

PRESS RELEASE

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When you're caring for a family member, or friend, stays in hospital can be challenging – with extra worries and concerns as well as having to deal with a host of hospital staff and unfamiliar situations.

That's why charity Action for Carers Surrey has specialist advisors working in Surrey's hospitals – and it's vital that unpaid carers know about this support.

We have Advisors working in East Surrey, Epsom and St Helier, The Royal Surrey and Ashford and St Peters.

How our Hospital Carers Support Advisors help carers

Our Advisors work closely with hospital staff to identify carers, and also approach them directly.

They bridge any communication gaps between the carer and the hospital, and offer advice, information, as well as emotional support.

Importantly, they can speak on carers' behalf, including at some meetings. They also signpost carers and their loved ones to support from other organisations.

Local knowledge

Every hospital works slightly differently, but our Hospital Carer Support Advisors know each hospital well, so they can guide you through the system and make sure you access all the help available. Many hospitals offer special help to carers, but carers often don't realise.

They can also help with the discharge process, which can be especially challenging for carers, who need to be willing and able to cope when the person they care for is discharged home.

Back at home, we continue to offer support through our community Support Advisors, as well our specialist Moving and Handling team, who will assist with safe handling and mobility if you need to give more physical help to the person you care for following their hospital stay.

Find out more

Find out more about our Hospital service here: <https://www.actionforcarers.org.uk/how-we-help/practical-support/hospital-carer-advisors/>

How we help carers at the different hospitals...

- at **Ashford and St Peters** <https://www.actionforcarers.org.uk/how-we-help/practical-support/hospital-carer-advisors/supporting-carers-at-st-peters-hospital/>
- at **East Surrey** <https://www.actionforcarers.org.uk/how-we-help/practical-support/hospital-carer-advisors/supporting-carers-at-east-surrey-hospital/>
- at **Epsom and St Helier** <https://www.actionforcarers.org.uk/how-we-help/practical-support/hospital-carer-advisors/supporting-carers-at-epsom-hospital/>
- at **The Royal Surrey** <https://www.actionforcarers.org.uk/how-we-help/practical-support/hospital-carer-advisors/supporting-carers-at-the-royal-surrey-hospital/>

What carers say about this vital support

“It is such a huge relief to have some-one like Sam in our corner, with her level of expertise and seemingly endless contacts within the hospital. She possesses all the positive human qualities one would wish to see in this situation. I shudder to think how we would have coped without Sam's support.”

“Katie provided amazing support just when I needed it. She helped liaise with the hospital. Her help was exactly what I needed, calm and a truly valued person. I couldn't have asked for better.”

FOR MORE INFORMATION, PLEASE CONTACT

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NOTES TO EDITORS

About Action for Carers

Action for Carers Surrey provides events, information, advice and support for carers aged 5-95. Support includes support, drop-in Hubs across Surrey, benefits help, advocacy, guidance on moving and handling, hospital carer advisors, workshops, information and relaxation events (by Zoom and face to face), support groups, free resources and more.

There's a specialist service, Surrey Young Carers, for 5-17s, offering drop-ins, information and activities to give them a little time out from caring.

Carers should get in touch calling our Helpline on 0303 040 1234; texting (only) 07723 486730 or emailing CarerSupport@actionforcarers.org.uk.