

## Support for carers visiting the hospital

**Carer Hub** - The Carer Hub can be found at the Main Hospital entrance, and is a resource area with information for carers on a range of services.

**Carer Hub Volunteers** - Our friendly team of volunteers visit the wards and outpatient departments to provide patients and carers with information, and referral to Carer Services.

**Carer Café** - Carer Support Services hold a Carer Café at the hospital; all are welcome for a cup of tea and a chat. There are volunteers available to offer you any information or support which will help you in your caring role. Information about dates for the Carer Café can be found at the Carer Hub or by telephoning BANES Carer Centre.

For more information or to feedback about your experience of the RUH visit:

[www.ruh.nhs.uk/carers](http://www.ruh.nhs.uk/carers)

Please contact the Patient Advice and Liaison Service (PALS) if you require this leaflet in a different format.

Email: [ruh-tr.PALS@nhs.net](mailto:ruh-tr.PALS@nhs.net)

Telephone: 01225 825656 or 01225 826319

## Help and support for Carers

### Involving you in your loved one's stay in hospital

We appreciate that families, friends and neighbours have an important role in meeting the care needs of many of our patients.

We want to make sure that, if you look after someone, you are involved during their stay in hospital, and in planning for their discharge.

If you are visiting them in hospital, please let one of the nursing staff know that you are a carer, and we will do all we can to support you and the person you care for.

## Are you a Carer?

'A carer is anyone who cares, unpaid, for a family member or friend who could not always manage without their support. They might look after someone with a physical disability, long-term health condition, mental health issue or a problem with substance misuse' (Carer Support Wiltshire) A carer can be an adult, young person or child who may not consider themselves as a Carer.

## John's Campaign

We support carers to have open access to visiting, and to stay with patients who have enhanced needs and require extra support. Please speak to the nurse in charge.

## Support for all Carers

The Carers Centres can provide lots of guidance and offer support for your caring role including:

- Advice and information on your caring role
- Drop-in support groups and carer cafés
- Carers Emergency Card
- Carer activities and breaks
- Carer newsletter
- Training and practical skills workshops to help you care
- Carer talk and support service
- Carer Assessments
- Working Carers

## Carers Centres

**Carer Support Wiltshire:** 0800 181 4118

[www.carersupportwiltshire.co.uk](http://www.carersupportwiltshire.co.uk)

**BANES Carers Centre:** 0800 0388 885

[www.banescarerscentre.org.uk](http://www.banescarerscentre.org.uk)

**Somerset Carers:** 0800 31 68 600

[www.somersetcarers.org](http://www.somersetcarers.org)

**Carers Support Centre Bristol & South Gloucestershire:** 0117 965 2200

[www.carerssupportcentre.org.uk](http://www.carerssupportcentre.org.uk)

