out work on support for mental health and wellbeing. We have spent time talking to service users and carers about their experiences. In completing our survey many carers told us about the need for more support and information.

Information

We asked carers what information had been provided to support them.

Information received by carer’s covers:

- Information about the condition/illness
- Information about support for carers
- Information about coping skills for the condition and how to access activities and support to so this for the person they care for
- How to access help in a crisis
- A crisis telephone number

None of the carers received all of the above information. The amount and type of information carers received was inconsistent.

Nearly half of the carers said they had not received any information.

“Only given carers information when I broke down emotionally”

We asked carers what information would have been helpful. They told us, information about:

- Respite
- The condition
- Crisis
- How to help the person they care for
- Support groups

Support

We asked carers if they received any support. 20 out of 25 people told us they did not receive any support. Most of the carers said they had not been offered any. Others said they did not know where to go or who to contact for support, they did not need/want any and some said their family and friends support them.



“We would have valued being included in a supportive and meaningful way”

“...all carers should be given support as a matter of course unless they say they do not want it”

Crisis

Most of the carers had supported someone during a crisis. We asked how long it took for the person to get the help they needed. The responses we received were varied, but many people waited 48+ hours and many said they didn't get any help. Some people received help within 12 hours.

We asked carers what is important to them during a crisis. Carers told us:

- Being listened to
- Getting help quickly
- Reassurance appropriate support will be received quickly
- Information/knowledge

Most carers told us they thought more could have been done to prevent the person they care for reaching crisis point. Things that could have been done included:

- Being listened to and taken seriously (carers and service users)
- Quicker help
- More time taken by professionals to understand the service user
- Better monitoring of the service user



We asked carers how confident they felt the person they care for would receive a timely and helpful response from local services during a crisis in the future. Over half the carers responded ‘Not at all’.

“Taken more seriously and not just ignored”

Our Recommendations

Based on our engagement HWW would suggest:

- ✓ Carers are identified as early as possible and professionals listen to and involve them in care planning for the person they care for
- ✓ Health and social care professionals adopt a consistent approach to providing appropriate and relevant information to all carers
- ✓ All carers should be provided with information about what support is available to them and how to access it

For further information contact us on:

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You can also find out more information about HWW and our report *Sharing your Experiences of Support for Mental Health and Wellbeing* on our website

www.healthwatchworcestershire.co.uk