



**restore**  
working for mental health

**Information for  
families, friends  
and carers of  
people using  
Restore services**

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## **Introduction**

Restore is an Oxfordshire mental health charity. Since 1977 Restore has helped people to stay out of hospital, regain confidence and wellbeing, and rediscover and develop skills. We exist to empower people to take control of their own recovery, move on and lead meaningful lives.

Other than symptoms and side effects of treatment, some of the greatest barriers to recovery from mental illness are loneliness, boredom, loss of confidence and self-esteem, being isolated and feeling misunderstood. Restore work to support people to overcome these barriers.

## **Recovery Groups**

We offer recovery groups where people work at their own pace in supportive teams undertaking activities such as gardening, woodwork, crafts, cooking, and working in our cafés and shops, selling the products we grow and make. The benefit of being in a group where you feel accepted, supported and have meaningful things to do are a significant aid to many peoples recovery.

## **Coaching**

Often people have stopped working due to their illness, or may never have had the opportunity to work. We provide one to one coaching to help people secure and keep paid or voluntary work.

## **Courses and Training**

With partner organisations, we are providing the Oxfordshire Recovery College. This is an educational approach to recovery and is run by people with lived experience of mental health problems and professionals. Courses focus on recovery and are co-delivered by people with lived experience of mental illness, mental health professionals and carers. The Oxfordshire Recovery College uses a 'hub and spoke model'. All the education, learning and development that is delivered across Oxfordshire on behalf of the college are the Recovery College 'spokes'. The Recovery College administration operates through a central 'hub' which comprises of the core Recovery College team and admissions office. This is based at Restore, which is the lead partner for the recovery college. We will provide courses and workshops across the County of Oxfordshire using educational and community venues. The number of courses and locations will grow over time.

We also deliver Mental Health First Aid Training (MHFA). This is an educational course which teaches people how to identify, understand and help a person who may be developing a mental health issue. In the same way as we learn physical first aid, Mental Health First Aid teaches you how to recognise those crucial warning signs of mental ill health and provide help on a first aid basis and effectively guide someone towards the right support services.

### **What you can expect from us**

We understand that being a carer is often a challenging and demanding responsibility. Carers often feel isolated and unsupported in their caring role. We believe that we can help by ensuring you have the right information to know where to go to get support and advice.

We offer MHFA training free of charge for carers of the people who use Restore services. If you would like to do a MHFA course, please contact us on 0845 250 0518 or email us on [mhfa@restore.org.uk](mailto:mhfa@restore.org.uk) stating that you are a carer of a Restore service user and wish to do a course.

Recovery College courses are also free to carers – if you would like to register for any courses or if you are interested in becoming a peer tutor please see our website [oxfordshirerecoverycollege.org.uk](http://oxfordshirerecoverycollege.org.uk).

Do pop in on an open day to meet the team and see what they do:

### **What we would like from you**

Where possible and with the agreement of the person you care for, to work with us to support them by sharing your knowledge, participating in their recovery planning and giving feedback. We understand that some carers struggle to find the time as they have other responsibilities such as family and work. Your input is invaluable, however large or small. This could take the form of attending a planning meeting with the person you care for to discuss their future aspirations or simply informing us by phone or email about any concerns you have or any suggestions you feel might help us support them.

We welcome your views and input. We ask carers to give us regular feedback about our service. We are interested in how it benefits the person using the service as well as any benefits it has for you as a carer. Of course we love to hear what we do well, but equally important, is hearing about what we can do better. How we get this feedback will vary according to your preference e.g. online, questionnaires, telephone calls or face to face. We do hope that you will feel comfortable enough with our service to just make contact with us whenever you need to. If you want to make a complaint about Restore's services you can find our complaints policy on our website or you can ask a member of staff to give you a copy. We do hope that you will be able to speak directly to staff to resolve any complaints but please do use the formal procedure if this informal approach does not resolve the complaint. You can give general feedback and comments via the online questionnaire in the Carer section of our website.

## How we work to support service users

We ask you to understand that the person you care for is our primary concern and as such, we work hard to foster a positive trust relationship with them. We aim to encourage them to feel more in control of their life and take on more responsibility for their own wellbeing.

We use individualised recovery plans and recovery tools and promote advance directives by the person using our service (for more information on this see the OMHP website [omhp.org.uk](http://omhp.org.uk))

If you want updates on the support offered to the person you care for, we are happy to do this provided the service user has consented to us sharing their information. Sometimes, they may wish to tell us things in confidence and we need to respect this confidence in order to protect this beneficial trust relationship. Whilst we ordinarily encourage openness between all parties, it is their choice about what can be shared and with whom, and we are bound to honour this choice. For this reason, we may not always be able to share information about the service user, not even with carers. The only exception to this is when there is an issue of risk which cannot be bound by confidentiality, and we do make the people using our services aware of this. We will still offer carers support and general information even when the service user has asked that there is no sharing of their information.

In time you will get to know the staff who are involved in the care of the person you care for and you will be able to contact them directly, but until then, if you have any questions or concerns, or simply want to communicate with us, please call our Referrals Coordinator on 0845 250 0518 and you will be assisted or directed to the right person to talk to.

## Useful Information for Carers

### Carer's assessments

Oxfordshire County Council provides a carer's assessment done by Carers Oxfordshire. This gives you the chance to tell them about your caring role so that they can provide you with the right information, advice or support. They may, for example, give you details of carers' support groups in your area or you may be entitled to a payment to spend on things that make your caring role easier.

Link for more information: <http://www.carersoxfordshire.org.uk/cms/content/carers-assessments>

### Advocacy and Information services for Carers

Patient Advice and Liaison Service (PALS) have offices based in Oxfordshire and PALS Surgeries are also held on a monthly basis across many inpatient wards. For further details about these then please contact the office on: 0800 328 7971. You can also send an e-mail: [PALS@oxfordhealth.nhs.uk](mailto:PALS@oxfordhealth.nhs.uk)

Oxfordshire Mind Guide – provides information about all the mental health services in Oxfordshire. You can search on line [www.oxmindguide.org.uk](http://www.oxmindguide.org.uk) or call them on 01865 247788

### **Carer support**

Oxfordshire Carers Support Services (Rethink) provide one to one emotional and practical support to mental health carers throughout the county. We believe that carers play an invaluable role in the recovery of the person being cared for and they should be acknowledged valued and supported to live a life outside of the caring role – call them on 01865 904499

There are various other carer support groups. You can find more information on the Oxfordshire Mind Guide or via PALS

Information about Mental Health Diagnosis and Treatments – if you need information ask us and we will direct you to the right person to talk to or you could look at the Mind website [www.mind.org.uk](http://www.mind.org.uk)

### **A little about our partners**

Restore is part of the Oxfordshire Mental Health Partnership. This is a new and exciting partnership that formally brings together six local mental health organisations from the NHS and the charity sector: Connection Floating Support, Elmore Community Services, Oxford Health NHS Foundation Trust, Oxfordshire Mind, Response and Restore. We are signing 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.

### **Useful contact information for Restore**

Our main office is at Manzil Way, Cowley Road, Oxford, OX4 1YH

For enquiries please call 0845 250 0518 or Email [information@restore.org.uk](mailto:information@restore.org.uk)

Most information you need can be found on our website [www.restore.org.uk](http://www.restore.org.uk)

**Please ask us if you need this information in a different language or format**