



Gloucestershire Hospitals
NHS Foundation Trust

Young
Carers

Gloucestershire
YOUNG
Carers

Hospital Handbook

Carer's name:

 www.glosyoungcarers.org.uk
 01452 733060



If you are reading this handbook, you may be visiting or staying with a family member in hospital.

This booklet is here to help you understand that there are many other young carers just like you. It includes useful information to support you and also shows you where you can have fun.

When you come to the hospital, you can talk to your family member's doctor or nurse and let them know you are a young carer. They can answer any questions you have. You can also tell them if you do a lot of caring at home and ask what extra support they can give you. There may be things you want to know about your family member's illness or disability.

You should not be asked to translate for a family member in hospital. Please ask staff to arrange an interpreter for you.



For emergencies whilst you are in the hospital, please contact the hospital switchboard:

0300 422 2222

If you need help, please ask, staff are there to support you.

Things to Remember



Emergency and Contact Numbers

Keep a list of important phone numbers with you. This will help you contact someone quickly if you need to. You can write them on the notes page at the end of this handbook.



Medication

Bring any medication the person you care for might need while they are in hospital. Also bring a full list of all the medicines they take. You can use the medication notes page at the end of this booklet.



Appointment Letter

Bring the appointment letter with you. It has helpful information such as the hospital number and date of birth of the person you care for. It also tells you which clinic or ward you need to go to, so it is useful for finding your way around the hospital.



Communication Aids

Bring any glasses or hearing aids that belong to the person you care for. Please put them in containers with their name clearly labelled. This will help with communication.

Please remember to bring any communication aids that you may need too.

Who's who

Anaesthetist	A doctor who gives you medicine to make you sleep before an operation and looks after you while you are asleep.
Dietitian	A specialist who helps with food, nutrition and special diets, such as for people with diabetes.
Doctors	Doctors diagnose illnesses and decide the best treatment. A consultant leads the team of doctors. Some doctors also carry out operations.
Health Care Support Worker	They support nurses on the wards and help care for patients.
Music Therapists	They use music to help children and young people express feelings and cope with being in hospital.
Nurse / Sister	Nurses care for patients across the hospital. They have completed years of training and work in many areas.
Specialist Nurses	Nurses with extra training in a certain area, like diabetes or asthma. They work closely with other health professionals.
Occupational Therapists (OTs)	They help people learn or relearn everyday tasks and give advice about aids and equipment that make daily life easier.
Phlebotomists	Staff trained to take blood samples.
Physiotherapists (Physios)	They help people move better, strengthen their bodies and improve breathing after illness, injury or surgery.
Play Specialists	They help children relax and play while in hospital. They also prepare children for treatments and provide distraction during difficult procedures.
Psychologists	They help patients and families talk about worries and feelings and support them with problems that affect their mental health.
Radiographers	They take X rays.
Radiologists	Doctors who look at X rays and help diagnose illnesses.
Speech and Language Therapists	They help people who have trouble speaking or swallowing.
Teachers	Hospital teachers help children keep up with school work while they are in hospital for a long time. They also work with the child's own school, so they don't fall behind.
Ward Manager/ Charge Nurse	The person responsible for the ward and its environment. They are the main person you can speak to if you have any worries or are unhappy.

Hospital Staff uniforms - Ward Staff



Health Care Support Worker



Student Nurse
(Uniform may vary depending on university)



Staff Nurse / Midwife



Ward Sister / Manager / Charge Nurse



Occupational Therapist



Physiotherapist

Patient Advice and Liaison Service (PALS)

PALS is a team you can talk to if you are worried, unhappy or need help while you are in hospital.

☎ 0800 019 3282

✉ ghn-tr.pals.gloshospitals@nhs.net

Who's who

There are also lots of people in the community (outside the hospital) who may be helping your family.

Here is a list of people you may meet.

Benefits Visiting Officer	Someone who helps your family make sure you receive all the money and benefits you are entitled to. They may visit if they think your family is claiming something incorrectly. If this happens, you can get help from the Citizen's Advice Bureau.
Care Worker	Similar to Home Care workers. They support people aged 18 to 64 who are ill or have disabilities.
Chiropodist/Podiatrist	Both words mean the same thing. They help people look after their feet.
Community Psychiatric Nurse (CPN)	A nurse who supports people with mental health problems. They may give medicines, injections and advice. They explain what is happening and how you can help the person who is unwell.
Connexions Personal Advisor	An advisor who supports young people with decisions about school, college and growing up. They work in schools, colleges and community centres.
District Nurse	A nurse who visits people at home to provide nursing care, especially when someone is too ill to go out.

Drugs/Alcohol Worker	Someone who helps and supports people affected by drug or alcohol problems.
G.P. (General Practitioner)	Your family doctor from your local health centre or GP practice.
Home Care	This is a person who is paid to come into the home to help with things like washing, bathing, toileting and other daily tasks. They are not the same as a young carer.
Occupational Therapist (OT)	They visit the person you care for and give advice and equipment to help with everyday tasks, like getting in and out of the bath or using the stairs. They show the best and safest way to do things.
Physiotherapist (Physio)	They visit people at home to help with special exercises to improve movement or stop things from getting worse. They may also help with breathing exercises and advise on special care.
Social Worker - Children's and Young Persons (0-17 years)	They help you and your family get the support you need. They can support you with money issues, benefits, and information about other services that might help. They can also talk to you in confidence if something is worrying you.
Social Worker - Adult Services (18+ years)	
Specialist Social Worker (visual impairment)	These workers help people who are blind or visually impaired. They can provide equipment and training to support the person at home.
Specialist Social Worker (deaf or hard of hearing)	They support people who are deaf or hard of hearing. They can also provide equipment for use at home.



