

# Carers' Information Booklet

**NHS**

Frimley Health  
NHS Foundation Trust



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Facing the future



## Contents

|   |    |
|---|----|
| Introduction .....  | 4  |
| Who is a carer? .....   | 4  |
| Frimley Health NHS Foundation Trust’s Carers Promise  | 5  |
| Look after yourself .....   | 6  |
| Carer’s assessment .....  | 6  |
| Continuing care for your friend or relative while<br>in hospital .....                                    | 8  |
| Tips to help you care for your friend or relative during their<br>hospital stay .....                     | 8  |
| Nutrition for your friend or relative whilst they are in<br>hospital .....                                | 10 |
| Carers’ Scheme .....  | 10 |
| Consider how you plan to secure your home while you are<br>with your friend or relative in hospital ..... | 11 |
| General information for hospitals.....  | 11 |
| Going home (transfer of care).....  | 16 |
| Preparing to go home checklist.....   | 17 |
| When you are home .....   | 18 |

## Support services available

|  |    |
|--|----|
| National support services .....            | 20 |
| Local support services (by county).....    | 22 |
| Young carers’ support – for everyone ..... | 26 |

## Introduction

### Dear Carer and Young Carer,

We recognise that when you care for someone their admission to hospital can be stressful. We hope you will find this information helpful.

### Who is a Carer?

We have given you this booklet as we would like to help you care for your loved one. You may be either a long-term carer or about to start caring for a friend/relative.

- A carer is someone who, without payment, provides help and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness or disability.
- Anyone can become a carer - carers come from all walks of life, all cultures and can be of any age.
- Most carers would still not recognise themselves under the term 'carer'. For example, they are just people trying to cope as best they can while helping to look after an elderly relative who has developed Alzheimer's, a partner with Multiple Sclerosis or a young child born with cerebral palsy.
- Many feel they are doing what anyone else would in the same situation - looking after their mother, son or best friend and just getting on with it.
- Carers don't choose to become carers: it just happens and they have to get on with it. If they did not do it, who would? And what would happen to the person they care for? They may even be juggling paid work or education with their unpaid caring responsibilities at home.

**In total, there are 5.2 million adult carers across the UK, of whom almost 1 million are looking after somebody for more than 50 hours each week. There are also an estimated 50,000 young carers in the UK - young people under the age of 18 who might be helping to look after a parent with physical disabilities or mental health problems, or who may be caring for a brother or sister with learning disabilities.**

## Frimley Health NHS Foundation Trust's Carers Promise

*We will do our best to work towards supporting the carers of patients receiving treatment and care at all Frimley Health Foundation NHS Trust sites.*

*We will work together with social care to reduce the likelihood of a carer feeling isolated, deteriorating in health due to the caring responsibilities and/or experiencing financial difficulties.*

*We will listen to carers' views and concerns and work to address these with a positive helpful outcome.*

*We will use the invaluable source of information you can contribute to your friend or relative's care and wherever possible use this information to inform and improve care.*

*We will respect your decision as a carer on how much you would like to be involved as a carer while your friend or relative is a patient in the hospital.*

*We will do our best to help you find information, support and guidance that will help you as a carer.*

*We will involve you in all stages of the discharge planning process to ensure that your own needs are taken into account.*

*We will care – together.*

## Look after yourself

Caring for someone is not only a full-time job but can be overwhelming and tiring. Looking after yourself is paramount for you and the person you are caring for. Therefore it is important that you look carefully at the suggestions about how to care for yourself.

- Eat a balanced diet – please see our list of opening times for restaurants here on site (p 12 onwards). You are able to get all meals to go, so you can bring your food back to eat with your friend or relative on the ward.
- Make sure you drink enough fluids – aim to drink 6 to 8 glasses/mugs of any non-alcoholic drink each day.
- Take regular exercise – the hospital grounds are easily accessible to walk around.
- Take regular time for yourself every day. You are important, too – we can try to arrange for someone to sit with your friend or relative to allow you some time to yourself. We do not expect you to have to continue caring for your friend or relative while they are in hospital with us; but we do want you to have the choice.
- Make sure you get enough sleep. If you feel like you can't leave your friend or relative then please ask the staff if they have any pull-out beds available or a comfortable chair and blankets.
- We have included a list of useful contacts and groups that may help you (starting on page 19). Please refer to your specific County Council for further support.

