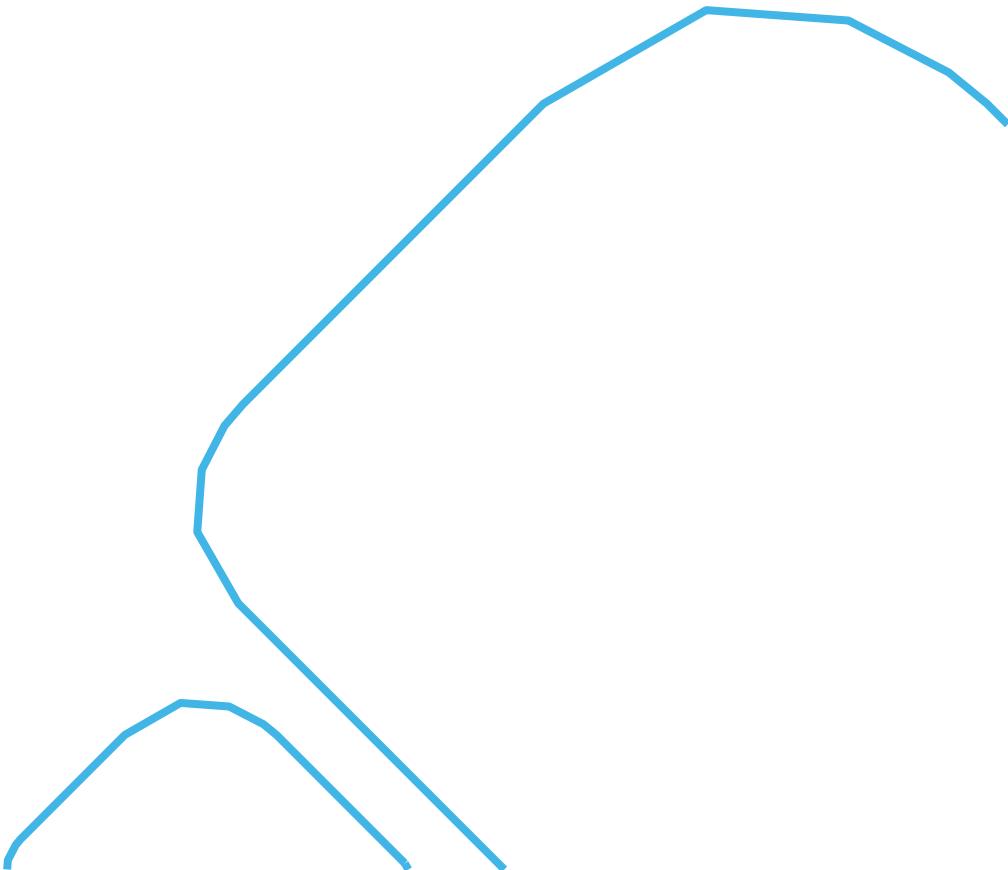




Royal United Hospitals Bath
NHS Foundation Trust

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.


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

The RUH, where you matter

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- 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

BANES Carers Centre: 0800 0388 885

www.banescarerscentre.org.uk

Somerset Carers: 0800 31 68 600

www.somersetcarers.org

Carers Support Centre Bristol & South

Gloucestershire: 0117 965 2200

www.carerssupportcentre.org.uk

Our commitment to you

We promise to

- Acknowledge you as a carer.
- Help you to access support.
- Communicate with you and provide you with the information you need.
- Involve you in planning, decision-making and care.

Tell us about your experience

Carer experience matters and your feedback is very important if we are to provide a quality service, which meets the needs of patients and their carers. For more information or to feedback about your experience of the RUH visit:

www.ruh.nhs.uk/carers



Please contact the Patient Support and Complaints Team if you require this leaflet in a different format.

Email: ruh-tr.PSCT@nhs.net

Telephone: 01225 825656 or 01225 826319

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