



Information for the
family and loved ones
of a patient in a
clinical department
or assisted living
facility.

For family and loved ones

Mondriaan



voor geestelijke gezondheid

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A large orange circle with a slightly irregular, hand-drawn edge. Inside the circle, the text "from caregivers for caregivers" is written in white, lowercase, sans-serif font, centered vertically and horizontally.

from
caregivers
for
caregivers

For family and loved ones

When you are close to someone, it is beneficial to get involved in their care process. One of Mondriaan's core values is to work together as much as possible with those closest to people with mental vulnerabilities throughout their care journey.





Contact information

This is useful information for quick reference. These details can be completed by the practitioner, the team or by relatives and loved ones.

Psychiatrist:

Practitioner:

Treatment team:

Phone number:

E-mail:

Residing at:

Phone number:

E-mail:

Address:

Visiting hours from: to

Team availability from: to

Available outside these times on tel. no:

Team contact person:

Your family member or loved one has been admitted to Mondriaan or is residing in one of our assisted living facilities

As a relative or loved one, you may have a lot of questions, or you may be feeling anxious, powerless or uncertain. It can be beneficial for you to get involved in the care process. Careful consideration will be given to your capacities and ability to provide support as a family member or loved one. One of Mondriaan's core values is to work together as much as possible with those closest to people with mental vulnerabilities throughout their care journey. In this brochure, we provide information relevant to you as a family member or loved one, including how to get involved and stay informed.

Working together in a 'triad' of care - the patient, healthcare professionals and family or loved ones - benefits the patient's recovery process, the continuity of their support network, and your resilience as a caregiver.

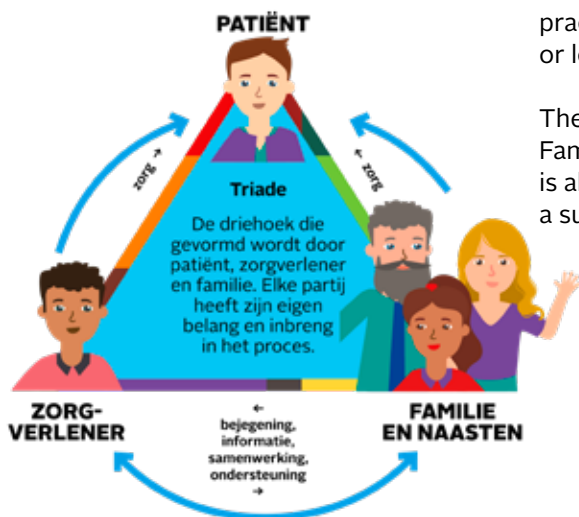
Working together towards recovery

Because every interaction is unique, it is impossible to determine in advance exactly how you will be involved in the treatment process. As a relative or loved one, you will be actively involved in the following areas to the greatest extent possible, unless it is not in the best interests of the treatment:

Dialogues using the Triad Questionnaire

It is becoming increasingly common for family members and loved ones to contribute ideas and become actively involved in the treatment process. While this can be a wonderful experience, it can also prove difficult for caregivers at times. What is actually expected of you? And how can you communicate what is really important to you during these discussions? The Triad Questionnaire is a tool designed to make interactions between the patient, practitioner and you as a relative or loved one more tangible.

The Triad Card for Family and Loved Ones is also available as a support tool →



Alert plans

Alert plans aim to prevent a serious mental health crisis by seeking or offering appropriate help in good time. An alert plan addresses important aspects such as the early warning signs of a crisis. These are situations that can create additional tension and that are best avoided through identifying early warning signs. As a family member or loved one, you know better than anyone what these signs are, and your input here in developing an alert plan can prove extremely valuable.

Care alignment meeting (ZAG)

The purpose of a care alignment meeting (ZAG) is to provide the best possible care by ensuring smooth coordination between the patient, the team and any other professionals involved, and you as a family member or loved one. The frequency of these meetings may vary.

Keeping you informed as a family member or loved one

In most cases, patients appreciate when family or loved ones are properly and carefully informed and involved in their care process. If a patient does not agree, and would prefer not to have a relative or loved one involved, Mondriaan healthcare professionals will (have to) respect their wishes.

