

Information for carers



When am I going home?

It's ok to ask.

Once people have had the care they need in hospital, research shows that going home will help them get better much faster.

Ask us where your friend or loved one's care is up to.

It's important you understand what your friend or family member can do to help themselves get better, what is going to happen next with their care, and when they are likely to return home. If they give us permission, we will make sure you have full information on their diagnosis, medication and any follow-up care that is needed.

We know that you might need to provide extra care and that you might need support too.

Your friend or family member may need:

- **Emotional support** like helping someone manage anxiety or mental health;
- **Help with housework** like cooking, cleaning or other chores;
- **Personal support** like help moving around, washing, eating or getting dressed;
- **Assistance with getting essential items** like medicine or food; or
- **Help to manage money, paid care or other services.**

That's why we will work together to ensure you have the support you need. If you're not able to care, and/or need help to do so, then you have a right to a carer's assessment to have your needs considered too.

Check what your council or local authority can offer. Find their websites using the online postcode tool at www.gov.uk/find-local-council

Here is some useful advice for family and friends of people needing ongoing care or support with day-to-day life.

1. **Go to the Carers UK and Carers Trust websites** for information about support available. Carers UK also have an online forum where you can speak to other carers, and a free helpline, open Monday to Friday, 9am to 6pm on **0808 808 7777**. Carers UK website: www.carersuk.org/
2. **If you are employed, talk to your employer** about managing work whilst caring. For example you may be able to arrange flexible working to make things easier.
3. **If you are at school, college or university, let them know you are caring for someone** so they can help you manage your studies. Carers Trust has lots of helpful advice for young people looking after family members or friends. Carers Trust website: www.carers.org/
4. **Get specialist advice about caring** from condition-related organisations like Alzheimer's Society, MIND and others. Also AgeUK: www.ageuk.org.uk/information-advice/care/arranging-care/homecare/
5. **Try not to do everything yourself!** Speak to friends and family about what others can do to help. Can they share any tasks?
6. **Look after your health and wellbeing as well as the person you support:** Check out the NHS 'Every Mind Matters' website for more tips: www.nhs.uk/oneyou/every-mind-matters/
7. **Seek extra support from NHS Volunteer Responders:** Carers, as well as those they care for, can get a range of help including with shopping and other support by visiting <https://nhsvolunteerresponders.org.uk/>

Your views really matter

We really want to make sure that we carry on sharing the best quality information with you, and we welcome your views on this leaflet. Please help us by completing a short online questionnaire at bit.ly/3iysCQu or scan the QR code below.

