

Information for carers (provided by the Crisis Resolution Home Treatment Team)

Useful Contact numbers

CWP Trust wide Crisis Line – Via NHS 111 option 2

- This is a 24-hour helpline open to all people residing in the Cheshire and Wirral area, this should be your first port of call when in a mental health crisis. The phone lines are operated by mental health support workers and practitioners who will be able to support and guide you in a crisis.

Stein Centre – 0300 303 3157

- If they are under the community mental Health Team, please call this number Monday to Friday 09.00-17.00

Central advice and duty team (CADT) – 0151 514 2222

- This is a telephone service for people who need to access adult social care services helping to signpost people to the most appropriate team for support. As well as providing support and assistance to people who have social care issues, they also take calls regarding safeguarding concerns, linking in with the appropriate agencies to support the needs of the person.

Emergency duty team (EDT) – 0151 677 6557

- This service covers the CADT emergency function outside of working hours

NHS Direct – 111

- NHS 11 is here to make it easier and quicker for patient to get the right advice or treatment they need, be that for their physical or mental health, 24 hours a day, 7 days a week.

Local Police (non-emergency line) – 0151 709 3010

Other useful numbers –

Saneline – 0300 304 7000 16.30 – 22.30 7 day a week

Mind info line – 0300 123 3393 Mon – Fri 9.00 – 18.00

Samaritans – 116-123

Triangle of care

The Triangle of Care is three way partnership between the patient their family/friends/carers, and professionals, with all voices being heard to support and influence care and treatment. We know that this process produces the best chance of recovery. CWP is part of the national programme for Triangle of Care and all members of CWP staff are actively encouraged to promote this three-way partnership, as part of their everyday working practice.

Care planning and carer involvement

We would like you, family/friends/carers and staff to work together with care planning. A care plan will be developed with each patient, outlining their care and treatment. You and your family/friends/carers will be provided with a copy of the care plan and are encouraged to be involved in developing this. If you would like to discuss your family/friends/carers care, there are a few ways this can be done.

Family Tree

Their aim is to support families caring for someone with severe mental illness –

Telephone – 0151 488 8159

Email – family.tree@cwpa.nhs.uk

Website – www.familytreewirral.co.uk



Wired

Wirral Information Resource for Equality and Diversity – Wired offers support to carers.

Telephone – 0151 670 0777 (Mon-Fri 9am-4pm)

Email – carers.support@wired.me.uk

Website – www.wired.me.uk



Carers Trust

Carers Trust 4all offers a wide range of services for carers and the people they care for. They can offer support, advice and practical help.

Telephone – 0151 230 1137 or 0333 323 1990

Email – cheshirewest@carerstrust4all.org.uk

Offices – Unit 6, Rossmore Business Village, Ellesmere Port, CH65 3EY



Young Carers

Barnardo's Action with young carer aims to provide a flexible and responsive services for young carers.

They can provide information support and opportunity for young carers to access social and leisure activities away from their caring responsibilities.

Telephone – 0151 678 7790

Email – wirral@barnados.org.uk

Offices – Ganney's Meadow, New Hey Road, Woodchurch



Carer Support

Carers assessment

Carers are entitled to a carers assessment if they provide support to a family member or friend who would be unable to manage otherwise without this help. The carers assessment is not a test of how well the carer is providing support to the person they are caring for, but to look at how their caring responsibility impacts on their own health and well-being, and their abilities to do the things they want to do in their day to day life. A carers assessment can be accessed through the Central Advice Duty team (CADT) or through the community mental health team if you realise you are under their care.

Online – www.wirral.gov.uk/health-and-social-care/adult-social-care/support-if-you-care-adult

email – wcnt.centraladviceanddutyteam@nhs.net

telephone – 0151 514 2222 (option 3)

Patient Advice and Liaison Service (PALS)

CWP is committed to providing the opportunity for you as family/friends/carers to give a compliment, seek advice, raise concerns or making a complaint about the services provided. CWP offers a PALS service, which is a confidential service for you and your carers. Comments, concerns, complaints and compliments may be sent to PALS, PALS will listen to any concerns you and/or family/friends/carers may have about the care provided and liaise with services to try and resolve these.

PALS are available Mon-Fri (except Bank holidays) 9.00-17.00 and can be contacted as follows –

Telephone – 0800 195 4462

Email – cwp.pals@nhs.net

Postal address – PALS FREEPORT RRBA UEGB AZJA Patient and Carer Experience Team
Cheshire and Wirral Partnership NHS Foundation Trust, Redesmere, Countess of
Chester Health Park, Liverpool Road, Chester CH2 1BQ

Community Services –

There are local organisations providing support for people living with mental health issues and their family/friends/carers. Information and contact details for some of these are included below.