The importance of involving and working with family and loved ones will, however, remain a topic of discussion with the patient on an ongoing basis and at every stage of care. The healthcare professional will always remain mindful of the possibility of re-establishing contact.

Informing family and loved ones with consent

In this case, when family members or loved ones have contact with a healthcare professional, the healthcare professional may provide the information for which consent has been given.

Take
good care
of
yourself

Informing family and loved ones without consent

Here, when family members or those directly affected have contact with the healthcare professional, the staff member will only provide basic information about the organisation and accommodation location and general, non-personal information about the illness and treatment, working methods and options for support. Where necessary, explanations of relevant legislation will also be provided.

Compulsory Mental Healthcare Act

The Compulsory Mental Healthcare Act (Wvggz) states that you, as a relative or loved one, should be involved as much as possible when it comes to compulsory care (coercive care). This includes the preparation, performance, modification, continuation and/or termination of a crisis measure or a care authorisation. As a relative or loved one, you can receive support from a family confidant.

Duty of confidentiality and possible exceptions

All healthcare professionals are bound by a duty of confidentiality regarding the information related to the healthcare process that is known to them. This information may only be shared with the patient's consent. There are a few specific situations where an exception may be made to the duty of confidentiality:

- If there is a duty of notification or other legal obligation (e.g. duty to speak to the family guardian/youth protector, duty to cooperate with case file inspections);
- When there are conflicts of duty and the healthcare professional has to balance interests (e.g. the risk of suicide);
- If there is a legal right to report (e.g. the reporting code for domestic violence and child abuse).

The professional is bound by certain rules and, in the case of an exception, only the necessary information will be provided.

Be aware
of your roles, your
own grief, sorrow,
needs and
powerlessness

What if you, as a relative or loved one, are not satisfied?

If, as a relative or loved one, you feel that the guidelines have not been followed or if there are other issues you are not satisfied with, you can report this to the practitioner and/or supervisor. If the discussion between you and the practitioner and/or supervisor was not satisfactory, the supervisor will then invite you to a meeting. If this meeting has not lead to the desired results, or possibly at an earlier stage, you can contact your family confidant.

Ask
for support
early

Support for you as a relative or loved one

Healthcare professionals also consider your interests as a relative or loved one. It may be the case that, in the process of providing care, you may be maintaining a smaller network than you actually need and/or neglecting to seek out support for yourself. For this reason, we would like to provide you with information about the support options available both inside Mondriaan and beyond. These support options include:

Family and loved ones consultation

You can attend the consultation hour for family and loved ones free of charge at Mondriaan. During the consultation hour, the focus is on providing you with support and allowing you the opportunity to ask questions about pathologies and how to deal with the issues, and providing you with referrals to courses and peer support organisations. You can also feel free to express your feelings to a sympathetic ear.

Family and loved ones consultation,
T 088 506 65 22,
familiespreekuur@mondriaan.eu

Family confidant

The family confidant will be happy to provide you with information and advice, for example on how you can contribute to your loved one's recovery, and will assist you in communicating with care providers.

The family confidant can also work with you to identify potential obstacles and possible solutions, mediate between you and the support staff and, if necessary, support you in a complaints procedure.

More information can be found at www.lsfvp.nl

National helpline for relatives

T 0900 333 22 22 (10ct./min.)

Available courses

Psychoeducation for loved ones and family is a form of preventive support that can reduce and possibly prevent any burden you may be feeling. It can also help to improve cooperation in terms of your loved one's treatment process. There is a special prevention programme for children who are growing up with a relative or loved one suffering from a mental health issue or addiction.

Prevention (KOPP/KOV), T 088 506 7200, preventie@mondriaan.eu

For the current availability of courses and support options, please visit www.mondriaan.eu/familie

The treatment team can also provide you with information, so please do not hesitate to ask.

Family and Loved Ones Council

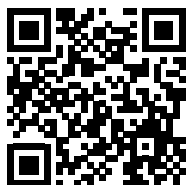
The Family and Loved Ones Council believes it is important for you to be involved in the treatment process and strives to be a strong partner in the care Mondriaan provides. We welcome your insights and concerns so that we can work together to improve the support we provide for your loved one. Interested in becoming a member?

