

## Patient Experience

# Patient information

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## Carer Support Service

A carer is anyone, including a child, who looks after a family member, partner or friend. They give unpaid care to those close to them who cannot cope on their own because of illness, frailty, disability, mental health difficulties or problems with addiction.

Poole Hospital recognises the vital role that carers play in the health and wellbeing of those they care for. Carers have a right, but not a duty, to continue to care whilst the person they care for is in hospital.



Having a loved one in hospital can be a distressing time for a carer, particularly young carers. We also understand that it can be an anxious time for a carer if they are admitted to hospital themselves.

The Carer Support Service is a free service which offers support to carers throughout their inpatient stay and can signpost the way to community support when they are discharged.

Carers can self-refer to the service by contacting the Carers Support Adviser directly or by asking a member of staff for a carer referral. If carers themselves have been admitted, they too can access the service. The service is confidential and offers one to one support.

At Poole Hospital we welcome, involve and support carers whilst they, or the person they care for, is in hospital.

### How to contact the service (Monday to Friday 9.30am to 3.00pm)

- **Telephone:** 03000 19 8714 (answerphone outside working hours)
- **Email:** [carersupport@uhd.nhs.uk](mailto:carersupport@uhd.nhs.uk)
- **Ask:** a member of staff for a carer referral

### Benefits for all carers

- Listening and understanding carer concerns
- One to one support
- Signposting to community support
- Carers' Corner coming soon at the Patient & Carer Hub (located in the main entrance) every Wednesday, 2.00pm to 4.00pm

## Benefits for carers who wish to continue their caring role whilst the person they care for is in hospital

- Ward/staff liaison
- Involvement/support at hospital meetings
- Unrestricted visiting
- Parking concessions
- Meal discounts (*for Carers' Card cardholders*)
- Emergency overnight pack
- Carer beds for overnight stays (*Dependant on availability and at the discretion of Matron/Sister*)
- Carer companions

## Further support

Caring for someone in the Bournemouth, Christchurch or Poole (BCP) council area please contact:

### CRISP (Carers Resource Information & Support Programme)

- **Telephone:** 01202 458204
- **Email:** [carersupport@bcpcouncil.gov.uk](mailto:carersupport@bcpcouncil.gov.uk)
- **Web:** [www.crispweb.org](http://www.crispweb.org)

Caring for someone in the Dorset council area please contact:

### Carer Support Dorset

- **Telephone:** 0800 368 8349
- **Email:** [admin@carersupportdorset.co.uk](mailto:admin@carersupportdorset.co.uk)
- **Web:** [carersupportdorset.co.uk](http://carersupportdorset.co.uk)

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Date: November 2020

Review date: November 2023

Version number: 5

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**We can supply this information in other formats, in larger print or have it translated for you. Please call the Patient Experience Team on 03000 19 8499 or email [patientexperienceteam@uhd.nhs.uk](mailto:patientexperienceteam@uhd.nhs.uk) for advice.**

**If you wish to make any comments or to ask about any research evidence used to write this leaflet, please contact the Patient Experience Team on 03000 19 8499, write to the Patient Experience Team (address above) or email [patientexperienceteam@uhd.nhs.uk](mailto:patientexperienceteam@uhd.nhs.uk)**