

## We value your feedback

Your views help us improve the care and support we provide. Please take a moment to complete the Friends and Family Test and tell us about your experience. It only takes a minute, and your feedback makes a real difference.

You can fill it in online, by scanning the QR code below with your smartphone or ask a member of staff for a paper copy.

Thank you for helping us make our services better for everyone.

Friends and Family Test - MHCIT



Please choose either of the first two options  
(RR001 or RR002) #9

Version 7 October 2025

## Resources for Carers



INFORMATION & RESOURCES  
FOR CARERS

**MENTAL HEALTH CRISIS  
INTERVENTION TEAM**



### **Foreword: Dr Kwame Fofie, Executive Medical Director**

Caring for someone experiencing mental ill health is an act of compassion, resilience, and commitment. Whether you are a family member, parent, guardian, or friend, being a carer is such an important and vital role to the wellbeing of the person you support.

This booklet has been created to recognise and support you. It offers clear, practical information about our services, the roles within the Mental Health Crisis Intervention Team, and the ways in which we work together with carers to deliver safe, compassionate, and person-centred care. It also outlines your rights, the importance of confidentiality, and how we involve you in care planning and decision-making.

We know that caring can be rewarding, but it can also be challenging. That's why we've included guidance on carers' assessments, wellbeing resources, and key contacts, so you can access the support you need, when you need it.

As Executive Medical Director, I am deeply committed to ensuring that carers are recognised as partners in care. Your knowledge of the person you care for, your experiences, and your support are essential to improving outcomes and shaping services that truly meet the needs of our communities.

Thank you for all that you do. We hope this booklet helps you feel informed, empowered, and supported.

## **Useful Contacts for Carers**

### **Mental Health Advice and Support Line**

0800 138 0990

### **Carer's Information and Support Service (Hull)**

[chcp.carersinfo@nhs.net](mailto:chcp.carersinfo@nhs.net)

01482 222 220

### **East Riding Council Carer's Support Service**

[ERcarers@eastriding.gov.uk](mailto:ERcarers@eastriding.gov.uk)

0800 917 6844

### **Hull and East Yorkshire Mind**

[info@heywind.org.uk](mailto:info@heywind.org.uk)

01482 240 200

Heymind.org

### **Carers Trust (online)**

[Carers.org](http://Carers.org)

### **Carers UK**

[Carersuk.org](http://Carersuk.org)

0808 808 7777

### **Citizens Advice**

0808 223 1133

### **Samaritans**

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

116 123

### **Patient Advice and Liaison Service (PALS)**

01482 617940

**Live Well Hull – Live Well Hull** is a one stop information, advice and support website for adults of all ages.

If you would like to access this booklet in read a loud or different translation please visit [www.humber.nhs.uk](http://www.humber.nhs.uk)

## Key Facts



The most recent Census in 2021 found that there are 5.8 million unpaid carers in the UK.

1.7 Million people in the UK are providing 50 or more hours of care per week.

The Census found that in England & Wales, women are more likely to provide care than men. 59% of unpaid carers are female

The biggest proportion of people caring in England & Wales are from the 55-59 age group

Centre for Care research found that over the period 2010-2020 , every year 4.3 million people became unpaid carers in the UK , and more than 4 million people left their unpaid caring roles. This shows that caring is dynamic , with people moving in and out of caring roles every year.

Cares UK's most recent State of Caring 2024 survey found that 61% of unpaid carers are worried about living costs and managing in the future. 27% are struggling to make ends meet and 28% are cutting back on essentials like food and heating

1 in 4 carers reported “ not in good health” after adjusting for age, compared with fewer than 1 in 5 non—carers

2.6 million people have given work up to care.

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## About our services

We are a leading provider of integrated health care services across Hull, the East Riding of Yorkshire, Whitby, Scarborough, and Ryedale. Our wide range of health and social care services serve a population of 765,000 people, of all ages, across an area of over 4,700 square kilometres.

Our services include a variety of community and inpatient mental health services, learning disability services, healthy lifestyle support and addictions services. We also deliver specialist services for children, including mental health services, physiotherapy, and speech and language therapy. Our specialist services, such as forensic and our Children and Adolescent Mental Health inpatient unit, Inspire, support patients across the country. We also run Whitby Hospital, a community hospital providing inpatient, outpatient and community services, and eight GP practices.

## Mental Health Crisis Intervention Team

The Mental Health Crisis Intervention Team (MHCIT) is a multi-disciplinary team of mental health professionals providing a 24 hour, 7 day per week service to people experiencing an acute mental health crisis, for individuals (and their families/carers) who are registered with a Hull or East Riding GP. MHCIT work alongside the Mental Health Advise and Support Team (MHASt) which offers 24/7 access for mental health support.