Family and Loved Ones Council, T 06 28 22 39 53, familieraad@mondriaan.eu

App Naasten Mondriaan

Caring for a loved one can be challenging as it is difficult to know how to handle someone with mental health issues. This is not always an easy task and can be draining at times. That is why the app *Naasten Mondriaan* for family and loved ones is here to support you, because loved ones - partners, parents, children, brothers, sisters and loved ones - all need extra support sometimes to stay grounded.

Are you a relative or loved one and would like access to all the important information you need in a convenient app?



Then download the app Naasten Mondriaan for:

- Support for family and loved ones
- Approachable contact
- Courses and meetings at a glance
- All the information you need in one place
- A platform for questions

Please bear in mind that the method and pace of the approach may vary for you, your loved one and the support staff

Important links

naasteninkracht.nl Experiences and tips from caregivers and for caregivers.

mantelzorgparkstad.nl Information, advice, support, discussion groups, courses, meetings and relaxation techniques for you as a caregiver.

naastencentraal.nl Support for the family and friends of people with mental vulnerabilities.

mindhulplijn.nl Anonymous professional, psychological and psychosocial support.

regelhulp.nl Available options for arranging care or assistance and where to go. Also provides explanations of healthcare laws.

ggzstandaarden.nl Includes the Generic Module for Friends and Family as well as accompanying resources.

kindertelefoon.nl A space for children and young people up to the age of 18 to talk about any topic they need.

113.nl or **T 0800-0113** if there is a risk of suicide or any other safety concerns for the patient or others nearby.

[MIND Ypsilon](https://mindypilon.nl) Ypsilon supports, advises and informs the family and friends of people with (severe) mental vulnerabilities. They also defend their interests.

General information

Know your boundaries

In the general areas of the Mondriaan buildings and premises, there are rules of conduct in place for patients and visitors.

An abbreviated list of some of the general house rules is provided below. Please feel free to ask the team for the extended version.

- Mondriaan accepts no liability for damage or loss of private property.
- Use of a PC, the internet and a telephone by the patient is possible with the equipment available at the residence facility. Use of a personal PC or telephone is possible if it does not disturb the surroundings or if other arrangements have been agreed upon.
- Electrical equipment is subject to consultation and is permitted to a limited extent, provided that it meets the electrical safety requirements.
- Pets are not permitted as a general rule.
- Personal mail is delivered to the care department or sent to the personal residence in the case of an assisted living facility.
- Personal laundry can be washed by the patient, by a relative or friend or by Mondriaan (please enquire about procedures and costs).
- Personal belongings may be stored in the room (lockable cabinet) or in the flat, if applicable, at own risk.
- Cleaning of the common areas is arranged by the housekeeping service. The patient is responsible for cleaning and taking care of their own room/flat.
- Valuables may be deposited for safekeeping and will be stored in a safe.

Additional house rules with specific agreements also apply in the care departments and assisted living facilities. The team can give you more information about these rules.

About Mondriaan

Mondriaan is a mental health institution in Limburg, the Netherlands. Every year, we provide care to thousands of people. We have special treatment programmes for children, adolescents, adults and the elderly (65+) who have mental or psychiatric conditions and for people with addiction problems. Mondriaan also offers forensic psychiatry. Our main task is to help people whose well-being and ability to function have been impaired due to a mental illness for shorter or longer periods of time. Our guiding principle is that care should be provided at home if possible, and in hospital if absolutely necessary. Our approach is solution-oriented, collaborative and as personalised as possible. Mondriaan is among the largest employers in Limburg. We are a recognised training institute for psychiatrists, psychologists and nursing specialists. Education and scientific research serve as the foundation for the continuous improvement of our care based on the latest insights. You can find more information at www.mondriaan.eu.

familieraad@mondriaan.eu

T 06 2822 39 53

Mondriaan



Postbus 4436
6401 CX Heerlen
T 088 506 62 62

www.mondriaan.eu