



# What's new.

## Bristol Rethink Mental Illness

### Carers Service Newsletter Spring 2021

However, we are providing a lot of phone support, and carrying out carers assessments this way too. Remember that you can arrange for us to phone you on a certain day and time.

We have some new introductions to make. Our new service manager Abraham Sanyang joined Rethink Bristol in December, and we would also like to welcome Josh, Issy, Danielle and Sarah to our community team. Kazuri has also done some great research and helped with producing this newsletter on a voluntary basis, see p 5-7.

We would like to thank staff and colleagues in mental health teams who have generously given their time to help us improve services for carers. As well as co-facilitating support groups, they have worked with us on planning and delivering workshops which have received excellent feedback, see p3.

Lastly, if you have used Early Intervention for Psychosis services recently, please check p11

Very best wishes,  
Karen and Margaret



Photo: gardeningknowhow.com

Dear All,

Its been a long cold lonely winter for many, but the spring bulbs are coming up, and we are looking forward to emerging from behind our home desks.

It has been a very busy year for us, as you would expect with so many different reasons and new ways for family and friends to be stressed. Whether you are trying to find stability for everyone in a small house, or worried about someone you can't visit, it can be hard to find peace.

Life for those of you who don't use computers is narrower, with many services now available only online. Our support groups are still online only, and our workshops on Zoom are very well attended, but we are aware that these are not options for everyone.



## What is Rethink Carers Service offering currently?

- Individual phone support
- Carers Assessments & Carers breaks
- Newsletter
- Workshops online
- Online group Support
- Individual support for Family & Friends using secure services at Fromeside & Wickham
- Finding information and specialised services locally
- Linking with mental health teams and GPs & ensuring carers are involved in planning
- Digital access: help to get online

### Carers Support Groups

Our support groups are still running online, rather than in very warm rooms with complementary cups of tea and biscuits. We don't know when that will change, so in the meanwhile, why not try one out?

You are welcome to attend our monthly online support group, which is held the **second Wednesday in each month** in the evening. We are also offering an **afternoon group** during lockdown.

The group is facilitated by a Rethink worker and there is often a staff member from mental health services as well — thanks to Jenna, Bethan and Grace.

#### The next dates are:

Wednesday 10<sup>th</sup> March, 6.30 – 7.30pm

Wednesday 31<sup>st</sup> March 3pm – 4pm

Wednesday 14<sup>th</sup> April 6.30—7.30pm

Please contact Karen for joining details.

### Rethink Community Support

The Bristol community support service is welcoming referrals for individuals experiencing mental health issues. We are presently providing support remotely rather than face to face which can be over the phone, on whatsapp, zoom or skype.

Individuals work with an allocated Recovery Coach who will support them throughout their placement. Support begins with an individually tailored recovery goal, followed by weekly sessions taking manageable steps towards the goal. Some examples of support we offer include: building coping strategies to manage your mental health, improving self-care, increasing activity levels, building structure, and signposting.

We are developing a groups programme that will complement the one to one support, which will be available in the next couple of months. Contact us on 0117 9031801 to discuss support options and referral.

## How to refer a carer to us

Just email or call us with the details of the carer and we can complete the referral over the phone. Or give them our details if you think they will seek support.

Margaret Price, Service Co-ordinator (*Mon—Thurs*)

☎ 0796 7811146    ✦    [margaret.price@rethink.org](mailto:margaret.price@rethink.org)

Karen Allen, Carers Outreach (*Tues—Thurs*)

☎ 07918 162 523    ✦    [karen.allen@rethink.org](mailto:karen.allen@rethink.org)

You can also find our referral form here and send it password protected.

[www.rethink.org/bristolcarers](http://www.rethink.org/bristolcarers)

## Workshops in 2020 & 2021

For 13 years our Caring and Coping course, designed to help people in the first months and years of caring for family members and friends with mental health issues, has been a fixture in our year. Often run twice annually with the help of local mental health professionals, it has made use of their knowledge of what is currently available to users of mental health services in Bristol.

