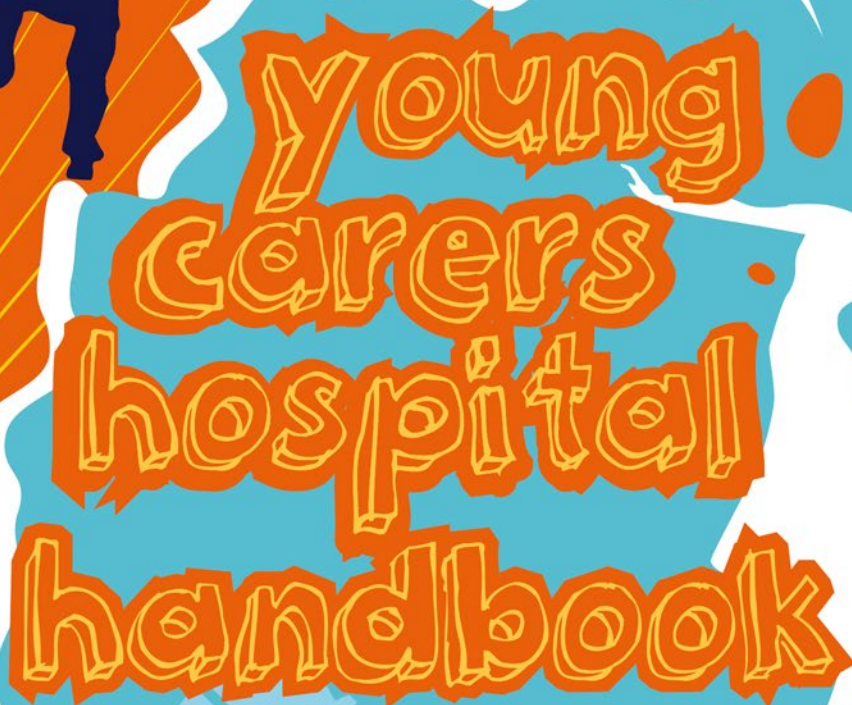


Gloucestershire Hospitals **NHS**
NHS Foundation Trust



Young carers hospital handbook

Gloucestershire Hospitals

Name

www.glosyoungcarers.org.uk

Gloucestershire Young Carers
Call 01452 733 060

GLoucestershire
YOUNG
CARERS

YOUNG CARERS HOSPITAL HANDBOOK

**For Emergencies contact:
Gloucestershire Hospitals' switchboard on
0300 422 2222
and ask for the Operator (24hrs/7days a week)**

If you are reading this handbook then the chances are that you are accompanying or visiting a family member in hospital.

This booklet has been written to help you understand that there are lots more young carers out there 'just like you'! It has lots of useful information to help and support you and tells you where you can have fun too!

Don't forget when visiting the hospital you can speak to your family member's doctor or nurse to let them know that you are a young carer. Get them to answer any questions you may have and tell them if you are doing a lot of caring at home and ask what extra support they can offer you. There may be information you would like to know about your family member's illness or disability.

You shouldn't be asked to translate for a family member who is in hospital. Staff can arrange a translator for you. Do ask, they are there to help you.

SUPPORT WEBSITES FOR YOUNG CARERS

www.gloshospitals.nhs.uk

Gloucestershire Hospitals NHS Foundation Trust,
which runs Cheltenham General Hospital and
Gloucestershire Royal Hospital

www.nhs.uk/carersdirect/young – NHS online information and support for young carers (Tel: 0845 4647)

www.youngcarers.net – support and information for young carers

www.childrenssociety.org.uk/youngcarers

www.youngcarer.com

www.nhs.uk/carersdirect/carerslives/updates/pages/carersdirecthelpline.aspx – 0808 802 0202 – 8am – 9pm, Mon – Fri | 1am – 4pm at weekends

www.carersgloucestershire.org.uk

www.gloucestershire.gov.uk/emergencycare
– emergency carer cover

www.gloucestershire.gov.uk/article/106051/Positive-Caring_Programme – the opportunity to meet with other young carers

www.youngminds.org.uk – offers information and advice to young people about mental health and emotional well-being.

