

Find Out More

Leicester City

Leicester Carers Support Service

Telephone 0116 222 0538

Email: carers@ageukleics.org.uk

www.ageuk.org.uk

Leicestershire County

Support for Carers Leicestershire

Telephone 01858 468543

Email: maureen@supportforcarers.org

www.supportforcarers.org

Rutland County Council

Telephone 01572 758139

Email: carersteam@rutland.gov.uk

www.rutland.gov.uk/adult-social-care/supporting-carers

Patient Advice and Liaison Service (PALS) at
University Hospitals of Leicester NHS Trust (UHL)

Freephone: 0808 178 8337 Email: pals@uhl-tr.nhs.uk (covers Leicester Royal Infirmary,
Leicester General and Glenfield Hospitals)

Patient Advice and Liaison Service (PALS) at
Leicestershire Partnership NHS Trust (LPT):

Telephone: 0116 295 0830

Email: lpt.pals@nhs.net (covers NHS Community
hospitals)

Do you look after someone?

If you are helping to look after someone else because they cannot manage by themselves then you are a carer.



Lots of people do not see themselves as a carer. Seeing yourself as a carer can be the first step to getting information, advice and support you need

There are services that can help you navigate Health and Social Care Services:

- Support you to have a Carers Assessment,
- Offer Benefits advice
- Help you to access emotional support
- Supply a Carers Passport
- Offer chances to meet other carers and much more



Carers ID Card:

- Raises awareness of caring
- Aims to be a conversation starter
- Recognised across Leicester Leicestershire and Rutland
- Eases carer recognition in many different kinds of situations
- Lets you access support or services to those in a caring role
- Available as a PDF that you can show on your mobile device.

To find out more contact the carers service in your area

Support for carers while someone is in hospital

Leaving hospital can sometimes be a stressful time for patients and their family. Family carers need to be involved in any plans made for how and when the patients returns home.

Involved in decisions

You can ask hospital staff any questions you have about your loved one's planned return home. Hospital staff will also talk to the patient's GP and Adult Social Care who may be involved in the patient's care.

Stay With Me - for patients with dementia

'Stay With Me' builds on Family, Carers and Friends Charter. It helps create a 'welcoming environment' on all hospital wards. Family members should find there is no problem if they wish to stay beyond visiting times for patients with dementia.

Car parking

Parking discounts in hospital car parks for carers or family members (1 per patient). See the details on the hospital website

www.leicestershospitals.nhs.uk/patients/gettingtohospital or in the car park leaflets.

Drinks

Tea and coffee will be available for carers during drinking rounds. Please ask the housekeeper who will offer these.

Free parking

At the start of the 7th week the hospital will offer free parking The hospital will give a free pass to the main carer. It is issued by the Car Park Office.