Now, with their help and the feedback of the many family members and friends we talk to, we are redesigning it so that we can explore the most popular topics in workshops and offer them online.

In 2020 we chose 3 topics: dealing with difficult emotions, communicating with someone experiencing symptoms, and how to help recovery from mental illness.

All the workshops were fully booked, and we found that dividing the workshop into two sessions, with a few weeks in between, worked well. This makes it possible to try out any practical suggestions and techniques between the first and second parts, and stimulates useful discussion particularly in the second session.

This year we introduced the topic of understanding motivation and change, and we will be offering Boundary Setting as our next workshop in March, followed by one specifically for carers with (or supporting those with) black or minority ethnic heritage.

You can find more information on our webpage [www.rethink.org/bristolcarers](http://www.rethink.org/bristolcarers) or by emailing [karen.allen@rethink.org](mailto:karen.allen@rethink.org).

## Carers Assessments and breaks

### What is it, and how would I get one?

It helps you to find out about things that could help you in your caring role, to consider your own health and wellbeing, and how caring affects other parts of your life such as work and family.

It isn't an assessment of your ability to care and it doesn't affect other benefits or income you may be receiving. It can help to identify other needs you may not have thought about, or don't know how to get help with, and may include financial help.

Our particular thanks to Jane Brown, Suzanne Gerrish, Paul and Sally, and Nicky Noble for their help in making these workshops such a success.

Some feedback from workshop participants:

*"I really enjoyed the workshop and thought it all went very well, professional and helpful. Feelings and emotions did resurface but in a good way."*

*"Hearing other's experience was helpful and knowing that you're not on your own is such a reassuring comfort."*

*"I've learned about some tips and had the chance to listen to other people and how they have dealt with stressful situations."*

*"I did find the structured approach to our discussions helpful."*

*"It opened my eyes to more solutions to approaching difficult conversations..."*

*"I liked when we talked about phrases you can use when you feel stuck..."*

*"Hearing Paul's first hand experience and what helped him (an arm around his shoulder and gentle kindness) was very moving and so real."*

*"What a great course. So lovely to get away from targets and goals etc."*

*"I think the mix of presented material and small group work was about right. I found the demonstration at the end really helpful as it brought the style of interaction to life and I find this the most useful way of learning."*

If you are over 18 and care for an adult with mental health issues who lives in Bristol, Rethink Carers Service can carry out a carers assessment on behalf of the City Council. When care needs are more complex, we will refer you on for a more comprehensive assessment. You can do a self assessment online, but it takes much longer to process.

### What does it involve?

Just contact us to make a phone appointment, it usually takes 40—60 minutes. You can find a checklist of the kind of information we will ask you here:

[www.bristol.gov.uk/social-care-health](http://www.bristol.gov.uk/social-care-health)

## Mental Health Act Reform: Consultation phase

The government has published a White Paper showing how they plan to modernise the outdated Mental Health Act, which hasn't changed significantly since 1983. Here's the reaction of Rethink CEO Mark Winstanley:

"This is a hugely significant milestone in a long struggle for change. The White Paper sets out a vision and direction for the reform of mental health inpatient services, law and practice. Many people will take for granted their right to have choice and control over the medical treatment they receive. But thousands of people every year who are severely affected by mental illness and who are detained under the Act lose those rights and temporarily their liberty. The proposals set out in the White Paper, all informed by the Independent Review of the Mental Health Act, give real hope for a more person-centred and principled Mental Health Act.

"Specifically, we're pleased to see a clear emphasis on improving outcomes for the disproportionately high number of Black people and people from other ethnic minorities who are detained under the Act. We're also pleased with increased patient involvement in treatment plans, improved carer and family involvement, and greater legal weight for advance decision-making.

"Despite its faults, the Mental Health Act is a lifesaving piece of legislation. It protects people when they are very unwell. But now nearly 40 years old, it is desperately out of date and doesn't reflect how a modern society thinks about mental illness. The White Paper is a big step towards change. In the coming days and weeks we will be encouraging people that have been affected by the Act or who may be in future to respond to the consultation, and will be engaging with our supporters and beneficiaries in the hope of seeing major reform to the Mental Health Act in the near future."

