

## Questions you might want to ask

The following are some of the questions you might want to ask:

- What diagnosis has my relative and what does it mean both in the short and long term?
- Will they have to go to hospital and, if so, how long are they likely to be there?



- Will there be aftercare follow up after they have been discharged?
- Will they have to take medication and, if so, for how long?
- Will my relative be put on a therapeutic programme and, if so, when might it start and how long will it last?

- What involvement can we as family members or supporters have, for example, in their Care Plan?
- What can I do to help and support?
- Where can I go for help and support?
- What sort of challenges might I face when my relative comes home?

## Medication

Medication can play a significant role in the clinical recovery of a person dealing with mental health difficulties.

Here are some questions that might be on your mind about medications.



- What medication is to be used?
- How often will the medication be re- viewed?
- How long will the medication have to be taken for?
- Are there other medications that could be used if this one doesn't work?
- What will happen if they stop taking the medication?



## Notes

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## Complaints

If you would like to make a complaint, you should approach an appropriate member of staff informally as often complaints can be addressed there and then. If you are not satisfied, you can use the more formal procedures of the HSE *Your Service Your Say* process. *Your Service Your Say* leaflets and forms can be found in all HSE supported facilities.

## Useful Contacts

HSE Mental Health Choice and Medication Website  
[www.choiceandmedication.org/ireland/](http://www.choiceandmedication.org/ireland/)

Family Carers Ireland Website  
[www.familycarers.ie](http://www.familycarers.ie)

Mental Health Engagement Website  
<https://tinyurl.com/Mental-Health-Engagement>



Mental Health Services

**Family, Carer and  
Supporter Guide**

## Introduction

This credit card style leaflet is for family members, carers and supporters of people who use our mental health services as well as those doctors, nurses and other health professionals who provide those services. It is a shorter version of a fuller Guidance document which is also available to you.



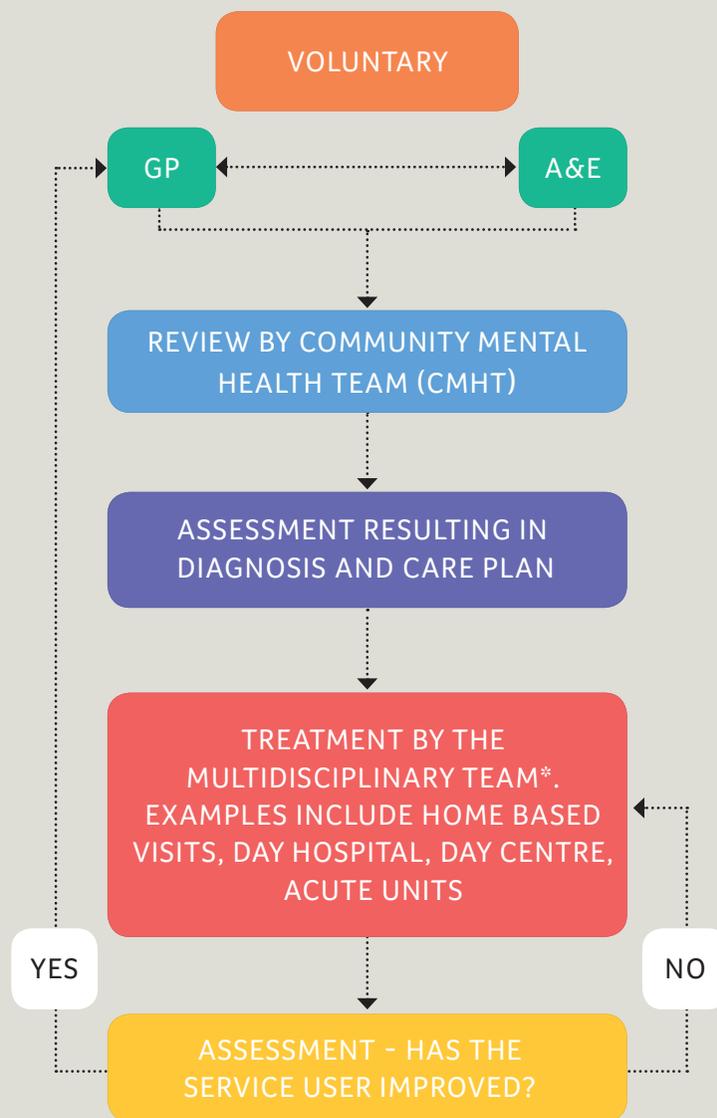
## Purpose of leaflet

The leaflet's goal is to outline for family members, carers and supporters of service users or patients the care they can expect for their relatives or friends when they use our services. It also makes some suggestions as to how family members, carers and supporters can care for themselves when a relative or friend is unwell or feeling emotional distress.

## Recovery

The Recovery Approach is the framework for care in our Mental Health Services. Recovery is about staying in control of their lives despite mental health difficulties. Hope is the main principle – the belief that it is possible for someone to regain a meaningful life, despite serious mental health difficulties. Recovery is a journey that family members, carers and supporters also undertake.

## Pathway Through the Mental Health System



\* Treatment by Multidisciplinary Team (MDT): - A multidisciplinary team is a group of health care workers who are members of different disciplines (e.g. Psychiatrists, Social Workers, etc.), each providing specific services to the patient.

For access to the full brochure or to request a hard copy please visit:

[www.healthpromotion.ie](http://www.healthpromotion.ie)



Seirbhís Sláinte  
Níos Fearr  
á Forbairt

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## Self-care

Self-care means to make sure your needs are met first in order to be able to best support someone else towards recovery.

You might learn more about the condition or conditions that the person you are caring for is experiencing. It is important keep up your own interests, as best you can. And look after your own physical health.

There are number of self-help groups or supports for people with mental health difficulties and their carers.

## Consent to sharing information

Some service users may wish to have their confidentiality respected. However, a service user's views can vary at different points in their care. As such, we recognise that it is important to have conversations with both the service user and the family from the start, and continuing throughout the period of care. These conversations can be about the different factors that need to be taken into consideration about sharing information.