

Mental Health Carer Service

Guide for Professionals

Gateshead Crossroads ‘Caring for Carers’ provides support to carers within the Borough of Gateshead.

Adult Mental Health Carer Support Service

This service promotes the independence of people with a mental health problem (service user) and supports the carer, thereby helping to prevent crisis or breakdown of the care setting and avoid or reduce the need for hospital admission.

Objectives of the Service

- To provide practical, personal and specialist care in the homes of people with care needs to enable **carers** to have a break from their caring responsibilities.
- To provide direct, individualised personal care for **people with care needs** and to ensure that the provision of such personal care is a user and carer led process which offers choice and self direction.
- To promote independence and provide support to people with mental health problems through inclusion in the local community.
- An Involvement Worker ensures carers are included in strategic and service delivery issues, that they are informed, and that carers needs are recognised.

Eligibility Criteria

- Services will be provided when a carer provides regular and substantial care to a relative or friend with mental health needs, and requires support to manage this care.
- Service users aged over 18 will be eligible to receive a service. There is no age limitation in place, nor diagnosis or personal circumstance.

Referrals

Referrals to this service will be received from any Mental Health Professional, in agreement with Gateshead Primary Care Trust.

Referral forms are available from
www.gatesheadcrossroads.org.uk or 0191 478 2423

Community care need will be determined by the relevant professional who will consider the requirements of the carer and person with care needs and allocate an appropriate weekly level of resource.

Service Provision

Gateshead Crossroads **Care Service** provides support through trained Carer Support Workers who have access to management support, advice and consultation 24/7. The Care Service is registered with the Commission for Social Care Inspection who regulate and inspect the quality of personal care we provide.

- Service provision will depend on the capacity of the service to meet the care requirements identified.
- The length and frequency of care will depend on assessed individual need and agreed in consultation with the carer and person with care needs.
- Length of care session will be flexible but usually at least two hours in order to provide effective support to the service user and respite relief for the carer.
- Period of care may be **short term** to assist with recovery from illness or discharge from hospital or **long term** to assist with the care of someone with an enduring illness.

How to Contact Us



By Post:

Gateshead Crossroads Caring for Carers, St. Joseph's Old School, Smailes Lane, Rowlands Gill, Tyne and Wear, NE39 2DB



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