We want your views on changes to the Mental Health Act to help put patients at the centre of decisions about their own care.

This consultation closes at  
**11:59pm on 21 April 2021**

### Letter from Richard Walsh

Hi All,

Some of you may have seen by now that the government have now published their White Paper on reforming the Mental Health Act, which you can see here:

[www.gov.uk/government/consultations/reforming-the-mental-health-act](http://www.gov.uk/government/consultations/reforming-the-mental-health-act)

Some key elements specifically for carers are below, although much of the paper will be of interest to carers as it affects (and certainly improves in my opinion) how their loved ones are treated under the act:

- *Sec 3/32 - A formalised family liaison role should be developed to offer support to families of individuals who die unexpectedly in detention*
- *Sec 3/43 - Detention should require a comprehensive statutory care and treatment plan (CTP) to be in place within 7 days and*

*reviewed at 14 days. This should set out.. how specifically the current and past wishes of the patient (and family carers, where appropriate) have informed the plan*

- *Sec 3/95 - The CQC should pay particular regard to obtaining patient (and carer) input from those who might find it difficult to articulate their views, including those in secure and out-of-area placements, those with learning disabilities or autism, children and young people*

*Sec 5 – Changing the role, involvement and powers of the nearest relative, and replacing this with a Nominated Person. As recommended by the review, we will seek to replace the Nearest Relative with a new statutory role, known as the nominated person, who the patient can personally select to represent them.*

**Richard Walsh**, Associate Director - Advocacy & Community Services, Rethink Mental Illness

## KAZURI'S PAGES

Hello!

I'm a 16 year old student from Wales and it's been my pleasure to help out with this edition of Rethink Mental Illness' newsletter. I really hope you're all doing okay in this particularly difficult time.

I am currently in my AS year, studying Chemistry, Maths and Biology and I hope to study Medicine and University. For as long as I can remember, I've wanted to spend my life helping and caring for others. Being fortunate enough to have family and friends that really care for me, has made it something I would like to give back to the world. Coupled with my fondness for science, I decided medicine would be the perfect way to fuse these two passions together. Especially after this year, my admiration for our NHS has never been greater and I can't wait to keep working towards this.

My aspiration to study medicine was actually only consolidated over lockdown! It's something I've secretly always wanted, but have never been brave enough to say out loud. Strangely, it took this immensely hard year to make me do so. After my exams were cancelled, something I had worked so hard for, it felt like I had lost control over my life. I couldn't go back to school to learn, or do my exams and influence their outcome. But focusing on this goal of mine really grounded me, and kept me moving forward and looking ahead to positive things, in a time when it was easy to be brought down by everything happening in the present.

Volunteering at a mental health organisation is close to my heart, as unfortunately many have had experiences with it, either personally or through a loved one; and I am no exception. Physical and mental health go hand in hand, and I feel so grateful to be able to assist, even just a little bit, with such an amazing organisation with such a strong motivation to care, something I heartily endorse.

I hope 2021 brings better things for everyone, and we're all able to keep moving forward and not lose sight of what really matters.

Kazuri

*Pages 5, 6 and 7 are curated by Kazuri.*

## Headspace meditation



Headspace is an app designed to guide you through relaxing and beneficial meditations.

You can try Headspace for yourself and learn the essentials of meditation and mindfulness with their 'free Basics' course. If you enjoy it, you can subscribe and access exercises to add extra mindfulness to your day, and hundreds of meditations on everything from stress to sleep.

[www.headspace.com](http://www.headspace.com)

## Sleep

It's important to get sufficient sleep for many reasons including maintaining good mental health.



Watch mental health campaigner Jonny Benjamin's tips on how to improve your sleep: <https://youtu.be/dodxKSrbySg>

## Podcasts

With endless genres to explore, from meditation to comedy, podcasts are an amazing way to set time aside for yourself and relax, catch up on your favourite creators, or even learn something new. They're available for free on many streaming apps such as Spotify (the free version) or Amazon music.