## Mental Health Advice and Support Line (24/7)



**Freephone: 0800 138 0990**

The Mental Health Advice and Support Line is available 24 hours a day for anyone in the Hull and East Riding of Yorkshire area who requires information, advice and support with their mental health.

You can also contact this line if you are worried about family or friends who may be struggling with their mental health. If you are experiencing an emergency, or feel that you, or somebody else is at risk of suicide or self harm, please contact **NHS 111** or **999** for emergency services.

## Carer Wellbeing

Carers sometimes focus on the person they are caring for and neglect their own wellbeing. We know it's hard, but it is important that you try to look after your own wellbeing.

- ◆ Make time for yourself.
- ◆ Learn to say “no” as you cannot do everything.
- ◆ Don't neglect your own health needs.
- ◆ Find time to rest and get enough sleep.
- ◆ Try to focus on the positive aspects of your life.
- ◆ What do you enjoy? What are you good at?
- ◆ Find an exercise you enjoy that gives you time for yourself.
- ◆ Talk to someone: a friend, a family member or support from a carer group.
- ◆ Keep important telephone numbers accessible in/ by your phone
- ◆ Ask your GP surgery to register you as a carer as this will make it easier when seeking support and benefits
- ◆ Ask for a carers assessment or a review of your needs as this can help identify others to support you.





As a carer you have legal rights. Knowing your rights can help you get the support you need.

We have summarised below some of the most important aspects that we think are useful.

## **Carers legislation.**

### **The care act 2014**

This act sets out carers legal rights to assessment and support. The care act relates to adult carers ( aged 18 and over ) who are caring for another adult. This is because young carers ( aged under 18 ) are assessed and supported under a separate children's legal framework.

### **The children and families act 2014**

This act gives young carers ( and parent carers ) similar rights to assessment as other carers have under the care act.

A young carer is someone aged 18 or under who helps look after someone who has a mental health illness, drug or alcohol problem or a long term condition.

Regulations under the Care Act 2014 set out how assessments of adults must be carried out to ensure the needs of the whole family are considered..

This includes assessing what support an adult needs to enable them to fulfil their parental responsibilities towards their children,

## **Who is considered to be a carer?**

A carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid. This is inclusive of both adult and young carers.

## **Carers Assessment**

You can request a carers assessment from any of the team at Mental Health Crisis Intervention Team ( MHCIT ) The carers assessment outlines what sort of help that you need and how this can be addressed. The care available to you will also depend on your locality, which is something that can be addressed when you are completing your carers assessment.

## **Mental Health Crisis Intervention Team**

We provide crisis interventions through telephone support, triage and assessments, plus intensive community-based treatment via the Home Treatment Team. Assessments and interventions can take place virtually via phone and video call, or in an appropriate community setting such as an NHS site, or an individual's own home. The team focuses on immediate risk management and rapid stabilisation of a person's mental health and provides a short period of care to help manage the person's crisis. We work with individuals and their family or carers to help resolve the individual's current mental health crisis and to assist with the process of recovery. If the individual is considered to lack the ability to make an informed choice and/or there are concerns about their safety and risk, team members may request an assessment under the Mental Health Act 2007.

The team works to provide people with safety, recovery and social inclusion, and adheres to the principles of honesty, openness and integrity. The service user's experience should be central to the workings of mental health services and the team provides personalised care that recognises each person's unique path to recovery.

## Mental Health Crisis Intervention Team

MHCIT form an integral part of the Care Services that are integrated within Mental Health Acute Care. These include Mental Health Liaison Services. MHCIT also have strong links and networks with Inpatient Services, Community Services, Police, Addiction services, GP surgeries and Social care services. This integrated approach aims to ensure a comprehensive and seamless service to users and their carers during periods of mental health crisis and:

- To support an individual through a mental health crisis to aid their personal recovery. MHCIT will provide individuals with safe, effective, compassionate, high quality care throughout the duration of their input.
- To provide timely, responsive triage, assessment, intensive home-based treatment and alternatives to admission, to service users and their carers.

### Key Objectives

- Our commitment is to ensure that MHCIT is delivered in a person-centred, compassionate, and supportive way, promoting safety and wellbeing at the forefront. The MHCIT aims to be needs led, responsive and delivered in a way that empowers people to build on their strengths, promotes recovery, supports families and carers, and ensures equality and fairness for all.

MHCIT work alongside the Mental Health Advice and Support Team (MHAST) which gives 24/7 easily accessible, timely and appropriate support; which is essential for ensuring the best outcomes for people with mental health problems.

## What is a carers assessment?

A carers assessment is not an assessment of your ability to care but rather looks at what support you might need.

