



**University
Hospitals Sussex**
NHS Foundation Trust

Supporting our patients and their family and friend carers

Patient information

Are you supporting a loved one, or someone who needs your help and care?

You may not think of yourself as a carer, but a carer is anyone who provides unpaid care for someone who would otherwise struggle without your help. This may be for practical everyday tasks, or it might be emotional and social support.

You may be caring for someone who needs your help due to their frailty, illness, mental health problem, disability, addiction, learning disability or other circumstances.

Anyone can be a carer at any point in their life. It can often be difficult to separate your caring role from your relationship with that person, particularly if they're a partner or relative.

It's important to remember that being a carer can be different for everyone. It may involve tasks such as personal care, household chores and emotional support. It can sometimes include medical assistance, depending on the needs of the person being cared for. Whatever your relationship to the person you are caring for and how you help them, there is support out there for you in your caring role to help look after both of you.

Your wellbeing matters too

Being a carer can often mean you are regularly sacrificing your time, energy, and sometimes your own needs, to support the comfort and safety of the person you care for.

Being a carer can be rewarding. It can also be physically and emotionally demanding. It is important you take time to take care of yourself too.

Some ways in which you can look after your own wellbeing include:

- Taking a break and making time for yourself.
- Learning a relaxation technique.
- Making sure you get enough sleep.
- Looking after your physical health.
- Asking for help from others if you need it.
- Talking to other people about how you feel.
- Looking after your physical health.
- Joining a carers' support group.

Support for you as a carer

As a carer you are entitled to a carer's assessment to support you in your caring role. For further information contact your local carer support organisation. You can find their details in this leaflet.

It is also a good idea to let your GP know that you are a carer and ask that this be registered on your medical record. Your GP can provide further advice and support for you in your caring role.

Help and support from the PALS team

Our PALS (Patient Advice and Liaison Service) team at the hospital can help if you need advice or have a concern.

You can visit them during their opening hours at each of our hospitals by asking at the main reception for directions to the PALS office. Alternatively, you can use their online form on their webpage <https://www.uhsussex.nhs.uk/patients-and-visitors/support/pals/> or use the phone or email details below:

Princess Royal Hospital:

Call **01444 448678** or email uhsussex.pals@nhs.net

St Richard's Hospital:

Call **01243 831822** or email uhsussex.palschichester@nhs.net

Royal Sussex County Hospital, Sussex Eye Hospital and Royal Alexandra Children's Hospital:

Call **01273 664511** or **01273 664973**
or email uhsussex.pals@nhs.net

Worthing and Southlands hospitals:

Call **01903 285032** or email uhsussex.palsworthing@nhs.net

Our commitment to inclusive care

Our staff and the patients we care for are diverse and come from many different backgrounds and communities. We value every person as an individual.

You have the right to receive care and treatment that is appropriate to you, meets your needs and reflects your preferences. As set out in The NHS Constitution, <https://www.gov.uk/government/publications/the-nhs-constitution-for-england/the-nhs-constitution-for-england> the NHS provides a service for all, irrespective of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity or marital or civil partnership status.

As well as providing support, advice and signposting if you have any concerns or questions, our PALS team would also love to hear from you if you've had a positive and inclusive experience of care in our organisation.

Carer organisations

Carer organisations provide advice and support on a range of matters.

Carershub (Brighton & Hove).

Phone: 01273 977000

Website: www.carershub.co.uk

Care for the Carers East Sussex

Phone: 01323 738390 or text 07860 077300

Website: www.cftc.org.uk

Carers Support West Sussex.

Phone: 0300 028 8888

Website: www.carerssupport.org.uk

Carers UK

Phone: 020 7378 4999

Website: www.carersuk.org

Carers Trust

Phone: 0300 772 9600

Website: www.carers.org

Other useful resources and contact information

UHSussex Health Information Point

Ground floor, Louisa Martindale Building, Royal Sussex County Hospital.

Website: <https://www.uhsussex.nhs.uk/patients-and-visitors/support/health-information-point/>

UHSussex patient information leaflets

Website: www.uhsussex.nhs.uk/patient-leaflets

Staying Well services

Brighton & Hove: 0800 0236475

Crawley: 07920 387274

Eastbourne: 0800 0236475

Worthing: 01903 268107

Alzheimer's Connect

Missing Persons

Phone: 116000

Email: 116000@missingpeople.org.uk

Website: www.missingpeople.org.uk

Sussex Mental Healthline

Phone: [0800 0309 500](tel:0800 0309 500)

Stay Alive

Download the app from the App store or Google Play, search #StayAlive

Samaritans

Phone: [116123](tel:116123)

Email: jo@samaritans.org

Healthwatch West Sussex

Phone: [0300 012 0122](tel:0300 012 0122)

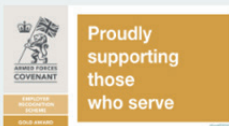
Email: helpdesk@healthwatchwestsussex.co.uk

Healthwatch Brighton & Hove

Phone: [01273 234 040](tel:01273 234 040)

Email: info@healthwatchbrightonandhove.co.uk

Employer certification / accreditation badges



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