[Here are a few suggestions:](#)

**Untangle** - a mindfulness podcast

**Soul Music**- a podcast by BBC radio 4 which discusses music and its powerful impact.

**BCfm 12 Communities 1 Bristol** - A podcast about the history of Bristol.

## Relaxation tips

As a carer you might spend a lot of your time focusing on someone else. You may feel as if you just have no time at all for yourself, but looking after your own wellbeing is important for you and for them.

A key aspect of this is finding time for yourself to relax, and here are some tips...

[www.mind.org.uk/information-support](http://www.mind.org.uk/information-support)

### Take a break

Relaxation doesn't have to take up lots of your time. Read a book or a magazine, even if it's only for a few minutes. Run yourself a bath, watch a film, play with a pet or try out a new recipe.

### Try active relaxation

Relaxation doesn't have to mean sitting still – gentle exercise can help you relax too. Take a walk, going at your own pace. Even a few minutes of walking can help you feel relaxed. Look for a class you'd like to try, such as yoga, Pilates or gentle stretching.

### Focus on your breathing

Learning to breathe more deeply can help you feel a lot calmer...

Breathe in through your nose and out through your mouth. Try to keep your shoulders down and relaxed, and place your hand on your stomach – it should rise as you breathe in and fall as you breathe out.

Count as you breathe. Start by counting 'one, two, three, four' as you breathe in and 'one, two, three, four' as you breathe out. Try to work out what's comfortable for you.

### Get creative

Getting in touch with your artistic side can help you feel more calm and relaxed. Try painting, drawing, making crafts, playing a musical instrument, dancing, baking or sewing. Try not to worry too much about the finished product – just focus on enjoying yourself.

### Spend time in nature

Being outside can be great for your physical and mental health. Take a walk in the countryside or through a local park, taking time to notice trees, flowers, plants and animals you see on the way. Spend some time taking part in conservation, whether that's digging in your own garden or taking a walk in the countryside or a local park.

taking time to notice trees, flowers, plants and animals you see on the way. Spend some time taking part in conservation, whether that's digging in your own garden or taking part in a local green project.

### Listen to music

Music can relax you, connect you to your emotions and distract you from worrying thoughts. Listen to your favourite songs. Turn up the volume and dance or sing along, or put your headphones on and close your eyes.

Really listen to the music. Can you pick out different instruments? Can you hear a drum beat or a certain rhythm? Focus on the music, and let other thoughts fade away.

### Do a tech check

Technology can be great for helping you feel connected, but if you're using it a lot then it can contribute to making you feel busy and stressed. Taking a break (even a short one) can help you relax.

Try turning your phone off for an hour (or a whole day if you're feeling brave). Step away from the TV, or have an evening where you don't check emails or social networks. Use the time to do something relaxing.

### Picture yourself somewhere serene

"The biggest thing for me is making time for myself, it is very easy to feel guilty about making time, and very difficult to do on a practical level."

Even if you can't physically get away, your imagination can transport you to somewhere you feel calm. Think of somewhere relaxing and peaceful. You might choose a memory of somewhere you've been, or a place you have imagined. Close your eyes, and think about the details of this place. What does it look like – what kind of colours and shapes can you see? Can you hear any sounds? Is it warm or cool? Let your mind drift and your body relax.



Watch this video on relaxation techniques:  
<https://youtu.be/cyEdZ23Cp1E>

## Keeping active and well at home



Finding the time, money or energy to get active can be hard at the best of times. But there are lots of simple and free ways to become more active which can be fitted into your day, as and when you get the chance.

**Carers UK** have come up with six ideas on how to stay active

[www.carersuk.org/help-and-advice/](http://www.carersuk.org/help-and-advice/)

### Find a fitness guru

Popular trainers like Joe Wicks (The Body Coach), Yoga with Adriene or The Girl with the Pilates Mat have YouTube channels with a variety of videos available to play for free at any time that suits you.