It considers:

- The impact being a carers has on you and the person you care for ie. Caring can affect your relationship, being able to work, it can also impact the responsibilities that you may have for children or others.
- The role you play in caring for the person you support. By understanding the whole picture it helps us promote the best support for everybody in your family including any children or young adults.

The carers assessment will be conducted with someone from the local authority or an organisation the authority has commissioned to support carers.

### Useful contacts

Carers information support service ( Hull)

01482 222 220

[chcp.carersinfo@nhs.net](mailto:chcp.carersinfo@nhs.net)

East Riding carers support service

0800 917 6844

[ERcarers@eastriding.gov.uk](mailto:ERcarers@eastriding.gov.uk)



## Care plan including your involvement



A care plan is a written agreement that describes the support that someone is using our services will receive, from whom and when, including information on what to do in the event of a crisis.

A care plan should make sense, be helpful and reflect what the person receiving services thinks and feels.

With the patients consent, families and carers should be involved as much as possible in the development of a care plan.

As a carer or family member you should be given a copy of the plan and should be invited to meetings to discuss the plan, unless the person you care for has not given consent

If you are concerned that the care plan is not being followed, or if you have not been invited to any meetings or you are not being involved as much as you would like, you should speak to the healthcare professional involved with supporting the person you care for.

Both you and the person you care for can ask for the care plan to be reviewed at any time.

## Mental Health Crisis Intervention Team roles

### Medical

The Psychiatrist offers the medical overview within the care process in MHCIT. The Psychiatrist is involved with daily team meetings, and contributes to these from a medical perspective, around issues or care and medication. The Psychiatrist can link to the patients family GP, and face to face review of patient care and medication review can also be provided.

### Clinical Leads

The Clinical Leads oversee the overall service provided by MHCIT. This is a senior and experienced role that provides clinical guidance for the clinical team and also help with promoting the carer role and ensuring the team address carers needs as a matter of priority in the care process.

### Specialist Registered Nurses & Registered Nursing Associates

Mental health Nursing staff offer interventions that encompass all aspects of health, not just mental health. Nurses understand how mental health crisis can impact upon individuals, their families and carers. Nurses offer creative clinical approaches to mental health crisis stabilisation and design care plans which are aimed at individual need. Alongside other team members, Nurses recognise the important role that family and carers play in the recovery process from a health perspective.

### Specialist Registered Social Workers

The Specialist Social Workers enable patients, families and carers to access statutory welfare advice and services available to them. Assessment for patients, carers and families is a central role in care provision. Social Workers also take a lead role in safeguarding matters, housing and homelessness issues by having links to housing services. The aim of the Social worker is improving quality of life by working through the crisis period, and providing practical solutions to social welfare issues affecting a persons mental wellbeing.

### Occupational therapy

Occupational therapy team work to support people to restore and or develop skills who require a period of intensive interventions to support recovery.

## Health Care Assistants & Support Workers

The Health Care Assistants and Support Workers will contribute to the substantial care delivery of health care interventions. Forming trusting & therapeutic relationships with patients is central to this role, as well this being a key intervention. The role includes having an in depth understanding of physical health monitoring skills and recording of such observations, with the duty of escalation to senior clinicians where required. The Health Care Assistants and Support Workers contribute to daily team discussion, provide the face to face and telephone interventions and support joint working practices and stabilisation work for patients and carers as identified within the persons individual care plan.

### Administration team

Support the MHCIT in the pathway process of making referrals to both internal and external services alongside supporting colleagues on a daily basis

## Financial Support/Benefits

As a carer, you may be entitled to certain benefits or you may want to understand more about the benefits due to the person you care for.

The most up to date information about government benefits for carers is available from the Department of work and Pensions (DWP) and money helper.



### Moneyhelper.org.uk

It may help to start by looking for the following information:

- The main benefits and tax credits that you can claim
- How benefits interact with each other
- How to claim each benefit
- How much you will get.

## Sharing information and confidentiality

With the patients consent we will aim to effectively communicate and engage with you.

We will explain why, if for legal reasons, we cant share the information and we will listen to you.

Confidentiality and information sharing can be complex, especially where a person withholds consent or does not have the capacity to consent.

Our staff are bound by law and professional codes of conduct. This includes duty of confidentiality to our patients and to family/ carers as well.

Consent is central to care and treatments in health and social care, from the decision to have access MHCIT. Seeking consent is also a matter of common courtesy between all care providers and patients. Seeking consent is also an integral part of all professional codes of practice for all clinicians, and the safeguarding of adults and children within our care is reviewed at all stages of the care process.

When a patient is supported by MHCIT they are asked if they consent for information to be shared with anybody and to specify who information can be shared with. If the patient does not agree to share information, the health care professionals are only able to share very basic information and no details with regards to their care. Consent will be revisited regularly throughout the care process.