

North Bristol Trust and University Hospitals Bristol NHS Foundation Trust both have a Carers Charter, which recognises the vital role of carers and their needs. The Charter recognises carers as equal partners, which means respecting, listening to and understanding carers and what they do.

Carers Support Centre provides services for carers of all ages. This includes a confidential telephone support line, carers emergency card, one-to-one support and carers' groups, activities for carers to take some time out, short breaks and training.

CarersLine: 0117 965 2200
Email: carersline@carerssupportcentre.org.uk

CarersLine opening times:

Mon - Thurs 10am - 1pm and 2pm - 4pm

Fri 10am - 1pm

An answerphone operates outside these hours.

Admin enquiries:

Tel: 0117 939 2562

Fax: 0117 965 5847

Email: info@carerssupportcentre.org.uk

Carers Support Centre

The Vassall Centre, Gill Avenue, Fishponds,
Bristol BS16 2QQ

www.carerssupportcentre.org.uk

You can also follow us on Twitter and Facebook.



See our website for links.

www.carerssupportcentre.org.uk

Contact us

If you are a carer you can talk to us about your caring role

Southmead Hospital

Tel: 07557 418 692

Email: CarersLiaison@nbt.nhs.uk

Bristol Royal Infirmary

Tel: 07557 441 613

Email: CarersLiaison@uhbristol.nhs.uk

South Bristol Community Hospital

Tel: 07917 880 375

Email: CarersLiaison@uhbristol.nhs.uk

This service is for carers of those who live in Bristol and South Gloucestershire. If you care for someone from another area we can refer you to your local carers' centre.

If you are a member of staff you can make a referral for a carer by email

CarersLiaison@nbt.nhs.uk

CarersLiaison@uhbristol.nhs.uk

University Hospitals Bristol 
NHS Foundation Trust

North Bristol 
NHS Trust



Carers Support Centre
Bristol & South Gloucestershire



Hospital Carers Liaison Service

Support for carers in hospital



The Hospital Carers Liaison Service supports carers when the person they care for is in hospital; or when the carer themselves is in hospital. As a carer, you have a wealth of information and knowledge about the person you care for. We are here to ensure you have the correct support during this often difficult time.

Carers Support Centre has a Carers Liaison Worker based in each hospital. They work on hospital wards giving help, support and advice to carers through their 'hospital journey' as a carer and/or patient.



We can help you by

- Explaining hospital processes
- Communicating your needs or concerns to ward staff
- Attending meetings with you, such as discharge meetings, and acting as an informal advocate, if needed
- Talking about what you are entitled to as a carer including benefits and carers' assessments
- Ensuring you are involved in the care of the person you care for whilst they are in hospital, if that is what you want. Or, supporting you in using the time they are in hospital to get a break from caring.



What is a 'carer'

A carer is someone who provides support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. All the care they give is unpaid.

Anna looks after her dad who has dementia and he was admitted to hospital after having a fall. Anna was becoming overwhelmed with her caring responsibility and felt unable to leave her dad for very long. She was concerned that her dad would be sent home without consulting her and felt she couldn't cope without support.

We talked through her situation. We were able to explain the hospital process for discharge and we looked at the options for what could happen after discharge. We contacted the social worker to make her aware of the carer's concerns and attended a discharge planning meeting with Anna, making sure her questions were answered.

Anna was also concerned that communication was lacking around her dad's condition. We spoke with the hospital ward team and asked them to keep her updated. We also told her about the Carers Support Scheme at the hospital and, as a result, she now uses the discounted parking and visitor badge to visit the staff canteen.