



Helping you to ease the discharge process.

At Carer Support Wiltshire we want to try and do everything we can to help ease the discharge process for Wiltshire Health and Care. What we can do to help you:



Q: The patient's family have concerns about how they are going to cope once their loved one returns' home. What should I do?

A: Talk to the family about Carer Support Wiltshire and ask if you can refer them to us. We will be able to identify any ongoing needs they may have and support them to access the services that could help.



Q: The patients family have concerns about administering medication, feeding or lifting their loved one once they return home. What should I do?

A: We can help carers, once the person they are caring for is home, with training to support their caring role.





To make a referral visit www.carersupportwiltshire.co.uk

or call 0800 181 4118, outlining the effect on the carer and any support needs they have already highlighted.

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- Ask the patient if they have any support from anybody at home;
 - Inform carers about the discharge process (and why it starts on admission) and make sure the family is involved in the discharge process;
 - Ensure that carers know about the assessment processes and plans for the person they care for;
 - Throughout the process, speak to the patient's carers to find out what their caring role has been and what the effect of any changes might have on them;
 - Ensure sufficient 'notice' if it is likely that a carer will need to make adjustments to their own daily routines and/ or commitments;
 - If they feel they need support, ask them if you can have their permission to refer them to us at Carer Support Wiltshire.
 - Encourage the carer to register as a carer with their GP.
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