

Have you got questions?

Please tell us if you are a carer or if the person you are here with cares for someone else.

What can I tell the hospital?

- If you need us to explain something more clearly.
- If you feel our staff could talk to you more about the care of the person you are here with.
- If you have any worries or concerns about the care or treatment of the person you are with.



It's important that the person you care for tells the nurses that it's okay for them to tell you things about their care / treatment.

Got a Complaint / Issue about the care?

Speak to the nurse in charge or book an appointment to see the matron or medical team. If they can't help then:

Call: **01483 402757**

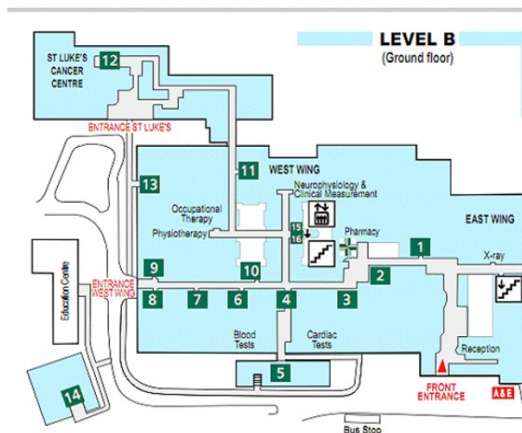
or send an email to: rsc-tr.pals@nhs.net

9am-3pm Monday to Friday

Want to talk to someone?

Ask a nurse about the Chaplaincy service or call **01483 406835**. This is for emotional, religious, pastoral and spiritual support which anyone can access, regardless of if you are religious or not.

Outpatient Departments



My notes and questions:

Please ask to speak with a carer advisor

- ★
- ★
- ★
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- ★

Where can I get information?

Surrey Young Carers:
www.surrey-youngcarers.org.uk

Childline: 0800 11 11

The NHS page:
www.nhs.uk/carersdirect/young



Young Carers Hospital Booklet

For those visiting a family member or coming to an appointment with them

Royal Surrey County Hospital



Hello there...



Am I a Young Carer?

Young carers generally care for members of their immediate family who may be aged 18 or under:

- A parent with a physical illness, disability, mental health problem or dependency on alcohol or drugs.
- An elderly grandparent who is frail, or has a health problem or disability.
- A brother or sister who has a health problem or disability.

What do Young Carers do?

- Practical things such as cooking & cleaning.
- Looking after brothers and sisters.
- Helping someone to take medicine, go to the toilet, get dressed, change dressings and move about.
- Giving emotional support by keeping someone company, listening to their worries and reassuring.
- Go to the doctors or hospital with someone.
- Translating for them if English isn't their first language, or if they have a hearing or speech issue.
- Managing bills and budgets.
- If your parent has a mental health problem you may have to cope with them being anxious and worried or cope with mood swings and unusual behaviour.

Have you told your emergency contact that you are in hospital?

Want free WI-FI?

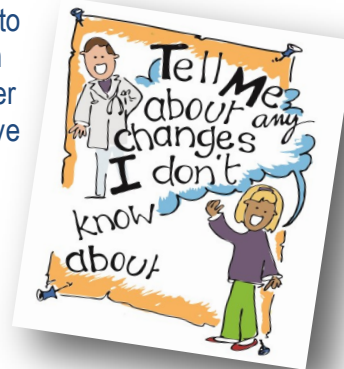
Find 'The Cloud', open your browser and follow the on-screen instructions.
For help call **0333 222 5688**.

Who will be on the ward?

- At the entrance of each ward there will be pictures that tell you which nurse is in charge and who will be looking after you / your family.
- Patients will have a named nurse assigned to them, and they should come and introduce themselves.
- Their name will be displayed outside the room and all staff should wear an ID badge so you know who they are.

Do you want to visit?

- Carers can have flexible visiting times so you could visit your loved one at any time. Please speak to a nurse to arrange this.
- If you want / need to stay overnight with your family member then you could have a carers passport. Please speak to a nurse if you think you need a passport.



WHO IS WHO?

- ▶ **Consultant doctor** – This doctor or a member of their team will see you regularly. The consultant doctor is overall responsible for your care.
- ▶ **Anaesthetist** – They will be part of any surgery and manage anaesthetics (putting you to sleep for surgery).
- ▶ **Nurses** – They are responsible for the delivery of care.
- ▶ **Physiotherapists (Physio)** – Help people to move through massages, exercises and heat treatments.
- ▶ **Occupational therapist (OT)** – Help people to be independent if they have been unwell and assess any support that may be needed at home.
- ▶ **Dietician** – Experts on making sure people have healthy meals and all the nutrients they need.
- ▶ **Health Care assistant (HCA)** – Support the nurses and look after the patients.
- ▶ **Phlebotomist (fleb-o-to-mists)** – Are specially trained to take your blood if it needs testing.
- ▶ **Psychologists** – Speaks to people and tries to help them if they are mentally ill.
- ▶ **Radiographers** – Take X-rays.
- ▶ **Radiologist** – Look at X-rays to see what is wrong.
- ▶ **Ward Clerk** – Based at the main reception, they can help you make appointments with the medical team, advise you on visiting and help with food choices. They can also direct you on where you need to go.