

Food and drink

The Dining Room, First floor, Ferguson House

The LOFT, Ground floor, Ferguson House

Marks & Spencer, Ground floor, A Block

WH Smith, Ground floor, B Block

Subway and Costa, Ground floor, C Block

Multi faith room

Ground floor, C Block

WiFi

Select 'NHS WiFi' from the list of network names on your phone or device browser. Read the terms of use and then click on 'accept and connect'.

Your feedback and raising concerns

The views of people who use our services are important to us. We want to know when things have gone well but also when we don't get things right so we can try to improve and learn from our mistakes. If you are worried about anything while you are at the hospital please speak to the nurse in charge on the ward in the first instance. They will try to resolve any issues.

PALS (Patient Advice and Liaison Service) is also open Monday to Friday 10am – 4pm. PALS is on the ground floor, between A and B blocks.

Tel: 020 8296 2508

Email: est-tr.PALS@nhs.net

Web: www.epsom-sthelier.nhs.uk/yourfeedback

Useful names and numbers:

Epsom Hospital

Dorking Road
Epsom
KT18 7EG
Tel: 01372 735735

St Helier Hospital

Wrythe Lane
Carshalton
SM5 1AA
Tel: 020 8296 2000

Malvern Centre (Sutton Hospital)

Cotswold Road
Sutton
SM2 5NF
Tel: 020 8296 2000

If you haven't done so already, you may find it helpful to contact these organisations:

Sutton Carers Centre Tel: 020 8296 5611

Web: www.suttoncarerscentre.org

Surrey Young Carers Tel: 01483 568 269

Web: www.surrey-youngcarers.org.uk

They will be able to give you details of useful information, help and the support available for you in the area where you live.

Ward name:

Ward phone number:

Nurse's name:

Doctor's name:

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Great care to every patient, every day

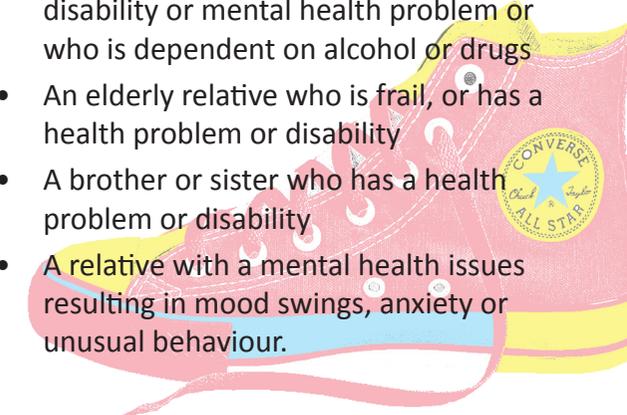
Young carers hospital guide

**For young people
visiting or coming to an
appointment with someone
they care for at Epsom and
St Helier hospitals.**

Am I a young carer?

A young carer is someone aged 18 or under who has a family member depending on them to complete their everyday tasks. This can include caring for:

- A parent who is ill or has a physical disability or mental health problem or who is dependent on alcohol or drugs
- An elderly relative who is frail, or has a health problem or disability
- A brother or sister who has a health problem or disability
- A relative with a mental health issues resulting in mood swings, anxiety or unusual behaviour.



What do young carers do?

- Help with practical things such as cooking and cleaning
- Look after brothers and sisters
- Help someone to take their medicine, go to the toilet, get dressed, change dressings and move about
- Give emotional support by keeping someone company, listening to their worries and reassuring them
- Go to the doctor or hospital with someone
- Interpret for them if English isn't their first language, or if they have a hearing or speech issue
- Help them to manage their finances, eg paying bills on time.

On the ward

In all wards and departments you will find a noticeboard which tells you the name of the nurse in charge.

The person you care for should also have a nurse assigned to look after them and the nurse's name will be displayed outside their room or above their bed. If you can't find a name, ask the nurse in charge or a member of staff at the desk on the ward (nurses station).

All our staff wear an ID badge so you know who they are. Some staff also wear a lanyard which tells you what job they do, eg doctor, dietician, ward clerk.

Visiting hours

Normal visiting hours are between 2pm – 8pm. If you feel you need to visit us outside these hours please speak to the nurse in charge.

If you need and want to be more involved in the care and treatment of the person you look after outside of these times you can speak with the nurse in charge to receive a 'Carer Passport'. The Carers Passport will be signed and dated to allow you to visit outside normal visiting hours.

If they can, the person you care for should also tell staff that they want you to be involved in any discussions about their medical condition, care, treatment and discharge from hospital.

If you haven't already done so, let your school or college know that you are spending time at hospital with the person you care for.

Staff you may see when you are visiting and what they do

Consultant (very senior doctors) have overall responsibility for the care of patients. Other doctors in their team, who may be known as an SHO or registrar, will see the person you care for regularly. Doctors wear red lanyards.

Anaesthetists are part of the surgery team and manage anaesthetics, which can include making parts of the body numb or putting the patient to sleep before an operation.

Nurses and health care assistants (HCAs) are responsible for patients' everyday care. Most nurses wear blue uniforms and have a badge which tells you their name and their role, for example Matron, staff nurse.

Physiotherapists help patients to move safely using techniques including massage and exercise. They wear orange lanyards.

Occupational therapists (OT) help patients to be independent and assess any support that they might need when they go home. They wear yellow lanyards.

Dietitians give expert advice on healthy meals containing all the nutrients patients need. They wear white lanyards.

Phlebotomists (pronounced fleb-o-to-mists) are specially trained to take blood samples for testing. They wear blue lanyards.

Radiographers take X-rays and **Radiologists** look at the X-rays to see what may be wrong. They wear brown lanyards.

Pharmacists give advice and information to doctors and nurses about the medicine that is prescribed to patients. They also give information to patients about any medicine they have to take. They wear green lanyards

Ward clerks can help with questions about visiting, ward routines, appointments and also tell you where other hospital departments are. They wear burgundy coloured lanyards

All hospital staff wear yellow name badges which show their first name and job title.