



Information for Carers

Carers' Charter

A carer is someone who provides help and support to an adult, child, relative, neighbour or friend, who could not manage without their help.

If you are a carer, our staff will ensure you are:

- identified and your caring role recognised
- treated with dignity and respect
- listened to and valued
- supported to continue your caring role within the hospital
- given information on what help is available after discharge

Do you need...

- Help to understand the hospital process?
- Information on what support is available to you?
- Support to plan discharge?
- Benefits information?

If so we can help:

We recognise the stress and anxiety that going into hospital can cause you and the person you care for.

Carer Champions (based on the wards) can signpost and refer you to appropriate carer support services.

What you are entitled to

We value you as a carer and rely on the knowledge and experience you have.

You can ask:

- for the name of the nurse or doctor looking after the person you care for
- for updates on the person that you care for

- to complete the About Me lifestyles and capabilities booklet, which will help our staff understand the needs of the person you care for if they cannot tell us themselves
- for advance notice about discharge planning for the person you care for
- if you are entitled to concessionary parking
- to stay with the person that you care for
- for regular drinks and meals if you are supporting the person you care for on a ward

Facilities at Alexandra Hospital

W.H. Smith - ground floor

Opening times

Monday to Friday: 7am - 8pm

Weekends: 9am - 6pm

League of Friends coffee shop

Opening times vary according to volunteer availability.

Quinney's restaurant - first floor

Opening times

Monday to Friday

8.30am - 11am: Breakfast

11am - 12noon: Brunch

12noon - 2pm: Lunch

6pm - 8pm: Evening meal

Weekends

8.30am - 11am: Breakfast

Cash machine - ground floor

The machine does not charge for withdrawals.

Vending machine - first floor outside of Quinneys Restaurant

Available for out of hours meals and snacks. There are other vending machines dispensing hot and cold drinks located throughout the hospital

Macmillan Cancer Care and Support - ground floor

Provides information, support and advice for those living with or supporting someone with cancer

Opening times

Monday to Thursday
9am – 5pm

Citizens Advice Bureau offer an information, support and advice service from the Macmillan Pod on Thursdays at 1:00pm

Prayer Room - ground floor

For prayer and contemplation

Carers Rest Rooms are available. These rooms provide a space for carers to take a break. There are two rooms available, one with a shower and a toilet. The rooms do not provide facilities for overnight stays. If you wish to make use of the rooms please speak to the nurse in charge of the ward who will be able to assist you.

Facilities at Worcestershire Royal Hospital

RVS shop - meadow level 1

Opening times

Monday to Friday: 8am - 8pm
Weekends: 10am - 8pm
Bank Holidays: 10am - 5pm

The Bean Room (Costa) - meadow level 1

Opening times

Monday to Thursday: 7.30am - 7.30pm
Friday: 7.30am - 5.30pm
Weekends: 8.30am - 7.30pm

Rivercourt restaurant - river level 0

Opening times

Monday to Friday: 8am - 7.30pm

Feastpoint vending machine - river level 0

Available for out of hours meals and snacks.

Cash machine - meadow level 1

Situated just inside the main entrance.

The machine does not charge for withdrawals.

Prayer Room - meadow level 1 for prayer and contemplation

Macmillan Cancer Care and Support - meadow level 1

provides information, support and advice for those living with or supporting someone with cancer

Opening times

Monday to Friday 9.30am - 4.30pm

BT Wi-fi

BT Wi-fi is available across our three hospitals. This service is free if you are already a BT customer at home, or you can sign up for short-term access.

Smoking

We are working towards smoke-free sites. Please use the designated smoking areas. Staff are no longer allowed to smoke on site.

Useful contacts

Age UK

0800 0086 077

www.ageuk.org.uk/
herefordshireandworcestershire

Admiral Nurses

Support carers who look after a person with dementia

0845 2579 406

www.hacw.nhs.uk/our-services/older-adult-mental-health-services/older-adult-specialist-community-services/admiral-nursing-service/

Alzheimer's Society

www.alzheimers.org.uk

British Red Cross

01905 450436

www.redcross.org.uk/Where-we-work/In-the-UK/Northern-England/Herefordshire-Shropshire-Worcestershire

Carers Action Worcestershire

Information and support for carers

0300 012 4272

www.carersworcs.org.uk

Dementia Help Line

0845 300 0036

Macmillan Cancer Care

0808 808 0000

www.macmillan.org.uk

Parkinson's UK

0808 800 0303

www.parkinsons.org.uk

Worcestershire Carers Unit

0800 389 2896

www.worcestershire.gov.uk/info/20075/carers

Worcestershire Hub

To access community social services

0845 607 2000

www.whub.org.uk

Feedback

We value your feedback as it enables us to work towards improving the services we offer.

Please complete a carer feedback form which is available from the Carer Champions on the ward, the Ward Sister, or it can be accessed via the Hospedia bedside television.

If there is any aspect of our service that could be improved whilst you are in our hospitals, please let a member of staff know as soon as possible.

Unhappy with the care we are providing?

Let a member of staff know as soon as possible

They can arrange for you to talk to a Consultant, the Ward Sister, Matron or Manager of the department.

If you are not happy with how your concerns are being dealt with please ask to speak to the Divisional Director of Nursing.

If you prefer contact Patient Advice and Liaison Service (PALS) who will help you, or find someone who can help you.

0300 123 1732

Monday - Thursday 8.30am - 4.30pm, Friday 8.30am - 4.00pm

Please contact Patient Services on 0300 123 1733 if you would like this leaflet in another language or format.