

Family and Friend Carers

A guide to support and confidentiality

January 2020

TO HELP YOU AND THE PERSON YOU PROVIDE SUPPORT FOR, WE WILL:

- Work together to support your loved one's recovery
- Recognise your role and your relevant and important knowledge about the person you support
- Listen to you and your concerns with respect, understanding and without judgement
- Give you information about how to contact the service if things go wrong, and tell you your rights as a carer and the support that is available to you

THE IMPORTANCE AND BENEFITS OF SHARING INFORMATION WITH YOU:

- You are more likely to feel supported, which will benefit your own wellbeing
- You may be the only constant support in the person's life and therefore likely to know them best
- You can be vital in helping a person follow a care plan, take medication and keep in contact with services
- You are more likely to carry on giving the person support

YOUR RIGHTS AS A FAMILY AND FRIEND CARER:

- Know what information we can share with you
- Talk to someone about your concerns and inform us of signs we should look out for if things are not going well. **You may find it helpful to write these down**
- Be involved in care planning, unless there are clear reasons why this is not possible
- Know about carer support groups and organisations
- Discuss an issue that you already know about. We may ask you questions to determine your knowledge about the specific topic before we can give certain information
- Learn about mental health problems, medication and interventions

■ **Remember** - what you tell us is confidential and will not be shared with your loved one without talking with you first.

■ **Remember** - to let staff know if you have a Power of Attorney or Advanced Statement for your loved one.

For full information please ask a member of the mental health team for a copy of the Trust's Family and Friend Carers and Confidentiality policy.

www.sussexpartnership.nhs.uk/advice-and-support-family-and-friend-carers