



Information for Carers



**I am a Carer.
Please talk to me**

Our commitment to you as a 'carer'

Whilst you and the person you care for are at West Suffolk Hospital we are determined to give you both the best possible care and get the person you care for home as soon as is appropriate.

You have been given this information as you have told us that you are the 'main carer' for a patient in our hospital.

With this information you will be given a badge with the 'helping hands' logo on it. **Please wear it at all times on the ward as this will tell hospital staff that you are a carer.**

You are welcome on the ward between 11.00am and 8.00pm. If you wish to be involved in some aspects of the patient's personal care, please let the ward staff know.

We will recognise you and value you in your caring role:

As the main 'carer' you will be the **named contact** for the duration of the stay for the person you care for.

We will include you in the planning and delivery of their care and treatment, especially in planning their discharge. You may wish to meet with the team looking after the person you care for; you may wish to consider discussing:

- ◆ The patient's level of function / home circumstances
- ◆ Any help, services, equipment required
- ◆ Changes to medication
- ◆ Your ability and wishes regarding continuing to care for the patient

Useful information about what to expect

We will provide access to information about the support that is available to you as a carer.

There is lots of information contained in the Bedside Folder available for each patient - you are welcome to read through this.

Please ask a member of the care team if you have any questions about the person you are caring for.

If you wish to speak to a doctor or consultant please ask the ward staff for advice on how to make an appointment.

Your ward's **Carers Champion** can be identified by the 'Caring for Carers' badge— please speak to them for support.

What help is there for me?

You may be entitled to a Carer's Assessment

Talk to: Your local council authority's Adult Social Care Department
Or see page 2 of the 'Helpful Organisations' leaflet in your Family Carers Pack for contact information for Suffolk, Norfolk, Cambridge and Essex councils.

You might wish to speak to someone to discuss your caring role or take part in social activities and/or meet other family carers, or you might begin to consider your own needs and take care of yourself too.

Talk to: Suffolk Family Carers, Tel: 01473 835477 or www.suffolkfamilycarers.org (NB Suffolk only—see 'Helpful Organisations' leaflet for other areas).

You may be entitled to certain benefits

Talk to: Citizens Advice Bureau, Tel: 01284 753675 2.00pm—4.00pm, Monday to Friday

Hospital's FREE telephone / information point

A Freephone is situated in the main entrance linking you directly to Travel Information and Information Helplines, including , Taxis, WSH PALS (Patient Advice and Liaison Service), WSH Porters and Suffolk Family Carers.

All calls are free, so just pick up the phone and press the appropriate button.

West Suffolk Hospital Facilities Information for Carers

Meals

Meals can be purchased from Time Out (the staff restaurant) on the first floor. As the main Family Carer you will pay concessionary prices.

Car Parking

Family Carers attending the hospital on a frequent basis to visit inpatients are entitled to concessions. Please go to the Car Park Office on Car Park 'A' at the front of the hospital.

All other visitors attending the hospital on a frequent basis may purchase a weekly ticket from the Car Park Office.

Further information about hospital facilities can be found in the Patient Bedside Folder

Patient Advice and Liaison Service (PALS)

If you have been unable to discuss issues of concern with a member of staff, you may wish to contact the hospital's PALS office in the main reception or call **01284 712555**.

If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the disabledgo website link below:

<http://www.disabledgo.com/organisations/west-suffolk-nhs-foundation-trust/main>