- [Yoga With Adriene](#)
- Joe Wicks [The Body Coach](#)
- [Chloe Ting on YouTube](#) & her website <https://chloeting.com/>

### Be resourceful

Keeping fit doesn't mean you have to use expensive equipment. Items you have around the home already, such as tins of beans, can be used as weights.

The BBC Tea Time Toning plan is an exercise plan you can follow to increase strength in your arms by weight training with items you have in the cupboard.

### Make a habit of walking or running

Even a short walk every day can make a big difference to your mental and physical health, especially if you use the time to listen to a podcast or audio book that you find relaxing.

Lots of people find walking or running can help them clear their head and lift their mood. The NHS Active 10 App can help you to monitor and gradually increase your brisk walking over time.

### Get fit indoors

Gentle chair-based activities can be a good option for people who need something home-based. The NHS page on sitting exercises has pictures and easy to follow instructions.

[www.nhs.uk/oneyou/for-your-body](http://www.nhs.uk/oneyou/for-your-body)

### [Desk based exercises](#)

### NHS Couch to 5k free app

This programme guides you through an 8 week free course, where your ability to run will gradually develop until you're able to run 5k! It's free and a great way to experience the benefits of exercise.

[www.nhs.uk/live-well/exercise](http://www.nhs.uk/live-well/exercise)

### Bristol active city

Aim to encourage people to become more active, and try out new activities to find what they're best suited to.

[www.bristolactivecity.org.uk/get-involved/](http://www.bristolactivecity.org.uk/get-involved/)

## Ecotherapy

"A method of restoring optimal health and well-being through routine exposure to and experience in the natural world."

Ecotherapy is a brilliant way nurture your well-being and there are many groups you can join, such as Wild Path.

Wild Path is an ecotherapy organisation run by a BACP registered councillor in Bristol and North Somerset.

They're currently offering online and telephone counselling sessions during this period. Face to face ecotherapy sessions have been available when restrictions have allowed, and they offer a free 30 minute introductory telephone session for new clients. Tel: 07989683898

Visit their website for more information:

[www.wildpathcounselling.co.uk](http://www.wildpathcounselling.co.uk)



[www.rethink.org/bristolcarers](http://www.rethink.org/bristolcarers)

## Some things you should know if you go into hospital for 28+ days:

- if you are getting Disability Living Allowance, Personal Independence Allowance or Attendance Allowance, your benefit will stop
- if someone gets Carer's Allowance for you, their benefit will stop at the same time.
- you can continue to get Housing Benefit for up to 52 weeks
- if you are getting Employment and Support Allowance it will continue to be paid but depending on which type you are getting, you may lose some premiums or housing costs
- Universal Credit will not usually be affected for six months
- you need to continue paying your bills. Think about setting up a direct debit so it's done automatically

See full article on helping someone manage their money here:

[www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

Did you know that Rethink Carers Service can arrange a phonecall with a specialised financial advisor from the Mental health and Money Advice Service?

If you have questions about your income, debts or benefits, let us know.

### Turn2Us

Check what benefits you are entitled to:  
[turn2us.org.uk](http://turn2us.org.uk)

### Citizens Advice

Free, confidential information and advice on your rights, including money, housing, legal and other problems.

0800 144 8848 (England Adviceline)  
0800 144 8884 (Relay UK, textphone)  
[citizensadvice.org.uk](http://citizensadvice.org.uk)

## What is 'capacity' to take out a loan?

Capacity means the ability to use and understand information to make a decision, and communicate any decision made. A person lacks capacity if they can't make a decision at that time.

### You 'have capacity' to take out a loan if you can:

- Understand and remember information about the loan,
- Weigh up that information when deciding whether you want the loan, and
- Let someone know what your decision is.

### If you can't do one of these things, you 'lack capacity' at the time.

It can be hard to prove that you lacked capacity, especially if it was a long time ago. It can also be hard to show that a bank or money lender should have known.

