

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.

We are able to offer one to one support from a Family Carer Adviser

Contact: Rachel Johnson

Telephone: 07887 903725

Please contact the ward to find out when you can visit.

Visiting information can also be found on the hospital website.

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Reference: 5912-9	Issued: May 2022	Updated: May 2025
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Patient information

INFORMATION FOR CARERS

A family carer is someone of any age whose life is restricted because they are looking after another person who cannot manage without help because of illness, age-related frailty, mental health needs, substance misuse or disability.

Family carers are not paid and do not always live with the person they care for. They may be caring for a friend, neighbour or relative.

West Suffolk NHS Foundation Trust
Hardwick Lane
Bury St Edmunds
Suffolk IP33 2QZ
Tel: 01284 713000

www.wsh.nhs.uk



West Suffolk Hospital facilities

Refreshments

Refreshments can be purchased from the Courtyard Cafe on the ground 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.

Parking is free for Blue Badge holders.

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 main reception or call **01284 712555** or email PALS@wsh.nhs.uk

Your feedback wanted

Please complete your enclosed feedback form and post it in the pre-paid envelope provided or post in the box at the information desk in the main entrance.

Helpful organisations to support carers

Suffolk Family Carers

Website: www.suffolkfamilycarers.org.uk

Information line: 01473 835477

Carers UK

Telephone: 08088 087 777

Website: www.carersuk.org

Suffolk Carers Matter

Telephone: 01284 333035

Website: www.suffolkcarersmatter.org.uk

Caring Together (Cambridgeshire & Norfolk)

Telephone: 0345 241 0954

Website: www.caringtogether.org

Carers Matter Norfolk

Telephone: 0800 0831148

Website: carersmatternorfolk.org.uk

Carers First (Essex)

Telephone: 0300 303 1555

Website: carersfirst.org.uk/essex

Adult Social Care

Suffolk (Customer First): 0808 800 4005

Norfolk County Council: 0344 800 8020

Cambridge Adult Social Care: 0345 045 5202

Dementia Connect

Telephone: 0333 150 3456

Website: alzheimers.org.uk/support

Email: dementia.connect@alzheimers.org.uk

Suffolk MIND

Telephone: 0300 111 6000

Website: www.suffolkmind.org.uk