**It is really important that you register as a carer with your own GP. They will be able to provide you with lots of support and information, including your entitlements and support services.**

## Carer's assessment

- If you provide care and support to an adult friend or family member, you may be eligible for support from your local council; parents of a child with additional needs also have a right to a carer's assessment.
- If you are a carer and you need some support, get in touch with the council covering the area where the person you care for lives. The council will be able to give you information and advice about how the assessment will work.

- Councils now have a legal duty to assess any carer who requests an assessment or who appears to need support.
- A carer's assessment is a discussion between you and a trained person, either from the council or another organisation the council works with.
- The assessment is not a test and there are no right or wrong answers.
- The assessment will consider the impact the care and support you provide is having on your own wellbeing, as well as important aspects of the rest of your life, including the things you want to achieve day-to-day. It must also consider other issues, such as whether you are able or willing to carry on caring, whether you work or want to work, and whether you want to study or do more socially.
- The assessment could be done face-to-face, over the telephone or online. The council will use the assessment to identify your support needs and to discuss how these could be met. This might mean that the council will give you help or put you in touch with other organisations, such as local charities, that you can talk to if you wish.
- This support could include being offered money to pay for things that make caring easier. Or your local council might offer practical support, such as arranging for someone to step in when you need a short break. They could also put you in touch with local support groups so you have people to talk to.



## Continuing care for your friend or relative while they're in hospital

- When your friend/relative who is dependent on the care you provide is admitted to hospital it is natural for you to worry.
- However, we recognise that some carers like to continue to contribute to caring for their friend/relative during their hospital admission, working alongside our hospital staff where possible.
- Please note that it is not assumed that you will continue caring for them and it is and will remain your choice, not an obligation.

## Tips to help you care for your friend or relative during their hospital stay

We recognise that you are an expert in caring for your friend or relative and that you have the best appreciation of their individual needs and usual behaviour. If you notice a change in their behaviour, it is important that you inform us. It is long-recognised that deterioration in mental capacity may result in a patient becoming more vulnerable, for example they may fall or they may not eat and drink.

Here are some ways in which you can help while they are in hospital, unless otherwise indicated by the doctors and nurses:

- **Safety** - please make sure the nurse-call bell, drink, glasses etc. are within easy reach before you leave your friend or relative. If you have any concerns about patient safety, please discuss these directly with ward staff.
- **Infection Control** - please speak to the nurses looking after your friend or relative to check there are no precautionary measures you need to be taking. If disposing of any waste contaminated with bodily fluids, please use the orange bins provided in each clinical area or ask the nursing team looking after them.
- **Encouraging good fluid intake** – (6-8 cups a day) may improve mental capacity and reduce the chance of constipation and urine infections which can result in increased confusional state in elderly patients.
- **Encouraging a healthy diet** - if you are assisting at meal times, please inform the nursing staff if your friend or relative's appetite



deteriorates. Poor nutrition can result in weight loss, constipation and breakdown of muscle and skin condition.

- **Sticking to normal routines** - e.g. toileting, regular contact with family or friends, watching a familiar TV programme or reading a familiar newspaper may help reduce the chance of disorientation.
- **Mobilisation** - if your friend or relative is not as mobile as usual, you may like to ask the nurse or physiotherapist for advice on safe techniques to help them to mobilise.
- **Oxygen therapy** - if your friend or relative is having oxygen, encourage them to keep the oxygen mask or prongs in place. Lack of oxygen can lead to confusion. Please inform the nursing or medical staff if your friend or relative is not tolerating the oxygen mask or prongs.
- **Medication** - please advise the doctor if you are concerned about a change in your friend or relative's usual medication regime or if they are not tolerating their medication.
- **Mouth care** - if your friend or relative is not allowed anything by mouth and is unable to clean their teeth, the nurses will show you how to gently clean their mouth. If they are having oxygen therapy, please do not apply any lip balm containing petroleum jelly (Vaseline) as this may be flammable.
- **Drips and lines** - if your friend or relative is allowed nothing to eat or drink, they are likely to have a drip in their vein or a tube in their nose to help give them fluids. If you are worried about these becoming dislodged, please discuss this with the nurse.
- **Pressure care** - if you are helping your dependent relative or friend with personal hygiene, please inform the nurse if you notice any breakdown in skin condition, e.g., areas of redness or broken skin.

