

Supporting someone can be tough

Helping someone with mental health needs or complex issues is valuable and rewarding – but at times it can also be difficult, lonely and isolating. Sometimes you may need to try out different approaches, explore new ideas or get more information. Or you may just need to say how you feel! But perhaps you don't know anyone else with similar problems who would listen and help you.

The good news is that there are groups designed to assist you, not far away. They are great for meeting other people in your situation and for getting information and emotional support. Some of them hold sessions where you can meet other supporters, and they even run courses specifically for people like you. There you can learn how to do the best for the person you are helping while keeping yourself and others in good shape.

Other support organisations work by giving you advice and information through their websites, or by phone and email. Their information can be also invaluable in helping you to find new ways of coping. They may give advice on covering the cost of time off for yourself; dealing with paperwork; getting support from other health and other agencies; or many other issues. This leaflet contains information about groups that may be able to help you, so you can choose the best match for your needs.

Your contact at Elmore Community Services is:



Please ask us if you need the information in this leaflet in a different language or format.



Oxfordshire
Mental Health
Partnership

To make it easier for people with mental health problems to get the best possible

support when and where they need it, six mental health organisations from the NHS and charity sector in Oxfordshire have formally come together (see www.omhp.org.uk). We have signed up to working much more closely with each other and with people who have mental health problems, to make it easier for people to get the best possible support when they need it.

- **Connection Floating Support:** www.connectionfs.org
- **Elmore Community Services:** www.elmorecommunityservices.org.uk
- **Oxford Health NHS Foundation Trust:** www.oxfordhealth.nhs.uk
- **Oxfordshire Mind:** www.mind.org.uk
- **Response:** www.response.org.uk
- **Restore:** www.restore.org.uk

You will be able to access the expertise and local knowledge of each organisation more easily. So, for example, if you are receiving support from one charity but they feel you would also benefit from the knowledge of another agency, they can quickly get access for you without having to start back at the beginning with new people. The aim of all the partners in this group is to enable you and the person you support to live longer and happier lives.



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Support for carers



Flexible support for people in complex situations

Flexible support for people in complex situations

Elmore Community Services is an independent charity working with people with mental health issues and complex needs who can 'fall through the net' of services. We link them with the support services they need. For example, we may help them find stable accommodation, encourage better health and wellbeing, suggest more purposeful activity and/or making better connections with other people. Clients are encouraged to make their own choices about their support.

While Elmore is focused on helping you by helping the person that you look after, we appreciate how important you are. We are happy to give you updates on the support offered, if they have agreed to that. We want to assist you and also, in this leaflet, tell you where else you can go to get information, advice and companionship.

We welcome inputs from supporters and carers of Elmore clients and we promise to:

- always listen to you and treat you with respect.
- recognise your importance to the person you support.
- involve you in their support as much as possible.
- give you information on how to get support locally.
- identify someone from Elmore as your specific contact.

As a main supporter, you may be able to get help from Oxfordshire County Council. They can offer money to pay for things that make your job easier, like arranging for someone to step in when you need a break. The Council will need to assess the impact that acting as a carer (main supporter) is having on your life. Elmore can introduce you to this service and talk you through the process.

Rethink Oxford Carers Support Service

Rethink has a wide range of help for people with mental health issues including one-to-one emotional and practical help. As a carer, you can get:

- information and advice on mental health issues.
- support and advocacy at meetings with professionals like doctors, council officials, police etc.
- contact with other supporters.
- courses on how you can care and cope better.
- information on how to get funding to give you a break.
- details of other helpful services or organisations.

Rethink groups for the main supporters of people with mental health issues meet every month in Oxfordshire's major towns. There you can get face-to-face advice from professionals and experienced carers, and build a network of understanding people to get you through tough times.

Rethink, Manzil Way Resource Centre, Manzil Way, Oxford, OX4 1GH.
01865 455877 • oxfordshirecarers@rethink.org
www.rethink.org

Oxfordshire Carers Forum

This independent voluntary organisation of carers and ex-carers runs special courses for supporters. Courses help you to "learn how to organise your life, reduce stress, improve your own health and not feel guilty." This initiative is supported by Oxfordshire County Council, who can pay for travel expenses and care cover while you are on the course.

Oxfordshire Carers Forum, FREEPOST (SCE9038), Witney, OX28 4AZ.
01993 706543 • admin@oxoncarersforum.org.uk
www.carersoxfordshire.org.uk

Carers Oxfordshire

Carers Oxfordshire offers main supporters like you:

- a telephone and web-based information service about benefits and entitlements, support services, supporter's breaks, emergency back-up, employment, looking after yourself, training opportunities for you and much more.
- a network of peer support groups that provide advice and support by phone and face-to-face.
- training opportunities in first aid, moving and handling and a 'Confidence 2 Care' programme.

Oxfordshire County Council offers a carer's assessment carried out by Carers Oxfordshire, which gives you the chance to tell them about your supporting role. They can then provide you with the right information, advice, service or payment.

Carers Oxfordshire: 0845 050 7666
carersoxfordshire@oxfordshire.gov.uk
Information on assessments: tinyurl.com/zygg3al
www.carersoxfordshire.org.uk

Carers Voice Oxfordshire

This forum of parents, adults and young carers works with local authorities, education, health providers and others to make sure their services meet the needs of families. It works closely alongside Carers Oxfordshire and provides opportunities for supporters like you to have their voices heard – and acted on. Carers Voice Oxfordshire makes sure that local authorities know what is important to you, but does not advocate for individual families.

Carers Voice Oxfordshire: 01235 520440
For Oxfordshire Carers Strategy, see Oxfordshire County Council website: www.oxfordshire.gov.uk