

about information sharing and confidentiality and know how to ask for help. If you are worried about the health of the person you care for, you can ring and ask for help. Use our **SBARD card** 'How to get help: Families and Carers' to record what is happening. SBARD stands for:

Situation – introduce yourself

Background – explain what has happened

Assessment – explain why you are concerned

Recommendation – say what you think might help

Decision – agree what needs to happen

10. Know what to do in an emergency

If things get difficult for you to cope with you may need some extra help. You could try:

- Your **GP or NHS 111** If you feel like you're unable to manage your symptoms and feel unsafe. For immediate, life-threatening emergencies, call **999**.
- In an emergency you can go to your local **Accident and Emergency Department**.
- The **Samaritans** on 116 123 (free, open 24 hours)
- **Campaign against living miserably (CALM)** for men on 0800 58 58 58 (5pm - midnight)
- **Papyrus** for people under 35 on 0800 068 41 41 (10am – 10pm)

- **Social Care Telephone:**
 - Derby City Careline 01332 640777. For out of hours support, please call 01332 786968
 - Call Derbyshire - Call 01629 533190. For out of hours support call 01629 532600
- **Safeguarding:** If you're worried about a child or adult **experiencing or at risk of abuse**, you can ring the Police on 999 or 101 for non-emergencies, or contact:
 - Derbyshire County Council on 01629 533190 or 01629 532600
 - Derby City Council on 01332 642855, or 01332 786968

Useful contact numbers:

To find out more, visit the Derbyshire Healthcare NHS Foundation Trust website and check out our full Waiting Well leaflet on: www.derbyshirehealthcareft.nhs.uk

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Waiting Well

We want to provide you or the person you care for with help and support as soon as we can. Unfortunately, it can sometimes take a while for an appointment with a mental health professional or for a transfer to another service. Even though this can be a frustrating time, there are things you can do which may help while waiting for mental health services.



1. Keep in touch with your health services

Keep your GP updated, as they are still responsible for your care. They may be aware of other available services. Contact them if you need help, or are feeling unwell.

2. Talk to someone

Mental health problems can affect the way you think, feel and behave. If you have problems with your mental health, you might feel sad, worried, confused, anxious, angry, frightened, hopeless or isolated. Having a friend or family member to support you can make all the difference.

3. Keep a journal or diary

You can't always remember things that happen every day, and recording things like feelings, thoughts, moods, worries, events, and behaviours can help you to understand them. This is something that you can take to your appointment to show your mental health professional. Think about what you want to ask at your appointment, and make a note of the things that are most important to you.

4. Plan to keep well

It is possible for someone to regain a meaningful life, despite mental illness. This includes;

- Finding and maintaining **hope**
- Re-establishment of a **positive identity**
- Building a **meaningful life**
- Taking responsibility and **control**

You can work on a keeping well plan of your

own to identify things that trigger problems, and things you can do to manage these. Visit the Recovery and Wellbeing Centre on the Derbyshire Healthcare NHS Foundation Trust website for more information on keeping well plans.

5. Live well

Looking after your mind and body can help a lot. Think about: sleep, eating well, relaxation, exercise, avoiding non-prescribed drugs and alcohol. Small changes can make a difference to how you feel.

6. Find other support

- Try looking on the **Derbyshire Healthcare NHS Foundation Trust** website for information and resources
- Think about any contacts you have with faith support services
- Peer support services are often quite close and community activities are a great way to keep involved and active. If you live in Derby City visit the **Derby City Life Links** website and in Derbyshire visit the **Derbyshire Recovery and Peer Support** website for information
- Self-help advice is mostly free

7. Get informed

Finding out all you can about mental health issues and available services can help you to better understand things. Try **the NHS website** for health advice; find out about medication

on our **Choice and Medication** website; try the **Moodzone** for advice, tips and stories; the **Big White Wall** for on-line peer support; **Reading well books** on prescription can help you self-manage your condition and you might want to consider downloading apps from the NHS Apps Library.

8. Ways to cope with stress

Stress is what we feel when we are under pressure. It's not an illness; it's our body's reaction to feeling under threat - the 'fight or flight' response. A certain amount of pressure can be quite helpful and motivating, however sustained stress can be really bad for our health. Identify the sources of your stress and talk to someone about this.

9. Carers and family need to look after themselves too

Carers and families need to look after themselves. If you are a carer and you get ill, you can't support your friend or loved one. Caring can be a rewarding experience but it can also be stressful. As a carer you have a right to help. You can visit the **Carers in Derbyshire** website for help and advice as well as finding out what support is available. You can also self-refer to **Talking Mental Health Derbyshire**. It's always hard to find time for yourself when you are busy looking after someone else. Avoid isolating yourself, ask family and friends for help and support, get professional help, connect with self-help and peer support groups, talk