**While we greatly appreciate your input in helping to care for your friend or relative in hospital, please do not feel obliged to participate in care. It is our aim to work in partnership with you, so we can learn from each other and provide the best possible care for the patient.**

## Nutrition for your friend or relative whilst they are in hospital

Red trays are used for patients who require full assistance with nutrition. We encourage you to assist your friend/relative at meal times if you wish.

Menus for patients with ethnic, religious and cultural preferences are available; please ask ward staff for more detail.



Please feel free to bring foods in that you or your friend/relative like but please note that we are not allowed to heat food on the wards for health and safety reasons.

## Carers' Scheme

Frimley Health NHS Foundation Trust adopted the Carers' Scheme so that patients with identified carers are highlighted to staff.



We have signed up to 'John's Campaign' which focuses on people with dementia; however, we have adopted this for any patients who would benefit from having their friend or relative carers to be offered open visiting to continue caring if they so wish.

Please speak to the nurses in charge of the ward your friend or relative is in, who will be able to issue you a carer's badge.



Carers are welcome to 'open visiting times' - meaning you can visit at any time. Please wear the carer's badge while on site to help staff verify your role. We hope this will mean you won't have to explain yourself to staff members who may not know you are caring for your relative or friend in hospital. All sites - Frimley Park

Hospital, and Heatherwood and Wexham Park Hospitals - have open access visiting hours.

### **Consider how you plan to secure your home while you are with your friend or relative during their hospital stay**

- A home that looks like nobody is in can be a target for thieves. The ideal solution to this would be to get a reliable friend or relative to house-sit for you.
- You may need to cancel any regular deliveries; this will prevent the uncollected items on your doorstep from building up, giving a clear signal that the house is unoccupied.
- Creating the illusion of occupancy is highly effective at securing your home - you can get some timer switches to help with this. These can be set up to turn lights and radiators on and off at certain times.
- Installing a burglar alarm system can act as an effective deterrent to thieves, and if you are broken into, it will draw attention to your property and hopefully scare off a thief.

## General information for hospitals

### Farnham Hospital

Frimley Park Hospital runs two inpatient wards in Farnham hospital, Bourne Ward and Hale Ward.

**Car parking is free** and there is excellent disabled access.

**Food and drink** There is a small cafeteria that serves sandwiches and drinks. Opening hours: 9.00am to 5.00pm. Located in the foyer next to the cafeteria is a vending machine providing hot/cold drinks and snacks.

**Visiting times** are generally relaxed and relatives can usually visit any time after breakfast or during breakfast if they wish to help or encourage their relative. However during the COVID-19 Pandemic please call the ward in advance to discuss visiting a patient.

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### Frimley Park Hospital

**Car parking** There are parking facilities for patients at the front of the hospital with disabled spaces available. (Please note that entrance B, although further away from the main entrance, is easier to access from the car park for wheelchair users).

|                            |                      |
|----------------------------|----------------------|
| Up to 15 minutes - free    | 3-4 hours - £5.50    |
| 15 minutes-2 hours - £3.50 | 4-5 hours - £6.50    |
| 2-3 hours - £5.00          | Over 5 hours - £8.00 |

We do not offer automatic free parking for Blue Badge holders. You can claim back cost of parking if you receive the following Welfare Support: working tax credit (with tax credit exemption certificate), Income based employment & allowance, guaranteed pension credit or a valid HC2 or HC3 certificate.

**A seven-day pass costing £15 or 30-day pass costing £50** can be purchased from the 'Pay on Foot' parking machines There are parking bays close to the hospital for disabled people.

