

Patient information

Information for family 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 Hospital (WSH) 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.

Delivery service by Friends of West Suffolk Hospital

To complement the trolley service provided by Friends of WSH there is also an online delivery service of products from the Friends shop to selected wards within the hospital.

See online: wsfriendsshop.co.uk.

Visiting

As the main carer of a loved one you are welcome to stay with the patient throughout their time in the hospital should you wish to. Visiting times and information can be

found on the hospital website. You can also help with feeding and washing if you wish to, please speak to the nurse in charge.

Patient advice and liaison service (PALS)

If you have any concerns or queries you can contact the PALS team, based in the in hospital main reception or call 01284 712555 or email PALS@wsh.nhs.uk

Helpful organisations to support carers.

Suffolk Family Carers

01473 835477

www.suffolkfamilycarers.org.uk

0808 800 4005

Norfolk Adult Social Care

0344 800 8020

Carers UK

020 7378 4999

www.carersuk.org

Cambridge Adult Social Care

0345 045 5202

Suffolk Carers Matter

01284 333035

www.suffolkcarersmatter.org.uk

Dementia Connect

0333 150 3456

alzheimers.org.uk/support

Caring Together (Cambridgeshire & Norfolk)

0345 241 0954

www.caringtogether.org

Suffolk MIND

0300 111 6000

www.suffolkmind.org.uk

Suffolk Parkinson's helpline

08081 642028

Carers Voice Norfolk and Waveney

0800 0831148

carersmatternorfolk.org.uk

West Suffolk Disability Resource Centre

01284 748888

Carers First (Essex)

0300 303 1555

carersfirst.org.uk/essex

Macmillan Cancer Care

Navigator service, West Suffolk

01284 713595

Adult Social Care Suffolk (Customer First)

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.

Patient profile

Please take the time to fill out the information on the patient profile. All the information will go onto the patient's medical record and can help those looking after them to provide a more holistic patient experience. It enhances communication and improves patient care. The information you can provide is especially helpful if the patient isn't able to communicate well, has memory problems or develops delirium. Please scan the QR code to access the patient profile form or ask a member of staff.



If you would like any information regarding access to the West Suffolk Hospital and its facilities, please visit the website for AccessAble (formerly DisabledGo)
<https://www.accessable.co.uk>