### However, the lender should have known you lacked capacity if:

- You told them you had an illness,
- They could see that you were finding it hard to follow the conversation and understand what they said,
- They know you have an appointee for benefit purposes,
- Your attorney under a Lasting Power of Attorney told the lender you lack capacity,
- The lender knows that you are subject to a Court of Protection order,
- You told the lender that you wanted to spend the money on something unusual, or you talked about unusual or unrelated things when they were explaining the loan agreement.

The law that governs mental capacity is the Mental Capacity Act 2005.

[www.mentalhealthandmoneyadvice.org](http://www.mentalhealthandmoneyadvice.org)

## Update from The Sanctuary Bristol

The Sanctuary is now able to offer face to face sessions alongside the phone support service that has been running since the first lockdown was announced.

It will be open for bookable sessions on Thursday to Monday evenings, from 5pm until 11pm, operating from a new location: Gloucester House, 12 Dorian Close, Bristol, BS7 0XP.

The Sanctuary is still able to offer phone support to individuals if they are unable to come into the Sanctuary. Phone support sessions are accessed in the same way as face to face appointments – please call 07709295661 from 4pm, Thursdays to Mondays.

## Mindfulness sessions for carers

Free mindfulness for carers sessions, designed to help you to:

- Make space/ time for yourself, and feel less run down and fatigued
- Work toward improving your best sleep pattern/habits
- Improve your emotional well being and learn coping strategies
- Feel less isolated and more supported
- Strengthen your resilience and work toward maintaining a hopeful outlook

The next Mindfulness For Carers Taster session is on **Thursday 25 March from 7-8.15pm**

[www.themindfullife.co.uk](http://www.themindfullife.co.uk)

Join weekly half hour meditation sessions. Please get in touch by email: [info@themindfullife.co.uk](mailto:info@themindfullife.co.uk)

## Violence in informal caregiving relationships

Emilie Wildman, a researcher at King's College London is recruiting for a new study, exploring the experiences of informal carers of adults living with mental health problems, who have experienced violence from the person they care for. For more info contact her on 07737 714 873 or email [emilie.wildman@kcl.ac.uk](mailto:emilie.wildman@kcl.ac.uk)

## Emotional & practical support 24/7

A 24/7 confidential helpline staffed by experienced counsellors. They will offer emotional support and can connect you to organisations available in Bristol, North Somerset, and South Gloucestershire. For more information visit



[www.vitahealthgroup.co.uk](http://www.vitahealthgroup.co.uk)

Tel: 0800 0126549

Vita Health Group is the local provider of the free 'Improving Access to Psychological Therapies' (IAPT) service which your GP can refer you to if you are suffering from depression, anxiety, post-traumatic stress disorder, excessive worry or low mood.

'VitaMinds' works in partnership with the NHS to offer a range of short-term psychological therapies to adults 16-years and over, who live and are registered with a GP in Bristol, North Somerset and South Gloucestershire.

VitaMinds is a free service and you don't need to visit a GP to get help – simply click the Self Refer button [on this page](#) or call 0333 200 1893



Julia from our community service suggested accessing the BBC Sound Effects Archive, an amazing resource featuring over 33,000 sounds from around the world, including 17,000 from nature.

[canvas-story.bbcrewind.co.uk/](http://canvas-story.bbcrewind.co.uk/)

You can also take part in an experiment!

## New contract for GP surgeries

An article on the Mental Health Foundation website highlights two aspects of a new national contract for GP surgeries which will benefit people with mental health issues.

From April 2021, every Primary Care Network (PCN) will become entitled to a fully embedded Full Time Equivalent mental health practitioner, employed and provided by the PCN's local provider of community mental health services, as locally agreed.