**Food and drink** There are a number of places where visitors can buy hot or cold food and beverages at Frimley Park Hospital. Please note: opening times / availability of / acces to food and drink options may be affected by the COVID-19 pandemic.

**Pinetrees restaurant** first floor, accepts payment by cash and cards. Opening hours (7 days a week):

- Breakfast from 7.30am to 11.00am
- Lunch from 12.00 noon to 2.00pm
- Dinner from 6.00pm to 8.00pm

**RVS shop** located on the ground floor close to reception  
Opening hours: Monday to Friday only – 10.00am to 3.30pm

**Café Glade** located on the ground floor just past the hospital's main entrance reception

Opening hours: Monday to Friday – 9.00am to 7.00pm  
Saturday and Sunday – 10.30am to 6.00pm

**Baguette shop** located on the ground floor close to reception  
Opening hours: Monday to Friday only – 10.00am to 3:30pm

**Vending machines** There are a number of vending machines throughout the hospital offering a variety of drinks and snacks. They are accessible 24 hours a day.

**Cash machine** There is a free of charge cash machine located on the ground floor, just outside the main entrance before the stairs on the left-hand side.

**Book Store** Located at the main entrance to the hospital opposite the reception desk.

**Patient advice and liaison services (PALS)** The PALS office at Frimley Park Hospital can be found in the main reception at the front of the hospital. PALS staff are there to offer information and advice and to help address any concerns you may have. **Frimley Park PALS Telephone number: 0300 613 6530**

**Need a listening ear?** You don't need to be religious to get help from our spiritual and pastoral care team. Please contact the Chaplaincy team on 0300 613 4184

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## Wexham Park Hospital

**Car parking and payment machines** - There are parking facilities for patients at the front of the hospital. Charges apply as follows:

|                            |                      |
|----------------------------|----------------------|
| Up to 20 minutes - free    | 3-4 hours - £5.50    |
| 20 minutes-2 hours - £3.50 | 4-5 hours - £6.50    |
| 2-3 hours - £5.00          | Over 5 hours - £8.00 |

**A seven-day pass costing £15 or 30-day pass costing £50** can be purchased from the 'Pay on Foot' parking machines, with the exception of the one pay-and-display by entrance Gate 4 and one near the Postgraduate Medical Centre. There are parking bays close to the hospital for disabled people.

We do not offer automatic free parking for Blue Badge holders. You can claim back cost of parking if you receive the following Welfare Support: working tax credit (with tax credit exemption certificate), Income based employment & allowance, guaranteed pension credit or a valid HC2 or HC3 certificate.

### Car park entrances direct to zones

Car Park A entrance for **Blue** zone

Car Park B entrance for **Blue** / **Pink** zones

Car Park C entrance for **Orange** / **Green** zones

### Gate entrances

Gate 1 - Accident & Emergency, Rehabilitation & X-ray **Blue** zone

Gate 2 - Main Entrance, Reception, Information & Outpatients **Blue** zone

Gate 3 - Maternity & Children **Green** zone

Gate 4 - Day Surgery & Mental Health Unit **Orange** / **Green** zones

**Cashpoints** There are three cashpoints. One is located in the main Dining Room, another is located at the main entrance and one at the surgery entrance (**Orange** zone).

**Food and drink** There are a number of places where visitors can buy hot or cold food and beverages at Wexham Park Hospital. Please note: opening times / availability of / access to food and drink options may be affected by the COVID-19 pandemic.

**RVS shop** at the hospital entrance

Opening hours: Monday to Saturday 7:30am to 7:30pm  
and Sunday 10:00am to 4.00pm

**Café Glade** just past the main reception inside the main entrance  
Opening hours: Monday to Friday 9.00am to 6.00pm.

**Cross Roads Café**

Opening hours: Monday to Friday 6:30am to 6.00pm  
Saturday and Sunday 8.00am to 5.00pm.

