## Confidentiality

All information shared is treated in the strictest confidence and will not be shared with your friend or relative, or other professionals involved, without your consent, unless disclosure would be justified for lawful purposes.

## Your opinion matters

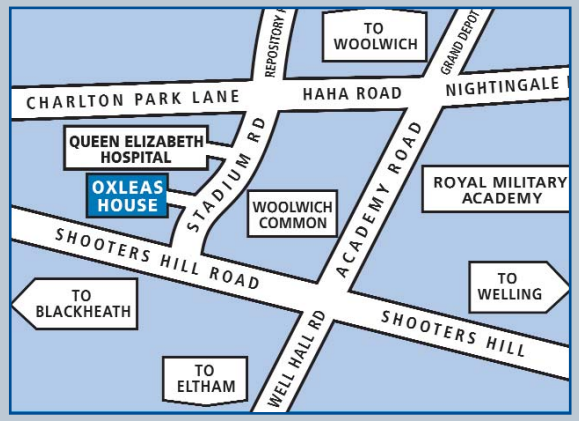
Oxleas NHS Foundation Trust is committed to providing the highest standards of care, so we welcome your views on the services we provide. If you would like to comment, make a suggestion or make a complaint, please speak to the person you normally see or ask to speak to the team manager.

You may also like to speak to our Patient Advice and Liaison Service (PALS) by ringing the freephone number on 0800 917 7159. If you are unable to resolve your concerns or would like to take the matter further, please write to:
Head of Complaints
Oxleas NHS Foundation Trust
Pinewood House, Pinewood Place
Dartford Kent DA2 7WG
Tel: 01322 625 751

## How to find us

Oxleas House is based on the Queen Elizabeth Hospital site,
Stadium Road
Woolwich
SE18 4QH
Tel: 020 8836 6692
Fax: 020 8836 6659/6671

Please follow the signs from the main entrance




**Buses:** Routes 161, 244, 291, 386, 469, 486 and Mobility bus routes 855 and 856

**Trains:** The nearest station is Woolwich Arsenal. It is a 10 minute taxi ride away

**Car parking:** There is limited pay and display car parking on the hospital site

# Greenwich mental health inpatient services

# Carers' Support Group

## Information leaflet for carers

Revised March 2011

improving lives

Oxleas NHS
NHS Foundation Trust

## Carers

*Are you caring for someone who is experiencing mental health problems?*

*Are you getting enough support and informtion?*

Carers of people with mental health problems often have to cope in extremely difficult and stressful situations.

## Oxleas House Carers Support Group

At Oxleas House, we recognise the important role that you have as a carer.

We hope to offer you the support and information that you need to assist you in providing ongoing care to your relative or friend.

## What happens at the group?

Oxleas House Carers Support Group provides practical information and support in a relaxed and friendly atmosphere, through shared experiences of people in similar situations.

The group is run every Wednesday between 7pm and 8pm in Oxleas House and is facilitated by two experienced members of staff who will give assistance and provide information on a variety of issues related to caring for your friend or relative.

While we encourage active participation in the group, we recognise that this can be difficult with people you are not familiar with, so there will be no pressure to share your own experiences, and you are welcome to come along to just listen and observe.

## Who can come along?

Oxleas House Carers' Support Group is open to anyone who provides emotional or practical support for people who are currently receiving help or treatment from services provided at Oxleas House.

As well as sharing information, we hope to provide you with support that will enhance your own wellbeing.

If you are interested in attending, please speak to the person in charge of the care of your relative or friend.

## Comments and Suggestions

We welcome comments and feedback about our group. If you would like to comment please speak to the person running the group or the modern matron of the inpatient unit.