

Carers support service

Information for patients, families and carers



Our carers support service provides support, advice and information for carers, both in hospital and in the community.

Our service is run by a team of volunteers under the supervision of our carers lead. This leaflet explains some of the ways we may be able to support you and how to contact us.

How we can help

Because all carers have different responsibilities and requirements, our service is centred around your individual needs and preferences. We aim to tailor the support we offer to you. You will have the opportunity to discuss your particular circumstances with a carers support volunteer on a one-to-one basis.

Please get in touch with us so that we may discuss how we can best support you.

Support we can offer includes:

- Advice, support and information for carers centred around your individual needs.
- Ward-based volunteers who are on hand to discuss hospital-based support whilst the person you are caring for is in hospital.
- A personalised plan signposting you to services best placed to assist you.
- Help to access community support and other services to protect and support your wellbeing.
- Access to rest breaks and time away from the wards during long-stay inpatient visits.
- Registration with the sunflower lanyard scheme to help let hospital staff know that you may require extra support.
- Advocacy, to help ensure your voice is heard in hospital and in the community.

Support in hospital

At University Hospital Southampton (UHS), we aim to help pave the way for carer support. We are proud to offer the following support to carers in our hospitals.

Blue Badge parking

If you or the person you are caring for has a blue badge, you can park at our hospitals for free. Please have your badge number ready as you approach the exit gate, then press the call for assistance button on the ticket machine. You will be asked to provide your badge number to exit the carpark.

Food vouchers

If you are staying to provide care while the person you care for is an inpatient, you may be entitled to a daily food voucher to use in our restaurant on B level. Ask a member of staff on the ward to request this for you from the Patient Support Hub.

Temporary beds

If you are staying in hospital to provide care for somebody overnight, we may be able to arrange a temporary 'Z' bed for you. Ask a member of staff on the ward to request this for you from the Patient Support Hub.

Community signposting

Our team are specialised in supporting carers and will be able to signpost you to services in the community to help assist you once your loved one leaves our care.

Contact us

If you are a carer and would like to get in touch, please contact us via the Patient Support Hub:

0800 484 0135

(Monday to Friday, 10am to 4pm)

A member of the team will take your details and pass them on to us. We will then contact you directly to discuss how we can help you.

You can also contact us by email:

CarerSupport@uhs.nhs.uk

Please include your name, telephone number and postcode.

For a translation of this document, or a version in another format such as easy read, large print, Braille or audio, please telephone **0800 484 0135** or email **patientsupporthub@uhs.nhs.uk**

For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit **www.uhs.nhs.uk/additionalsupport**

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