

Carer Information for the ADHD Service

Our Friends, Family and Carers Charter shows our commitment to working together with friends, families and carers. A carer is defined as anyone who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or addiction. The care they give is unpaid.

This leaflet explains how our ADHD service will support the person you care for.

Our Team

Our service offers diagnostic assessments for people with suspected **Attention Deficit Hyperactivity Disorder** (ADHD). We also provide individual psychological support and medication (in some cases) for those with a confirmed diagnosis.

Our multi-disciplinary assessment and treatment team consists of psychiatrists, clinical and counselling psychologists, clinical nurse specialists, and prescribing pharmacists.

Our Environment

The ADHD clinic is a community-based service located in the residential area of Erleigh Road, Reading.

We operate within standard working hours (**9am – 5pm**) from **Monday to Friday** and are closed on weekends.

We are unable to provide urgent or out-of-hours support and do not offer any interim services to clients on our waitlist to manage risk or mental health.

Waiting times

As of 2023, there is around a **3 – 3 ½ year** wait for diagnostic assessments. After this time there is up to a year-long wait for appointments to assess suitability for medication.

We encourage you to review the resources listed on our website should the person you care for benefit from strategy support to manage their ADHD symptoms.

You can also find details of alternative services including mental health and crisis support lines.

Web berkshirehealthcare.nhs.uk/adult-autism-assessment

Tell us if you are a carer

With the person's consent, we can add your details to their patient records, so we know to communicate with you as their main carer.

This is different to recording you as their next of kin.

To add you, we need details of your relationship to them, your full name, address and date of birth.

Where possible, we will keep you up to date with information about the support they are accessing.

Quote from carer:

"...Initially, I had a problem when staff referred to me as her 'carer'. I'm a brother and a friend, first and foremost. I've learnt to come to terms with the fact that this is part of my relationship with my sister, but also that it does not define our relationship".

Consent, confidentiality and information sharing

Our staff are bound by law and professional codes of conduct, including confidentiality to our patients and to family / carers. We have created some specific guidance on this issue for friends, families and carers. Visit our Carers Information service page to read about your rights as a carer, and our FAQ document.

Web berkshirehealthcare.nhs.uk/carers-information

Carer information and support

It can be a struggle knowing what to do for the best when supporting somebody with ADHD.

The symptoms can fluctuate and be rather unpredictable. When caring for somebody, it can be difficult to prioritise yourself.

Remember that your health and wellbeing are equally important.

You may find it helpful to access carer support groups to seek peer support or attend workshops to learn more about how ADHD affects carers.

Visit ADHD Aware if you care for a **young adult** with ADHD or suspected ADHD

Web adhdaware.org.uk/

National Carer Services

Web Carers UK: carersuk.org/

Web Carers Trust: carers.org/

Quote from carer:

"Before I realised I was a carer, I never thought about the support I was providing and how it was also having an impact on my own health..."



Contact details



Telephone number:

0118 904 4600 (Main Reception)



Address:

The Adult ADHD Service, 25 Erleigh Road, Reading, Berkshire, RG1 5LR



General enquiries email:

Email Neuropsychology@berkshire.nhs.uk

Compliments & Complaints

Your feedback helps us to improve our services.

You can share positive feedback either face to face with staff or by using the QR code or the short URL to complete our carer feedback form.

Our service name is **Friends, Family and Carers**

Web shorturl.at/fgnN6

You can also post a review on NHS Choices

Web www.nhs.uk



Complaints

You can make a formal complaint by contacting the Service Manager or via our Complaints office

Call 01344 415662 (Monday to Friday 9.30am-4.30pm)

Email Complaints@berkshire.nhs.uk