**Book Store** Located at the main entrance to the hospital opposite the reception desk

**Patient advice and liaison services (PALS)** The PALS office at Wexham Park Hospital is situated opposite the Chapel. The staff are there to offer information and advice and to help address any concerns you may have. **Wexham Park PALS Telephone: 0300 615 3365**

**Need a listening ear?** You don't need to be religious to get help from our spiritual and pastoral care team. Please contact the Chaplaincy team on 0300 615 3660.

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## Heatherwood Hospital

**Car parking** - There are parking facilities for patients at the front of the hospital with disabled spaces available.

|                            |                      |
|----------------------------|----------------------|
| Up to 20 minutes - free    | 3-4 hours - £5.50    |
| 20 minutes-2 hours - £3.50 | 4-5 hours - £6.50    |
| 2-3 hours - £5.00          | Over 5 hours - £8.00 |

We do not offer automatic free parking for Blue Badge holders. You can claim back cost of parking if you receive the following welfare support: working tax credit (with tax credit exemption certificate); income based employment & allowance; guaranteed pension credit; or have a valid HC2 or HC3 certificate.

**Car parking** is pay and display.

Car Park Entrances\*

Gate 1 – Car Park A – Main Entrance (**Orange** and **Pink** zones)

Gate 2 – Car Park B – **Blue** zone and Wards 4 and 5 (**Pink** zone)

\* correct at January 2019. Please note that the development of the new Heatherwood hospital may affect parking arrangements.

**Cashpoint** There is a cashpoint outside the entrance to the main building (**Orange** zone) with no charge for withdrawals.

### **Food and drink**

**Café Glade** at the main entrance

Opening hours: Monday to Friday 7:30am to 2:30pm.

**Vending machines** There are a number of vending machines on the corridor leading to the stairs and lifts in the main building (**Orange** zone). These offer a variety of drinks and snacks and are accessible 24 hours a day.

**Heatherwood Patient Advice and Liaison Services (PALS)** The staff of the PALS team at Wexham Park are able to offer information and advice and to help address any concerns you may have. **Wexham Park PALS Telephone: 0300 615 3365**



## Going home (transfer of care)

When planning for your friend/relative's discharge from hospital, together with social services departments and primary care colleagues, we aim to:

- Ensure patients are always treated as individuals and involve the patient's next-of-kin and carers
- Provide continuity of care as patients transfer from one area of care to another
- Identify and agree joint priorities for change
- Ensure best practice
- Ensure if the patient has a red bag this remains with them

For the majority of patients, preparing to go home from hospital is simple and uncomplicated. The process of going home from hospital ensures that the planning is straightforward, understood by all those involved and meets the needs of your loved ones, as well as utilising the hospital services appropriately and responsibly. As a carer we recognise that you are central to the planning of care and the success of your loved one going home. We aim to ensure that everyone involved will be able to participate and feel able to contribute to all decision-making.

Since March 2020 national government guidelines have introduced a *discharge to assess* model with the intention of supporting more people to be discharged to their own home. This means that when patients are medically fit for discharge from hospital they may either go home with support (if needed) or be moved to an interim place of care. This is in order for assessments to take place to identify their longer term care needs. More information is available from the Government website <https://www.gov.uk/government/collections/hospital-discharge-service-guidance> alternatively, if you have an appropriately equipped smartphone please scan the QR code. Alternatively please talk to the ward staff about any concerns you may have or if you feel you are not being involved in the planning of your loved one going home.



This information from Carers UK may be useful to you when planning your friend/relative's going home: <https://www.carersuk.org/help-and-advice/practical-support/coming-out-of-hospital>

## Preparing to go home checklist

You may like to use the following checklist to make sure the person you care for is discharged appropriately.

