



Support for carers of people staying in Edinburgh hospitals

Carer support hospital discharge service



Am I a carer? You are a carer if you provide unpaid support to family or friends who could not manage without your help.

What you need to know about being a carer

It can help if you know what support the person you care for needs when they leave hospital. You can also get support in your own right. If you have not been a carer before, or your caring role has changed because of hospital treatment, it may be helpful to find out what supports and services are available to assist you. We can help with this.

What is the carer support hospital discharge service?

Carer support workers in hospital can help you to get involved from the point of admission in planning support for the person you care for when they leave hospital. This is called discharge planning. They can help you access carer support. You can use this service if you, or the person in an Edinburgh hospital, is aged 18 years or over.

The carer support worker can help you:

- work with staff to decide what support will be arranged for the person you care for when they leave hospital
- decide what support you are able to provide as a carer
- by offering to prepare an adult carer support plan with you
- discuss your own needs as a carer
- make connections to a range of carer support opportunities and organisations
- obtain general information on medical conditions and treatment.

What happens when the person you care for leaves hospital?

At the point when the person you care for leaves hospital, you should know what support has been arranged for them and what support you can access. Remember, it is important to look after your own health and wellbeing and maintain your own life alongside caring.

Find out more about the service

Ward staff, charge nurses, social workers, occupational therapists or physiotherapists can put you in touch with the carer support hospital discharge workers and connect you to the service with your consent. You can use this service if you, or the person in an Edinburgh hospital, is aged 18 years or over. You can also contact the Edinburgh Carer Support Team yourself by calling:

 **0131 536 3371** (Monday-Friday, 9am-5pm)

Making a comment or complaint

If you wish to make a comment or complaint about any carer support hospital discharge worker or the service, please contact: Edinburgh Carer Support Team

 **0131 536 3371** (Monday-Friday, 9am-5pm)

Once you contact this team, your comment or complaint will be passed to the right manager to deal with it.

Confidentiality

Information will be used and shared (with relevant professionals) to make sure you can be supported. We will tell you about this and where necessary ask for your permission. This will be restricted to information they need to know in order to help you. You can find further information on how NHS Lothian and the City of Edinburgh Council share your information:

<https://www.nhslothian.scot/YourRights/DataProtection/Pages/default.aspx>

<https://www.edinburgh.gov.uk/privacy>

Working together for a **caring,**
healthier, safer Edinburgh



HAPPY TO TRANSLATE

www.edinburgh.gov.uk/its
0131 242 8181

Reference 20-6828

Designed by the City of Edinburgh Council 21.011/SG/March 2021