Andy Bell of the Mental Health Foundation writes: 'The new contract will include payments to practices that carry out a full, annual six-point physical health check for patients registered with them as having a severe mental illness (defined as 'schizophrenia, bipolar affective disorder and other psychoses'). Until now, they were only paid to carry out three of the six elements of the recommended health check: smoking, weight and blood pressure. It will now include blood glucose, alcohol consumption and blood lipids (the latter every year for people taking antipsychotic medication or with other

## Can't get through to your GP?

It's a busy time for GPs, and we will all be familiar with the frustration of failing to get an appointment. If you are not getting through, phone 111

Or go to your local walk in centre—there is one in Boots in Broadmeads BS1 3EA :

**Opening hours:** Monday to Friday, sit and wait with no appointment necessary from 8am to 6.30pm, service closes at 8pm.

Saturday 8am to 6pm, service closes at 8pm. Sunday and bank holidays (except Christmas Day and Easter Sunday) 11am to 3.30pm, service closes at 5pm.

Tel: 0117 9549828

## Dates for the diary 2021

Eating Disorders Awareness Week, 1-7 March

World Bipolar Day, 30 March

specific risks, every two years for those without).

'This is an important step forward for physical health equality for people living with a mental illness. It should mean that more people will have physical health problems such as diabetes picked up early. Diabetes is three times more common among people with a long-term mental illness than in the rest of the population, and is a major contributor to the 15-20 year life expectancy gap.

'The Equally Well UK collaborative – hosted by Centre for Mental Health, in partnership with Rethink Mental Illness and a number of leading professional associations – is currently working with NHS England to support a winter outreach programme to ensure more people with a mental illness get access to both health checks and (if they're eligible) flu vaccinations. And later this year, people with mental illness will be included in the priority group for the Covid vaccination of people with long-term conditions.'

*Read the full article here, where you can also subscribe to the Mental Health Foundation newsletter.*

[www.centreformentalhealth.org.uk/blogs](http://www.centreformentalhealth.org.uk/blogs)

## NHS Choices – Carers Direct

Information from the NHS for carers.  
[nhs.uk/carersdirect](http://nhs.uk/carersdirect)

## Carers UK

Advice & support for unpaid carers.  
0808 808 7777 [carersuk.org](http://carersuk.org)

## Indian Head Massage anyone?

Karen writes:



*Like me, you may be wondering when seeing a massage therapist or bodyworker is going to be possible again. In the meanwhile, why not twist the arm of someone in your household and bribe them to learn how to swap an Indian*

*Head Massage with you? I have looked at this tutorial, and it looks easy to follow:*

[www.youtube.com/watch](http://www.youtube.com/watch)

## Involvement Opportunity at Rethink

Rethink is looking for adults with direct lived experience of Early Intervention in Psychosis (EIP) services or carers of those with direct experience, to be part of a half day online workshop on the 4th March from 10am-1pm. It will reflect on how well EIP services have been delivering care including CBT, Family Intervention and Physical Health Checks over the last year. You will need to draw on your own experiences & reflect on how EIP services have been delivered. Outcomes identified will be included in the National Clinical Audit of Psychosis' annual report.

Please contact Gabriella Hasham on [gabriella.hasham@rethink.org](mailto:gabriella.hasham@rethink.org)

## Cruse Bereavement Care

Cruse Bristol is able to support clients by telephone during the COVID19 outbreak. If you would like to refer someone for telephone support, please contact us on 0117 9264045 and leave your name and telephone number. We will contact you to get details of the person wishing to use the service.

[bristol@cruse.org.uk](mailto:bristol@cruse.org.uk)

If the need for support is urgent, you may wish to call the CRUSE freephone national helpline 0808 8081677, open 9.30am - 5.00pm (or until 8.00pm on Tues/Wed/Thurs). There is also a free confidential online chat facility which is available 9am-9pm Monday to Friday.

[www.cruse.org.uk](http://www.cruse.org.uk)

[www.hopeagain.org.uk](http://www.hopeagain.org.uk) (for children & young people)

## Befriending

If you are trying to get help for someone with mental health issues who is feeling isolated, this service might be what you are looking for.