www.childrenfirst.nhs.uk – online guide to health and hospitals for young people and families.

www.sibs.org.uk – information for children growing up with a sibling who has special needs, a disability or chronic illness

www.disabledparentsnetwork.org.uk – national organisation for disabled people who are parents

www.bbc.co.uk/health – health website with information on lots of medical conditions and other health issues

www.rethink.org – information and support on living with mental illness

www.glosyoungcarers.org.uk

www.glosyoungcarers.org.uk

SUPPORT WEBSITES FOR YOUNG CARERS

www.rethink.org/siblings – information and support for children and young people if they have a brother/sister that has experienced or is living with severe mental illness

www.edauk.com/young.htm – Eating Disorder Association with information and advice if you or someone you know has or thinks they may have an eating disorder

www.riprap.org.uk – the site for people with a parent who has cancer

www.macmillan.org.uk/whybother – MacMillan Cancer Support information site for young people affected by cancer

www.addaction.org.uk – information about drugs, keeping safe and how to say 'No' to drugs

www.al-anonuk.org.uk – offering help for relatives of problem drinkers

www.kidscape.org.uk – advice about bullying

www.samaritans.org.uk – (Free Helpline: 08457 909090)

www.childline.co.uk – confidential listening service for children and young people (Free Helpline: 0800 1111)

www.nyas.net (National Youth Advocacy Service) – charity providing childrens' rights and socio-legal services

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www.youngcarer.com

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THINGS TO REMEMBER

• **Emergency & contact numbers**

Keep a list of important telephone numbers with you, so they're to hand if you need to contact someone quickly. You might like to write them on the blank notes page at the end of this handbook.

• **Medication**

Remember to bring any medication the person you care for may need when they come into hospital, along with a complete list of any others they take.

• **Appointment letter**

Bring the appointment letter with you to the hospital. This has useful information, such as the hospital number and date of birth of the person you care for.

It should also state the location of the clinic or ward you need to find, so it is useful for checking where you need to go in the hospital.

• **Communication aids**

Please bring in any glasses or hearing aids that belong to the person you care for, in containers which are labelled clearly with their name.

This will be a great help for communication.

www.youngcarer.com

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YOUNG CARERS STORIES

Abbie's story

Abbie became a young carer at the age of 14 and is now 21. At first Abbie cared for her sister who is 18 months older than her, until she eventually found the best way to live with her illness and went to university. Abbie's mum's health then deteriorated and she became her carer, which she still is today.

During her teenage years, Abbie felt very isolated, she didn't really understand what was wrong with her sister and couldn't help feeling jealous of the attention her sister was being given.

Being a young carer has had a big impact on Abbie's education and limited her career choices, as any decisions she makes are influenced heavily by her caring responsibilities. Abbie really wants to get started in a career and fulfil her potential, but until she and her mum are both confident that her mum is well supported and can manage without her, it's difficult for Abbie to plan any further.

Throughout her time as a young carer, Abbie has had support from Gloucestershire Young Carers in several ways:

- going to a weekly group
- going on holiday trips
- attending residential groups
- having 1:1 support
- being involved with 'OurVoice' forum – raising awareness and training professionals for example

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YOUNG CARERS STORIES

Alicia

Alicia is 17 and doing her A-levels. She would like to go to college next year but is worried about leaving her mum, Sandra, who became paralysed after an accident. Alicia's dad works as a long-distance lorry driver, so he is often away from home. Sandra relies on Alicia for her care. Alicia gets her mum up and dressed in the morning, prepares an evening meal and helps her get to bed in the evening.

Gary

Gary is 15 and has two younger brothers, who are autistic. The family struggles to manage because Gary's brothers are extremely demanding and require constant attention. Gary spends a lot of time looking after his brothers because his mother and father can't manage without his help.

Rahila

Rahila looks after her grandfather, who lives with her and her mum because he's had a stroke. Her mum works shifts, so she's not always able to care for Rahila's grandfather. Rahila often goes home from school at lunchtime to make her grandfather something to eat. He gets very depressed, so Rahila usually runs straight home after school to make sure he's alright.

WHO'S WHO

There are lots of different people working in the hospital doing different jobs. Here are some of the people you may meet in hospital and what they do.

