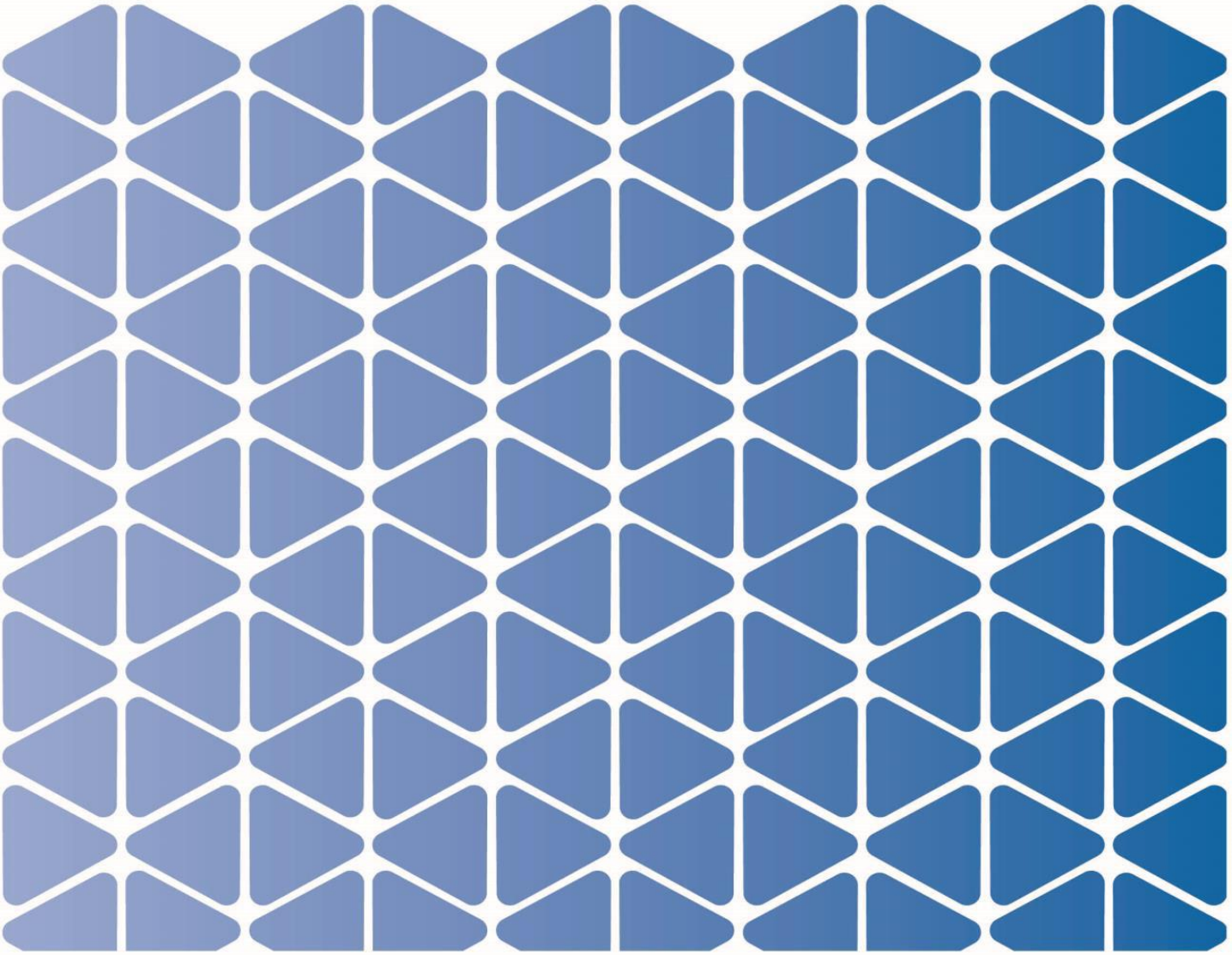
WORCESTERSHIRE ASSOCIATION OF CARERS

NHS
Worcestershire Acute Hospitals
NHS Trust

Carers or supporting person (s) Leaflet



www.worcsacute.nhs.uk @WorcsAcuteNHS @WorcsAcuteNHS

We know that some people and those they support refer to themselves as a “supporting person”. This leaflet is deigned for carers and for people who identify as supporting person.

Who is a carer?

A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner, child or friend who is ill, frail, disabled or has mental health or substance misuse problems
(Worcestershire Carers Strategy 2015 – 2020)

The 2014 Care Act places a responsibility on NHS and Social Care staff to ensure that we identify and support carers.