Everyone who visits your home as part of their work should carry an identity card. Always ask to see it.

If you are unsure, you can phone their office to check who they are.

Young Carers Stories

Alicia's Story

Alicia is 17 and studying for her A-levels.

She wants to go to college next year but is worried about leaving her mum, Sandra, who became paralysed after an accident.

Alicia's dad is a long-distance lorry driver, so he is often away from home.

Sandra depends on Alicia for her care. Alicia helps her mum get up and dressed in the morning, makes dinner, and helps her get ready for bed at night.

I still want to study alongside caring



Young Carers Stories

Abbie's Story

Abbie became a young carer when she was 14 and she is now 21.

At first, she looked after her sister, who is 18 months older than her. Abbie helped her sister learn how to manage her illness until her sister went to university. Then Abbie's mum became unwell, and Abbie became her main carer, which she still is today.

When Abbie was a teenager, she often felt very alone. She didn't really understand what was happening to her sister and sometimes felt jealous because her sister seemed to get more attention.

Being a young carer has had a big effect on Abbie's education and the choices she can make. Any decisions she makes about her future depend on her caring responsibilities. Abbie wants to start a career and follow her dreams, but she also needs to make sure her mum has the support she needs. This makes it hard for Abbie to plan ahead.

Gloucestershire Young Carers have supported Abbie in many ways, including:

- Going to a weekly group
- Trips and activities
- Having 1-to-1 support
- Taking part in the 'Our Voice' forum to raise awareness and help train professionals.



Young Carers Stories

Rahila's Story

Rahila helps care for her grandfather, who lives with her and her mum after having a stroke.

Her mum works shifts, so she cannot always care for him. Rahila often goes home from school at lunchtime to make him something to eat. Her grandfather becomes very depressed, so Rahila usually goes straight home after school to make sure he is okay.

It is good that my school knows I am a young carer



Young Carers Stories

Gary's Story

Gary is 15 and has two younger brothers who are autistic.

His family finds things very hard because his brothers need constant attention and support. Gary spends a lot of time looking after them because his parents struggle to cope without his help.

Sometimes I just want some time for myself

Young
Carers



Patient details and emergency contact(s)

Patient's full name	
Patient's date of birth (DD/MM/YYYY)	
MRN / NHS number	
GP name	
GP Surgery name and address	
GP surgery contact number	

Emergency contact 1

Name	
Address	
Contact number	

Emergency contact 2

Name	
Address	
Contact number	

Useful links

Help for young carers

→ www.nhs.uk/social-care-and-support/support-and-benefits-for-carers/help-for-young-carers/

Support and information for young carers

→ www.youngcarers.net

→ www.childrenssociety.org.uk/youngcarers

→ www.gloucestershire.gov.uk/health-and-social-care/unpaid-carers/support-for-unpaid-carers/

Advice to young people about mental health and emotional well-being

→ www.youngminds.org.uk

Information for children growing up with a sibling who has special needs, a disability or chronic illness

→ www.sibs.org.uk

NHS A - Z of conditions

→ www.nhs.uk/conditions/

Information and support about living with mental illness

→ www.rethink.org

Eating Disorder Association website with advice if you or someone you know has, or thinks they may have, an eating disorder.

→ www.swedauk.org

Support for young carers looking after parents with cancer

→ www.macmillan.org.uk/cancer-information-and-support/get-help/teenagers-and-young-adults

Information about drugs, staying safe and how to say 'No'.

→ www.addaction.org.uk

Support for families of people who drink too much

→ www.al-anonuk.org.uk

Advice about bullying

→ www.kidscape.org.uk

Confidential helpline for children and young people

→ Free Helpline: 0800 1111

A charity offering support for young people facing difficulties at home or school

→ www.nyas.net

What Young Carers Do

Young carers may help their family in many ways, such as:

- Helping someone wash, get dressed or use the toilet.
- Looking after brothers or sisters and taking them to school.
- Giving emotional support, like keeping someone company, listening to them and helping with worries.
- Helping with bills, letters and household tasks.
- Going with family members to hospital or doctor's appointments.
- Translating for a family member if English is not their first language, or if they have hearing or speech problems.
- Coping with a parent's mental health issues, such as mood swings or unusual behaviour.

How Caring Affects Young Carers

Caring can bring up lots of feelings and challenges.

Young carers often say they experience things like:

- Problems at school, such as missing lessons or finding homework difficult.
- Not having enough time to see friends or do activities.
- Feeling angry or guilty about their situation.
- Feeling lonely or that no one understands them.
- Feeling different from other children.
- Worrying about their family or the future, including school, college, or leaving home.

