



## **FAQ for Families and Supporters of HSE Mental Health Service Users**

### **From the HSE Mental Health Engagement & Recovery Team**

To contact a member of the team: Office email: [mhengage@hse.ie](mailto:mhengage@hse.ie)

Webpage: <http://www.hse.ie/mentalhealthengagement>

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### **Will COVID19 affect my loved ones mental health and/or increase their anxiety during this time?**

HSE Mental Health Services are continuing to deliver care for all people who use them. People may experience higher levels of anxiety over the coming weeks and this is normal given the current situation, but if the person needs support during this time, the Community Mental Health Team can provide the support.

### **What can I do to keep my loved one calm – even though I am worried myself?**

Reassure your loved one that HSE Mental Health Services are still being delivered and the Community Mental Health Team will keep you informed of how they are managing your loved ones care. You (or the person you are caring for) can also contact the team if they have a query or need to make contact with them for any reason.

You may like to contact your local mental health service or Community Mental Health Team but are unsure of how to do so or the number by which to contact them. In this case, you can contact the Your Mental Health Information line on Freephone 1800 111 888. This is not a counselling service, but an information line to help find the right service or support for you or your loved one.

### **Should I ask my loved one to move in with me during this time?**

HSE Mental Health Services are continuing to deliver services and your loved one will receive the care and support they need. There are also a number of voluntary organisations offering supports to those who have mental health difficulties, by telephone, email or SMS. You can find some of these at the end of this document.

### **How will my loved one get their medication if I am ill with the virus and cannot collect it for them?**

If you are unable to collect medication you need to plan for someone else to collect it for them. You may need to notify your Community Mental Health Team who could help to support you with this. There may be others in the community who would be happy to help do this for you.

### **My loved one needs to get shopping and due to my own circumstances, I am worried about going out to the shops.**

Shops are delivering food to those that are vulnerable or are over a certain age. Many people and neighbours are volunteering to deliver shopping for others. Let the Community Mental Health Team know that this could be a difficulty for you.

### **What do I do if my loved one becomes unwell?**

Contact your Community Mental Health Team or the person's key worker (during opening hours) to talk about this. If it is after opening hours, leave a message and they will call you back the next day. In case of an emergency outside of opening hours, please contact the out of hours GP service for advice.

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### **More information and support**

Infectious disease outbreaks like COVID-19 can be worrying and can affect your mental health. It is important that you look after your own physical and mental health needs. But there are many things you can do to mind your mental health during times like this.

- For health information and advice on COVID-19 visit the [HSE website](#).
- Read more about minding your mental health during the coronavirus outbreak, [here](#).
- Find a list of telephone, online and SMS services and supports available during this time, [here](#).
- Visit [www.yourmentalhealth.ie](http://www.yourmentalhealth.ie) for information on mental health and supports in your area.
- Family Carers Ireland offers a confidential, friendly and supportive Careline. Freephone 1800 240724.