We recognise and value the vital role that carers play in the health and well-being of the people they care for.

We also recognise that carers can give valuable information on patients' conditions, needs and wishes. They may wish to help with inpatient care and may be involved with the patient's care after discharge. We value the contributions that carers make and are committed to ensuring that carers receive appropriate advice and information and that their own health and wellbeing is promoted and supported.

Our Commitment to Carers

We have developed a series of pledges as a commitment to carers which stand as overarching principals about how we will work with and support carers. Worcestershire Health and Care NHS Trust, Worcestershire County Council and NHS Herefordshire and Worcestershire Clinical Commissioning Group have also developed their own pledges to reflect how the commitment will be delivered in local areas.

Our commitment to carers will be to:

- Proactively identify, register, support, and signpost carers.
- Co-produce services and policies with carers to ensure services meet carers needs.

- Be flexible to ensure carers can continue to deliver their caring role.
- Actively involve carers in decisions that may affect a carer's health and wellbeing or those they care for.
- Promote a ‘Carer Aware’ culture.

The Carer Friendly Worcestershire – All Age Carer’s Strategy for 2021-2026 is available to read here: https://www.worcestershire.gov.uk/sites/default/files/2023-02/all_age_carers_strategy_2022_v03.pdf

We will:

- Ensure you are treated with dignity and respect
- Respect and value you as an expert in the needs of the person you care for
- Include you in care planning, ensuring that you are consulted with and listened to and included in decisions *
- Invite you to attend medical reviews and appointments *
- Support you to continue your caring role within the hospital *
- Involve you in all aspects of discharge planning *
  (*If you would like to be involved and/or the person you care for would like you to be involved)
- Ensure your health and wellbeing is supported by providing you with information, advice and support in an accessible way

We recognise the stress and anxiety that going into hospital can cause you and the person you care for.
A number of useful documents can be found on the Worcestershire Association of Carers Website: https://www.carersworcs.org.uk/

What you can expect:

- The names of the nurse and doctor looking after the person you care for
- Regular updates

- Information on hospital processes such as flexible visiting and concessionary parking
- Please ask our staff for a Carers card. This card can be used to show that we welcome you to visit outside of normal visiting hours and is a reminder to everyone that we support John's Campaign
- Please also ask our staff for the 'Carers Diary', 'What Matters to Me Booklet' and/or the 'Hospital Passport' (supporting our patients with a Learning Disability). We have created these aids to assist with communication and enable you to let us know how your loved one likes to be cared for and other personal preferences such as food which they may not be able to tell us about themselves
- Parking is free for those visiting patients at the end of their lives – please ask our staff for more information
- Information about local support services who can signpost you to support services in Worcestershire; this is to support with benefits; replacement care, Carer Assessments and a wide range of other care related information to help you. Details regarding some of these services are contained in this leaflet and via links on the Worcestershire Acute Hospitals Trust website (search for "carers").

Carers Rest Rooms are available for carers, relatives and friends visiting patients receiving end of life care. This is part of our SUPPORT project, please ask our staff for more information.

Facilities at Alexandra Hospital

League of Friends Coffee Shop
Opening times
9am – 5pm most days dependant on Volunteer availability

Quinney's Restaurant – first floor
Opening times
Monday to Friday:

Breakfast	7:30am – 11am
Brunch	11am – 12noon
Lunch	12noon - 2pm
Evening meal	6pm – 8pm

Weekends:
Breakfast 8:30am - 11am

Vending machine – first floor outside Quinney's 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 Information and Support
Provides support and advice for those living with or supporting someone with cancer. Located on the ground floor of the hospital.

Opening times
Monday to Thursday: 9am – 4pm
Friday: 9am – 1pm

Citizens Advice Bureau
Information, support and advice available from the Macmillan Pod. Please ask locally for the details and available times.

Multi Faith prayer room
For prayer and contemplation
There is a weekly Communion Service which takes place every Wednesday at 10.30am in the Prayer Room. Muslim Prayers are held each Friday in the Prayer Room, 12.30pm (Winter), 2pm (Summer time) Wudu available here.

Rev David Ryan
Healthcare chaplain
Alexandra Hospital
Tel: 01527 505723
E: david.ryan5@nhs.net

Facilities at Worcestershire Royal Hospital

RVS Shop – Meadow Level 1
Opening times
Monday – Friday 8am – 8pm

Weekends	10am – 8pm
Bank Holidays	10am – 5pm

Costa – Meadow Level 1
Opening times

Monday – Thursday	7:30am – 7:30pm
Friday	7:30am – 5:30pm
Weekends	8:30am – 7:30pm

River Court Restaurant – River Level 0
Opening times

Monday to Friday	8am – 7:30pm

Feast point vending machine – River level 0
Available for out of hours meals and snacks.

