

## Still Interested?

This event is only for family members and carers. Please let us know you are coming by email or phone so that we have an idea of numbers for catering. We do have booking forms which can either be completed in advance or on arrival at the event.

If you are a member of staff please pass on this leaflet to any carers you know. However if you would like to help or get involved with these events please contact us.

We may be able to provide parking but you will need to book, if you need help getting to and from the event please contact us and we will do our best to help.

All visiting children or dependent adults need to be accompanied by a responsible adult at all times or will not be able to attend.

Let us know if you need help completing a booking form or have any other queries or concerns.

Please contact us to let us know you are coming or to find out more information please contact

**Email: [suiteadmin@slam.nhs.uk](mailto:suiteadmin@slam.nhs.uk)**

**Telephone: 020 3228 3235**

***"I found all topics useful to me as a carer"***

A comment made by a carer who attended our launch event

## Options available

If you'd like a large print, audio, Braille or a translated version of this leaflet then please ask us.

## Useful contact details

SLaM Switchboard: 020 3228 6000  
SLaM 24hr Information Line - Advice on how to access SLaM Services: 0800 731 2864  
Contact our Patient Advice and Liaison Service (PALS) for help, advice and information:

T: 0800 731 2864  
W: [www.pals.slam.nhs.uk](http://www.pals.slam.nhs.uk)  
E: [pals@slam.nhs.uk](mailto:pals@slam.nhs.uk)

## Complaints

If you are not happy about something but not sure if you want to make a formal complaint you can speak to a member of staff directly. Alternatively you can contact the PALS Office on freephone 0800 731 2864. If you decide you want to make a formal complaint this can be done by contacting the Complaints Department:

Complaints Department, Maudsley Hospital,  
Denmark Hill, London SE5 8AZ

T: (020) 3228 2444/2499  
E: [complaints@slam.nhs.uk](mailto:complaints@slam.nhs.uk)  
W: [www.slam.nhs.uk](http://www.slam.nhs.uk)

## [www.tfl.gov.uk/journeyplanner](http://www.tfl.gov.uk/journeyplanner)

For the quickest way to plan your journey anywhere in greater London use journey planner:

**020 7222 1234 (24hrs)**

# Empowering Family and Carers Events

26th September 2011 - Beckenham  
7th December 2011 - Lewisham  
8th March 2012 - Lambeth  
22nd May 2012 - Beckenham



## About this event?

This is a regular event and is an opportunity to find out about mental health services available to you. We welcome all family members and carers of new and existing service users.

We will have 'surgeries' at every event so you can meet professionals, get information about benefits, support services, medication, care and treatment. Also, you can raise any concerns or complaints you may have regarding the people you care for.

Surgeries may include; mini talks, powerpoint presentations, DVDs, leaflets and opportunities to talk to staff about your individual concerns.

We will also have refreshments.

### Each event has a theme

**26th September 2010** - PALS (Patient Advice & Liaison Service) & Complaints  
- 4.30 - 7.45 pm

**7th December 2011** - Welfare Benefits & Support Services  
- 3.15 - 6:30 pm

**8th March 2012** - Medication  
- 3.15 - 6.30pm

**22nd May 2012** - Care and Treatment  
- 3.15 to 6.30pm.

Events are subject to change.

If you are feeling isolated or alone as a carer, there is a planned programme of eight 'Peer Support' workshops available. You can attend a taster session and enrol for these at this event.

## Why hold this event?

**We** know that there are one million carers in UK

**We** value you and the work you do

**We** know family and carers may have intense difficulties and feelings

**We** want to work with you

**We** believe family and carers need the knowledge to make informed choices

**We** want you to be empowered.

We recognise the challenges that carers face. Come and find out more about the mental health services available to you and the person you care for.

***"Great to have access to professionals in an informal and friendly setting"***

A comment made by a carer who attended our launch event

## Where?

### Bishopsgate Centre - September - 2011 / May 2012



Bethlem Royal Hospital,  
Monks Orchard Road  
Beckenham, Kent,  
BR3 3BX

Tel:  
0203 228 4864

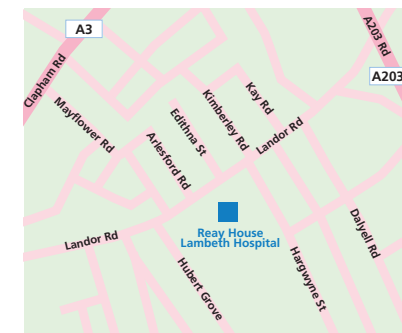
### LadyWell Unit - December - 2011



Ladywell Unit  
Lewisham High Street  
London  
SE13 6LH

Tel:  
0203 228 0200

### Reay House - March - 2012



Lambeth Hospital,  
Landon Road,  
London, SW9 9NT

Tel:  
0203 228 6455