

University Hospitals Birmingham (UHB)

Carer Coordinator Service

The UHB Carer Coordinator service is provided for:

- 1) Carers of patients who are receiving care or treatment at UHB
- 2) Patients who are receiving care or treatment at UHB who have caring responsibilities for another person

There are two Carer Coordinators working across UHB covering the Queen Elizabeth Hospital, Heartlands Hospital, Solihull Hospital, Good Hope Hospital and the Birmingham Chest Clinic. The Carer Coordinators are available Monday to Friday during usual office hours.

The coordinators work alongside staff to identify carers (unpaid carers only) and provide support with:

- Helping carers to recognise their caring role and expertise
- Acting as an advocate, i.e. for discharge planning
- Information about support and resources available whilst attending hospital (see Carer pack contents below)
- Signposting to external organisations for information and support, e.g. carers assessment, grants, community support

Carer Pack contents

- *Information sheet listing support organisations*
- *Carer recognition card / ID*
- *Carers Charter*
- *Carer leaflet*
- *Partners in Care leaflet – which can be used to agree with the hospital staff the level of care and support the carer wishes to continue while the person they care for is in hospital*
- *Carer Coordinator Referral form*
- *Carers Emergency Response Service (CERS) leaflet*
- *UHB Carer experience survey*

Guest beds are available in all four hospitals to allow a carer to stay with the person they care for if this would be beneficial to their care and support.

For more information, or to refer a carer please get in touch using the contact details below:

Queen Elizabeth Hospital Birmingham

Sarah Tullett

Email: CarersQEHB@uhb.nhs.uk

Phone: 0121 371 3438

Heartlands, Good Hope and Solihull Hospitals

Patricia Porter

Email: carers@heartofengland.nhs.uk

Phone: 0121 424 3945