- **Campaneros** - 0151 488 8135 - Email – enquires.comp@spider.org.uk

Campaneros is café run in partnership with Spider Project. The care is based in central Birkenhead that offers 'safe place in a crisis'. They offer 1:1 intervention, signposting and referral, listening, care and support and creative recovery and well-being activities.

Location – 2A Price Street, Birkenhead, CH41 6JN

- **Talking Together Wirral** - 0151 649 1859 (Mon-Fri – 9.00-17.00)

Talking therapies help with everyday issues that affect your mental wellbeing, as well as professional support for more serious mental health difficulties. You can self-refer to this service.

- **The Wellbeing Hub** - 01606 555 263 / 01606 555 211

The wellbeing hub helps to identify any mental health issues at the earliest possible opportunity so that you can access the most appropriate support. A call to the team can result in; Assessment, signposting, talking therapies and/or treatment.

- **Wirral Education for Wellbeing** – 0151 488 7250

Offering free courses and working with adults accessing CWP secondary care mental health teams on the Wirral. Primarily an educational service that looks to support students more widely in their mental health journey.

- **SPIDER Project** – 0151 647 7723

They are a creative arts and wellbeing recovery community project. They offer a wide range of Creative Arts courses. Holistic therapies and physical exercise sessions.

- **Wirral Ways to Recovery** – 0151 556 1335

Open Mon-Fri 9.00-17.00. If you are concerned about your drinking or drug use but aren't sure what steps to take. Their website also has a lot of useful information.

- **Involve Northwest** – 0151 644 4500

With services such as employment support, welfare and benefits advice and domestic abuse support, Involve Northwest's key objective is to continue to empower and enable local people through access to clear, concise information and guidance through a high-quality service.

- **Mindline Trans+** - 0300 330 5468

A UK wide service offering confidential, non-judgement listening space for people who identify as Trans- nonbinary and their friends and families.

- **Veterans Gateway** – 0808 802 1212

Available 24/7, supporting veterans and their families to find the help they need.

Support for Younger people

- **Papyrus** – 0800 068 4141

Papyrus is a charity for the prevention of young suicide (under 35). HOPE-LINE UK advisors provide a safe space to talk through anything happening in your life that could be impacting on your ability to stay safe.

- **YoungMinds** – 0800 802 5544

Worried about your child or young person? Contact the parents' helpline for free, confidential advice. Monday – Friday 9.00-16.00

- **YoungMinds Crisis Messenger** - For young people in crisis text YM to 85258

All tests are answered by trained volunteers support by experienced clinical supervisors.

- **Café Create** – 0808 196 4147

Café create is a place for young people to relax, feel supported, get informed and be involved. Young people aged 11-19 can access the café, projects, events, support and counselling. Opening times – Mon – Fri -11.00-20.00, Sat and Sunday 14.00 – 17.00. No booking required, so you can just turn up on any day. For more information search café create Wirral on the internet.

Location – 1 Pilgrim Street, Birkenhead, CH41 5EH

Support for Older Persons

- **Silver Line** – 0800 470 0890

A helpful and friendship service for people 55 and over. This is free to all callers.

- **Age UK** – 0800 055 6112

Open 365 days a year 8.00-19.00, Free confidential national phone service for older people, their families, friends, carers and professionals.

Support with Domestic Abuse

- **Paul Labelle Foundation** – 0151 647 7907

Male domestic abuse, delivering early intervention support to low to medium risk men.

- **Domestic Abuse drop in** – 0151 644 4500 / 0749 579 7477 (Thurs and Fri 9.30-11.30).

A safe and friendly place for advice and support from people who understand

Women's Services

- **Tomorrow's women Wirral** – 0151 647 7907

TWW helps women to make positive lifestyle choices and changes.

- **Women's Enterprising Breakthrough** – 0151 653 3771

A community-based service provider that supports women, men and children with complex needs who may be isolation, victimised, discriminated against, have low self-esteem and lack hope.

Men's services

- **Journey MEN** – 0151 792 9159

JourneyMEN are Wirral's men's mental health specialist. They offer care and support to men with their mental health. Working with them along their journey of recovery through re-integration into training, employment, socialising and through tailored counselling and mental health support.

- **Martin Gallier Project** – 0151 644 0294

Martin Gallier project is dedication to preventing suicides, breaking down stigmas and supporting families in the Northwest.