You need to sign up to Changes to become a member, and then you can contact their Befriending service:

<https://changesbristol.org.uk/support>



## Professional Profile:

Tracey Lathrope, Carers Liaison Worker at the BRI



*How do you support families of people with mental health issues?*

I help with facilitating an online group for mental health carers on the second Tuesday evening of every month which used to run face-to-face pre-Covid at the Vassall Centre. We have sessions where carers can share experiences, relaxing sessions with arts and crafts and guest speakers.

*What issues come up for carers at the BRI?*

My main role is to support unpaid carers whilst the person they care for is in hospital at the BRI and I have colleagues who work at Southmead and South Bristol Community Hospital. The main issues at the moment are carers' anxieties about not being able to visit due to the pandemic, information around the hospital discharge processes or just emotional support – someone to talk to. I also liaise with hospital staff on behalf of carers.

*When someone comes to the BRI having self harmed, how can you help the carers?*

Hospital staff will support the patient with medical issues and refer for mental health support. I can support family to navigate the hospital processes and offer emotional support. I can also refer family members on for carer support in the community or refer for a carers assessment. I try to support the whole family.

*What other work experiences have you had?*

I have worked on the helpline at Bristol Mind and for SARSAS, I've mentored in a secondary school and I also worked on a psychiatric unit. With this type of work, you never know what your working day will bring so my previous work has meant I can adapt to many different situations. I also have had my own experiences of caring for a family member.

Please feel free to make contact me on 07557 441613 (working days Tues, Wed & Friday)  
Email: [traceyl@carerssupportcentre.org.uk](mailto:traceyl@carerssupportcentre.org.uk)

Free counselling is also available to discuss how caring affects you.

[www.carerssupportcentre.org.uk](http://www.carerssupportcentre.org.uk)

## Rethink Mental Illness Bristol

Abraham Sanyang, Service Manager

☎ 0117 9031801

abraham.sanyang@rethink.org

## Carers Service

Margaret Price, Service Co-ordinator  
(Mon - Thurs)

☎ 0796 7811146

margaret.price@rethink.org

Karen Allen, Carers Outreach (Tues - Thurs)

☎ 07918 162 523

karen.allen@rethink.org

## Black & Minority Ethnic Service

Narinder Chana, Community Development

☎ 07970 892041

narinder.chana@rethink.org

## Community Services

Main number 0117 9031805

bristolservices@rethink.org

## National Rethink Advice Service

Mon to Fri between 9.30 – 4pm

0800 8010525 advice@rethink.org

Call 0300 5000 927 to join Rethink



Leading the way to a better  
quality of life for everyone  
affected by severe mental illness.

For further information  
on Rethink Mental Illness  
Phone 0300 5000 927  
Email info@rethink.org

[www.rethink.org](http://www.rethink.org)

## USEFUL CONTACTS

(Links in titles)

[Care Direct](#) tel 0117 922 2700

First point of contact for social services

[Crisis Service](#) tel 0300 555 0334

or 0800 953 1919. Also called the 'AWP Response Service'.

[Sanctuary](#) tel 07709 295 661

Open Thurs to Monday from 5pm to 12am

[Wellaware](#) tel 0808 808 5252

Local directory of health & community services. [www.wellaware.org.uk](http://www.wellaware.org.uk)

[Bristol Mental Health](#) tel 0117 354 6200

[www.bristolmentalhealth.org](http://www.bristolmentalhealth.org)

[PALS](#) tel 01249 468 2618

Patient advice & Liaison service for Avon and Wiltshire partnership. [awp.pals@nhs.net](mailto:awp.pals@nhs.net)

[Samaritans](#) tel 116 123

open 24 hrs a day. [jo@samaritans.org](mailto:jo@samaritans.org)

[Off the Record](#) 0808 808 9120

Mental health support for young people up to the age of 25

[Carers Support Centre](#) tel 0117 965 2200

Supports carers in Bristol & S Glous

[DHI](#) tel 0117 440 0540

For families affected by alcohol & substance misuse

[Bristol Black Carers](#) Tel 0117 379 0084

[Royal College of Psychiatrists](#)

[Treatments and info](#)

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