Anaesthetist – a doctor who sends you to sleep before an operation or procedure and looks after you whilst you are asleep.

Dietician – offers advice and help with special diets and feeding for patients who have been ill or have special dietary needs such as diabetes.

Doctors – each patient in hospital is under the care of a consultant. Your consultant is in charge of a team of doctors with different amounts of experience. The doctors try to diagnose and treat your illness or condition to make you better. can also be surgeons, who are doctors who carry out operations.

Health Care Assistants (HCAs) – support the nurses in different departments and wards in the hospital.

Music Therapists – use music as therapy to work with children and young people in hospital.

Nurse – a nurse has completed a 3-4 year training course to look after patients in hospital. Nurses care for you in all areas of the hospital.

Specialist Nurses – are nurses who have particular areas of expertise and work closely with other health care professionals.

Occupational Therapists (OTs) – give help and advice on special aids and equipment, which will help in areas of mobility and daily living.

Phlebotomists (Fleb-ot-o-mists) – are specially trained people who do blood tests.

Physiotherapists (Physios) – use exercise and movement to help you do as much on your own as possible following an injury, surgery or illness. Some people need physio for their chests. This may involve breathing or shaking exercises to loosen spit and help them cough.

Play specialists – provide opportunities for you to play, relax and lead as normal a life as possible during your relative's hospital stay. They can also prepare children and young people for treatment and can offer distraction and support during procedures or treatment.

MORE WHO'S WHO

Psychologists – are trained professionals who work with patients and their families to help them work through any problems or concerns that may be bothering them.

Radiographers – take and look at X-rays.

Radiologist – are specialist doctors who look at X-rays.

Social Workers – provide help and advice as well as emotional support with social and money problems.

Speech and Language Therapists – work with patients who are having speech or language problems to help them to communicate. Also work with people who may need help with swallowing.

Teachers – provide educational needs for all patients who are of school age on a daily basis during term time. If appropriate, the teacher will also work with the patient's school or college to discuss coursework and may arrange for work to be sent in so that pupils do not fall behind.

HOSPITAL STAFF UNIFORMS WARD STAFF

HCA – Aqua-green and white stripe with white trim

Lead HCA – Turquoise with white trim

Staff Nurse – Sky blue and white stripe with white trim

Lead Nurse – Navy with burgundy trim


Sister/Charge Nurse – Navy with white trim

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OTHER STAFF UNIFORMS

Physiotherapists – Navy blue trousers, white polo shirt, navy collar and cuffs 

Physio Assistants – Pale blue polo shirt, navy collar and cuffs 

Radiographer – White with burgundy trim 

Occupational Therapist – White with bottle green collar & cuffs 

OTHER PEOPLE

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 Agency Visitor (the 'Social', DSS or DHSS) – they help with money benefits your family might get. It is important that your family claims everything it is entitled to. Also occasionally they may visit because the agency thinks your family is claiming something it is not entitled to. If this happens you need to get advice from the Citizen's Advice Bureau.

Care Attendant – very similar to Home Care but work with people who are ill or disabled between 18 and 64 years of age.

Chiropodist/Podiatrist – both the same. They visit to help people look after their feet.

Community Psychiatric Nurse (CPN) – a nurse who specialises in working with people with mental illness. They also give medicines and injections and can give counselling to the person who is ill. Like the 'District Nurse' they can explain to you what is going on and how best you can help.

Connexions Personal Advisor – offers support, information, help and advice on the issues and decisions facing young people during their teenage years. Advisors will be in schools, colleges, Connexions and community centres.

District Nurse – provides nursing care to patients at home during periods of illness and incapacity.

Drugs/Alcohol Worker – will assess, treat and support individuals affected by drug and alcohol abuse.

G.P. (General Practitioner) – this is your family doctor from your local health centre or GP Practice.

Home Care – the 'Home Help' or the 'Home Carer' – this sounds like a young carers role but is in fact someone who is employed to come into the home to provide help with bathing, washing, toileting and other practical things in the house.

O.T. (Occupational Therapist) – they visit the person you care for and can advise on and provide special equipment to help with daily life, for example help with the bath, toilet or the stairs. They can teach you the best and easiest way to do things and how to use the equipment they provide.