|   |  |
|---|--|
| Does your friend/relative need a face to face language or British Sign Language interpreter, or have other communication needs?   |  |
| Have you been involved in assessments of your friend/relative and has your caring role been considered?   |  |
| Has a minimum of 24 hours' notice been given to you before the discharge of your friend/relative?   |  |
| Has transport home been arranged for your friend/relative?  |  |
| Do you have the medicines you need for your friend/relative and have they been discussed with you?  |  |
| Are keys available for your friend/relative's home?   |  |
| Have your friend/relative's valuables or property been returned?  |  |
| Has any essential equipment needed at home for your friend/relative been supplied or fitted and have you been shown how it works?   |  |
| Have you been given appropriate training, for example in moving and handling or any on-going exercises or needs?  |  |
| Have you been given information about the medical condition of your friend/ relative, any symptoms to watch out for and where to get help if needed?  |  |
| If a care plan is in place for your friend/relative has this been shared with you?  |  |
| Have your wishes, feelings, needs and the care you intend to provide been fully considered?   |  |
| Do you have all contact names and numbers for any on-going care or health needs such as social care team number, physiotherapists, occupational therapists, care providers or other appropriate people? |  |

## When you are home

When your friend or relative returns home after their hospital stay you may wish to prepare a 'hospital bag' so that you are prepared in the event that they have to come to hospital again. This may save vital time and ease any fear and confusion that may have happened during this hospital stay. You can keep it in a safe place, so that it is ready in case it is ever needed.

We recommend you keep the following in your 'hospital bag':

- A nightdress or pair of pyjamas
  - Day clothes (if you would like)
  - A dressing gown and well-fitting slippers or sensible shoes
  - Items that may help with the unusual surroundings, such as photographs for your friend or relative
  - Toiletries, including soap, a toothbrush, toothpaste, shampoo and conditioner, a razor and shaving materials and a comb or hairbrush
  - Things to occupy your friend/relative such as books, magazines or puzzle books
  - A small amount of money to buy things such as newspapers, phone calls and anything you may want from the hospital shop or ward trolley.
  - A current list of medications
  - A notebook and pen to write down any questions you have when the doctor is not available
  - A copy of important phone numbers, such as the next of kin details, GP address and telephone number
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## Support services available

There are a number of support services available to carers at a national and a local level. We have included some of these below. Please note that, depending on your friend/relative's condition, you may be able to find more condition-specific support groups.

### **Carer's Prescription**

**Please ask your GP if you are eligible for the carer's prescription scheme. This scheme aims to support unpaid carers and promote their own good health and wellbeing by providing them with a flexible break/ respite or referral on to other appropriate support.**

## National carers' support services

You can find information on our website [www.fhft.nhs.uk](http://www.fhft.nhs.uk) – search 'carers'

### Carers UK

Provides an expert telephone advice and support service. Helpline open Monday to Friday, 9:00am to 6:00pm.

**Tel:** 0808 808 7777

[www.carersuk.org](http://www.carersuk.org)

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### National Careline

An information point of carefully selected items that will, hopefully, make life better, safer, or more comfortable for those who experience mobility problems, need care or are caring for others.

**Tel:** 0800 069 9784

[www.thenationalcareline.org](http://www.thenationalcareline.org)

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### Carers Trust

Helps carers to maintain their own health and wellbeing and supports them so they do not feel isolated.

**Tel:** 0300 772 9600

[www.carers.org](http://www.carers.org)

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## Age UK

The country's largest charity dedicated to helping everyone make the most of later life. We believe in a world where everyone can love later life and we work every day to achieve this. Age UK help more than 5million people every year providing support, companionship and advice for older people who need it most.



### Tel:

- For information and advice: 0800 055 6112.
  - For all other enquiries: 0800 678 1602
- (Lines open 8am-7pm, 365 days a year)

[www.ageuk.org.uk](http://www.ageuk.org.uk)

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## Dementia UK

Provides specialist dementia support and expert advice for families through our Admiral Nurses who work hand in hand with families, helping them cope with the fear, uncertainty and difficult everyday reality of dementia. By providing compassionate support and guidance, we help families to live more positively with dementia in the present, and face the challenges of tomorrow with more confidence and less fear.



**Tel:** 0800 888 6678

[www.dementiauk.org](http://www.dementiauk.org)

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## Local carers' support services – Surrey

### Action for Carers Surrey

Helps carers of all ages, right across Surrey, with information, emotional support, and advice. If you are looking after a friend or family member who couldn't manage without your help, we can support you. We provide a number of specialist services including: information, advice and activities for young carers; moving and handling information; and advice and support on issues relating to learning and work.