Macmillan Cancer Info and Support – Meadow Level 1
Provides information, support and advice for those living with or supporting someone with cancer
Opening times:
Monday to Friday 09:30am – 4:30pm

Multi Faith Room - Meadow Level 1
For prayer and contemplation.
There is a weekly Communion Service which takes place every Tuesday at 11:00am in the Prayer Room
Wudu available here.

Rev David Southall
Healthcare chaplain
Worcestershire Royal Hospital
Tel: 01905 760124
E: d.southall@nhs.net

Rev Helen Glithero
Healthcare chaplain
Worcestershire Royal Hospital
Tel: 01905 760124
E: helen.glithero@nhs.net

Rev Mark Herauville
Healthcare chaplain

Worcestershire Royal Hospital
Tel: 01905 760124
mark.herauville@nhs.net

Facilities at Kidderminster Treatment Centre

TC Cafe
Sells hot meals, drinks, pies, pasties, jacket potatoes, sandwiches and pastries to eat in or take away.
Opening times

Monday to Friday	08:30am – 4:30pm
Breakfast	08:30 – 11:30am
Lunch	12 noon – 2:30pm
Snacks and drinks	2:30pm – 3:30pm

League of Friends Coffee Shop
Sells hot drinks, snacks, sandwiches, cakes and pastries.
Opening times:

Monday to Friday	09:00 – 4:30pm

Macmillan Cancer Info and Support
Provides info, support and advice for those living with or supporting someone with cancer.
Opening times:

Monday – Thursday	9:00am – 2:45pm
Friday	9:00am – 12 noon

Multi Faith prayer room
Located in C block, close to the main entrance
a quiet and reflective service of Holy Communion takes place on the first Friday of every month at 2.30 pm. A short reflective prayer service also takes place most Monday mornings at 9am.

Further information
“Your stay in Hospital” information is available in our wards.
This includes further information on Trust facilities and what to expect during your stay

Smoking

All three sites are smoke free. Smoking, which includes e-cigarettes is not permitted.

Wi-Fi

Patients, carers and visitors to our hospitals can benefit from free Wi-Fi.

NHS Wi-Fi will provide a secure, stable, and reliable Wi-Fi capability, consistent across all NHS settings. It will allow patients and the public to download health apps, browse the internet and access health and care information.

Patients, carers and visitors who wish to access the free Wi-Fi during their visit will need to sign up by filling in their details on the free Wi-Fi landing page. Choose “NHS Wi-Fi” in your Wi-Fi settings on your smartphone, tablet or laptop to access the landing page.

Useful contacts

Worcestershire Association of Carers
Providing help, support and advice for carers in Worcestershire
0300 012 4272
www.carersworcs.org.uk

Worcestershire Young Carers
www.yss.org.uk/young-carers

Admiral Nurses
Support carers who look after a person with dementia
0845 2579406
https://www.hacw.nhs.uk/services/service/admiral-nurses-31/

Alzheimer’s Society
01905 621 887
www.alzheimers.org.uk

Macmillan Cancer Care
0808 808 0000
www.macmillan.org.uk

Parkinsons UK
0808 800 0303
www.parkinsons.org.uk

Worcestershire County Council
01905 763 763
www.worcestershire.gov.uk

Feedback

The Trust actively encourages feedback about our services. We value this feedback as it enables us to work towards improving the services we offer.

This can be shared directly with our staff and via the Friends and Family Test cards (please ask a staff member) alternatively you may also receive a text message asking for feedback which we would be grateful if you could complete.

If you have a concern, or are unhappy about the care we are providing:

Please talk to a member of staff on the ward/ area as soon as possible. They will ensure you are able to talk about your concern with the most relevant person, whether that is a doctor or a more senior nurse.

If your concern is not resolved in a timely and satisfactory way, you can contact the Patient Advice and Liaison Service (PALS) who will try to help you resolve the issues quickly. PALS can be particularly helpful if your issue is urgent and you need action immediately.

PALS offer an informal, impartial and confidential service for anyone who may need on the spot advice, support or information. They can also support you with making a complaint.

Tel: 0300 123 1732 Wah-tr.PALS@nhs.net

If you would like this information in an alternative language and format please speak to a member of staff who will arrange this.