Physiotherapist or 'Physio' – can visit at home and help disabled or ill people with special exercises either to improve things or at least stop something getting worse. Sometimes they assist with special breathing techniques and can advise on special care that is sometimes needed.

Social Worker (also known as a Care Manager) – can help you and your family get the support you need. This can be practical help in your home, benefits money, information about other organisations nearby that could help, a break for you from caring and information about your local Young Carers Service. The Social Worker can also help you in confidence if there is anything that is worrying or troubling you.

Social Worker (visual impairment) – Rehabilitation Officers – the same as a Social Worker but they work with people who are blind or have a visual impairment. They can provide special equipment and training for the person with the sight difficulty.

Specialist Social Worker (deaf and hard of hearing people) – the same as a Social Worker but can communicate with people who are deaf or hard of hearing. They can also give special equipment for the home to people who have a hearing difficulty.

Everyone who calls at your home, even if they are wearing a uniform, must carry an identity card, ask to see it and read it carefully. If in doubt do not let them in, but ring their office to check who they are.

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WHO ARE YOUNG CARERS

Young carers generally care for members of their immediate family who may be:

- 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 a sister who has a health problem or disability

HOW MANY YOUNG CARERS ARE THERE

There are over 175,000 young carers in the UK. Of these, about 7,000 live in Gloucestershire and are aged between 5 and 24.

WHAT DO YOUNG CARERS DO

Each young carer's situation is different but here are some things that young carers often do to help in their family:

- Help with lots of practical things such as washing, cooking and cleaning
- Personal/nursing care – such as giving medication, changing dressings, assisting with mobility

- Help your family member to wash, dress and take them to the toilet
- Help to care for brothers/sisters and take them to school
- Give emotional support (keep your family member company, talk and listen to them and help them with their problems and feelings)
- Help sort out bills and letters
- Attend hospital /doctor's appointments with your family member
- May translate for your family member if English isn't their first language or they have a hearing/speech problem

If your parent has a 'mental health problem' you may have to cope with them being anxious and worried or cope with mood swings or unusual behaviour.

HOW DOES CARING AFFECT YOUNG CARERS

Young carers have lots of different feelings and worries. Here are some of the things young carers have said affect them:

- Problems at school – taking time off to care, not keeping up with homework, bullying
- Not having enough time to be with friends, go out and have fun and attend after school activities
- Feel angry about their situation but also guilty because they still love their family and want to help
- Feel 'alone' and that nobody cares or listens to them
- Feel 'different' from other children
- Worry about things at home and also about what the future holds and how they are going to be able to go to college/university and eventually leave home

WORDSEARCH

The Simpsons Characters

P	S	E	L	M	A	A	E	A	T	T	N	W	P	HOMER
R	E	R	A	L	P	H	R	S	T	A	O	I	R	MARGE
E	R	O	M	G	G	Y	I	I	T	O	S	L	R	BART
U	A	A	M	R	Y	E	A	L	M	T	L	L	T	LISA
A	S	L	A	A	N	K	L	A	T	E	I	A	KRUSTY	
U	P	M	P	S	N	R	E	R	U	O	N	E	S	BARNEY
N	F	M	U	E	I	A	Y	U	U	U	Y	A	U	GRAMPA
A	E	M	R	I	H	B	N	E	L	S	E	L	T	MOE
K	T	D	A	B	I	O	E	C	R	R	T	R	E	APU
C	A	R	L	M	U	R	M	L	W	N	N	Y	L	CLETUS
E	G	R	A	M	E	R	T	E	B	A	R	T	C	MR BURNS
B	Y	N	N	E	L	L	N	E	R	E	T	N	U	OTTO
S	Y	T	T	A	P	L	N	S	E	M	R	R	L	NELSON
M	R	M	M	P	L	R	R	Y	R	N	A	E	S	NED
														SELMA
														PATTY
														RALPH
														WILLIE
														LENNY
														CARL

SUDOKU

9				5			1
		2	4		9		
	8			6			3
8							2
		9			4		
	7						3
	2		4			7	
		6		2	5		
3			1				8

MY NOTES

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