**Tel:** 0303 040 1234

[www.actionforcarers.org.uk](http://www.actionforcarers.org.uk)

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### Surrey County Council

For information about services that may be available to you and your family.

**Tel:** 0345 600 900

[www.surreycc.gov.uk](http://www.surreycc.gov.uk)

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## Local carers' support services – Hampshire

### Connect to Support Hampshire

Online advice, information and support

<https://www.connecttosupporthampshire.org.uk/>

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## Andover Mind

Carers Support and Dementia Advisor Service - supporting all adult carers across Hampshire, providing information and advice, carers peer support groups, one to one support

**Tel:** 01264 332297

<https://www.andovermind.org.uk/>

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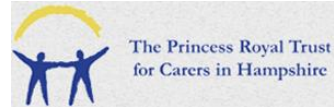
## The Princess Royal Trust for Carers (Hampshire)

Services include: Information, advice and guidance, advocacy and representation, liaison with statutory bodies, access to training and education, support groups, carer's clinics, carers hubs, opportunities for respite, regular support groups, free counselling with voluntary qualified counsellors, regular newsletters, a listening ear, emergency planning for carers, Alzheimer's Café. We are here to support you in your caring role and if we don't know the answer, we will find out. The work we do is tailored to the needs of each individual carer and our services are completely confidential and free of charge.

**Tel:** 01264 835246

[www.carercentre.com](http://www.carercentre.com)

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## Carers Together

Carers Together is a carer-led charity that offers support for unpaid carers living anywhere in Hampshire including Southampton and Portsmouth.

**Tel:** 01794 519495

[www.carerstogether.org.uk](http://www.carerstogether.org.uk)

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## Hampshire County Council

For information about services that may be available to you and your family.

**Tel:** 0845 603 5630 (Out of hours Tel: 0845 600 4555) [www.hants.gov.uk](http://www.hants.gov.uk)

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## Local carers' support services – Berkshire

### West Berkshire Council

For information about services and support that may be available to you and your family.

**Tel:** 01635 503050

[www.westberks.gov.uk](http://www.westberks.gov.uk)



### Bracknell Forest Council

Information and advice about local resources and organisations; short-term care (respite) at home for the person you care for to give you a break from caring; support if you have an emergency and are unable to provide your usual support (Emergency Respite Scheme); connect with other carers; carer's assessments and more.

**Tel:** 01344 351500

[www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/support-carers](http://www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/support-carers)



**Bracknell Forest Council**  
The borough of opportunity

### Royal Borough of Windsor and Maidenhead Council

Information, guidance and advice for carers of people living in the Windsor and Maidenhead area.

**Tel:** 01628 683800

<https://www.rbwm.gov.uk/home/adult-social-care/carers>

www.rbwm.gov.uk



### Slough Carers Support

Information, guidance and advice for carers of people living in Slough.

**Tel:** 01753 303 428

[www.sloughcarerssupport.co.uk](http://www.sloughcarerssupport.co.uk)



**SLOUGH**  
Carers Support



## Signal

SIGNAL provides free support, information, guidance, networking, advice and learning to all unpaid (non-professional) carers who care for someone in Bracknell Forest.

**Tel:** 01344 266088

**Email:** [info@signal4carers.org.uk](mailto:info@signal4carers.org.uk)

[www.signal4carers.org.uk](http://www.signal4carers.org.uk)

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## Tuvida (Berkshire) (Carers Trust)

Provides timely, personalised information and support to make caring for a loved one easier. We offer: Information, advice and guidance, signposting to other organisations, short break accommodation, access to Carers support groups, free health and well-being memberships, access to Carers breaks, free training and caring support, carers smart benefits and discounts, carers grants and peer support.

**Tel:** 0118 324 7333

**Email:** [berkshire@tuvida.org](mailto:berkshire@tuvida.org)

<https://www.tuvida.org/reading-west-berkshire-hub>

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## Local carers' support services – Buckinghamshire Carers Bucks

Carers Bucks supports the health and wellbeing of unpaid carers and supports unpaid carers of all ages and in different caring roles. Carers Bucks provides a number of services for the benefit of carers in Buckinghamshire, including a *Caring for Older Carers (75+)* service, young adult carers support and a Carers support service in the Bucks Hospitals. All carers contacting Carers Bucks are able to speak to an experienced Support Worker in confidence.

**Tel:** 0300 777 2722

[www.carersbucks.org](http://www.carersbucks.org)

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## Care Advice Buckinghamshire

A website for adults in need of care and support – and their families and carers – in Buckinghamshire, offering information and advice including details of ways to assess your own needs, community support and care products and services.

**Tel:** 01296 383204

<https://careadvice.buckinghamshire.gov.uk/>

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## Support for Young Carers

### Surrey Young Carers

We support young carers all across Surrey and from every type of family. We can provide support and opportunities to meet – and have fun with – other children and young people in similar positions. And we really understand how these extra responsibilities can affect your daily life, schoolwork and time for friends.

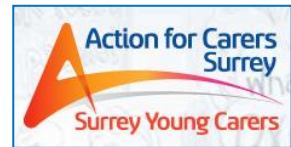
We provide a range of support depending on your situation, from activities to provide time out from your caring role and meet children in a similar position, to more intensive groups and tailored one-to-one help, for young carers in a more difficult situation.

**Tel:** 01483 568 269

**Email:** [syc@actionforcarers.org.uk](mailto:syc@actionforcarers.org.uk)

[www.surrey-youngcarers.org.uk](http://www.surrey-youngcarers.org.uk)

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## HYCA

Aims to share and deliver good working practice in line with Every Child Matters and support young people with significant caring responsibilities and strengthen relationships with other agencies by means of a single county-wide voice.

**Tel:** 023 8090 2465

[www.hyca.org.uk](http://www.hyca.org.uk)

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## Young Carers Bucks

Young Carers Bucks is part of Carers Bucks and supports children and young people in Buckinghamshire aged 6-18 years old who have a caring role.

**Tel:** 0300 7772722

**Email:** [youngcarers@carersbucks.org](mailto:youngcarers@carersbucks.org)

[www.youngcarersbucks.org](http://www.youngcarersbucks.org)

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## Slough Young Carers

Activities are focused on enhancing your life outside of caring. This looks like free trips to Thorpe Park, barbecues and beach trips in the summer, bowling

and an annual Christmas dinner. We are also committed to ensuring you reach your potential. We try to help young carers in Slough stay healthy with sessions designed to help you look after your physical and mental health. We also run drop-in sessions from 1.00pm on fourth Saturday of every month at the YES shop (next to Robert Dyas) in the Queensmere Shopping Centre in Slough.

**Tel:** 01753 875510

**Email:** [youngcarers@slough.gov.uk](mailto:youngcarers@slough.gov.uk)

[www.sloughyoungcarers.org](http://www.sloughyoungcarers.org)

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For a translation of this leaflet or for accessing this information in another format:

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Please contact (PALS) the Patient Advice and Liaison Service on:

**Frimley Park Hospital**

Telephone: 0300 613 6530

Email: fhft.palsfrimleypark@nhs.net

**Wexham Park & Heatherwood Hospitals**

Telephone: 0300 615 3365

Email: fhft.palswexhampark@nhs.net

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|--|--|---|
| <b>Frimley Park Hospital</b><br>Portsmouth Road<br>Frimley<br>Surrey, GU16 7UJ | <b>Heatherwood Hospital</b><br>London Road<br>Ascot<br>SL5 8AA | <b>Wexham Park Hospital</b><br>Wexham<br>Slough<br>Berkshire, SL2 4HL |
| <b>Hospital switchboard:</b> 0300 614 5000                                     |  | <b>Website:</b> <a href="http://www.fhft.nhs.uk">www.fhft.nhs.uk</a>  |

|                         |  |                   |                   |                    |          |
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### Legal Notice

Please remember that this leaflet is intended as general information only. We aim to make the information as up to date and accurate as possible. Please therefore always check specific advice or any concerns you may have with your doctor.

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