

# Because you're important too!



Phyllis<sup>®</sup>  
Tuckwell  
Hospice Care  
...because every  
day is precious



support  
for carers

**Total support for patients and families**  
Clinical - Practical - Emotional - Spiritual - Financial

# Welcome

***"A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support."***

- Carers Trust



Carers hold families together, enabling loved ones to get the most out of life, making an enormous contribution to society and saving the economy billions of pounds.

Yet many of us are stretched to the limit – juggling care with work and family life, or even struggling with poor health ourselves.

Here at Phyllis Tuckwell we recognise the important part family members and friends play in caring for their loved ones and want to help and support you in any way we can.

In addition to our Carers Charter, this booklet shows you all of the services we are able to offer carers and how to access them.

# Thank you

**Maria Abellan**

Patient, Family, Carer Support  
Team Manager

## Carers Charter

Phyllis Tuckwell Hospice Care

**Definition of a carer**

"A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support" – Carers Trust

**Who is a carer?**

A carer may be a relative, partner, friend or neighbour and of any age. A carer does not have to live with the person they care for.

**How can you help us?**

- Tell us!
- Tell a member of staff about you and your caring role.
- Tell a member of staff about any changes with the person you care for.
- Tell a member of staff if you have any concerns.

**What can Phyllis Tuckwell do to support you?**

- Identify you**  
Identify you as a carer as early as possible.
- Assess your needs**  
Assess your carer needs and discuss with you a plan of support.
- Confidentiality**  
Respect, at all times, the need for confidentiality for both carers and the people you support.
- You have rights too**  
Respect you have rights, needs and other commitments outside of your caring role.
- Value your input**  
Value your input around the patient in your care.
- Listen to you**  
Listen to you non-judgementally and with compassion.
- Care planning**  
Include you with care planning and decisions that affect you and the people you support, including taking into account your views.
- Information**  
Provide you with relevant information that is clear, accurate and appropriate, in a suitable format to meet your needs.

Phyllis Tuckwell Hospice Care, Watney Lane, Farnham, Surrey GU10 0BS.  
Phyllis Tuckwell Hospice Care is a registered charity (1049070). Registered Office: Farnham, Surrey GU10 0BS.

Living Well

# In this booklet

- 2 Welcome
- 4 Individual Emotional Support  
Emotional Support for Children  
Spiritual Support
- 5 Benefits & Entitlements Advice  
Carers Support Groups
- 6 Carers Assessment  
Living Well Sessions
- 7 Home Support
- 8 Complementary Therapies
- 9 Frequently Asked Questions
- 10 Local Support

# Bereavement Support

When a loved one dies, some people find that individual counselling sessions, where they can **speak confidentially to a qualified and experienced counsellor**, can help. Bereavement counselling support can also **help with developing coping strategies** if there are particular struggles you find difficult to deal with in your caring role. Other people may also find comfort and support in group sessions, such as First and Second Steps, which are small groups for those in the initial or later stages of bereavement.

## Emotional Support for Children

For children and adolescents of all ages, the premature death of a parent or significant loved one can be a traumatic experience. It sets them apart from their friends, many of whom will not have had an experience of death in their lives yet, and places a burden of emotions, expectations and responsibilities on the young person's shoulders which they are not yet ready to manage.

Research demonstrates that how they experience this loss will influence how they form future relationships, and anticipate and experience loss and endings throughout the rest of their life. Therefore, it is important that we do not overlook the need to prepare and support these young people for what lies ahead.

Here at Phyllis Tuckwell **we have a range of services to help support and guide you and your child**, sensitively and age appropriately, through this challenging and difficult experience. Currently we offer bereavement group work for children and young people as well as individual support.

## Pastoral Care and Chaplaincy Support

Caring for a loved one can be difficult for many different reasons. As a carer, it's important to find time to look after yourself as well, but this isn't always easy to do. If you need support and would like to talk to someone, **a member of our Pastoral Care team would be happy to listen**. We also have a Chaplaincy team, so if your caring role prevents you from being able to access support from your faith community, **they can provide you with spiritual support**, or can make contact with

4 someone else who can, on your behalf.

# Benefits & Entitlements Advice

Phyllis Tuckwell offers advice to patients and carers, ensuring you are receiving all of the appropriate welfare entitlements. We will show how to initiate new claims and make sure you have the correct documentation to ensure a positive result.

We can complete applications for non-means-tested benefits like Attendance Allowance or Personal Independence, and we can also help with accessing items such as blue badges, Carelines, alarm monitors, help with gardening and cleaning agencies. We are also able to signpost you towards legal services which can help with matters such as making/updating Wills and Lasting Power of Attorney.

Accessing support for the person you care for can be a minefield, with lots of different organisations offering different services. The Patient & Family Support team here at Phyllis Tuckwell can help direct carers to the different services available including, how to access a carer assessment, short respite breaks, a care worker coming in during the day, 24 hour live-in care at home or nursing home care. We can guide you through the different ways these services could be funded either privately, by Social Services or through the NHS Continuing Healthcare route. **We will work with you to find the best care possible.**

To access support, contact **01252 729430** or email **[pafs@pth.org.uk](mailto:pafs@pth.org.uk)**

## Carers Programme

Our Carers programme provides support for those caring for someone living with an advanced or terminal illness.

This 6-session programme is designed to help you, as a carer, to cope with any worries or pressure that you are facing. It will also give you useful advice and information, and provide an informal environment where you can meet other carers and share experiences with each other.

These sessions are held **virtually on Tuesday mornings**.

Please ask a member of the team if you would like more information.

# Carers Assessment



Caring for a relative nearing the end of life places a heavy demand on the family's emotional and physical health. Phyllis Tuckwell recognises the potential burden associated with carers' responsibilities and the impact this can have.

Phyllis Tuckwell offers a carer support needs assessment tool (CSNAT) to **help carers consider what personal support they may need** to help them continue in their caring role.

## Living Well Service

Our Living Well service is designed to **help patients manage the impact of their illness**, cope with the changes they face as it progresses, **improve their wellbeing** and enable them to **remain as independent as possible** throughout.

We offer various groups throughout the week at both **the Beacon Centre in Guildford**, including the Creative and the Living Well with Illness programmes.

The sessions cover topics such as; Remaining Active, Food and Nutrition, Managing Fatigue, Mindfulness through Clay, Lotions and Potions, and Confidence through Cooking.



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If you are interested in attending a Living Well session, please contact the Living Well team on **01252 913040**.

## Information & Support

We run Open House sessions on Fridays at the Beacon Centre. These sessions are open to anyone who would like to know more about our care.

Please phone ahead to make an appointment.





# Home Support

## Volunteer-led support in the home

We understand that living with a terminal illness can cause great stress to patients, families and carers, and can make everyday life very difficult. Our Home Support service can ease this stress by **helping with the practical side of life**. From taking patients shopping to helping around the home, or just sitting and having a chat, our volunteers can make everyday life more manageable for everyone.

Our team of trained volunteers can help you in the following ways:

- providing sitting companionship - company for patients which allows you a few hours off
- shopping with patients
- taking patients on outings
- accompanying patients on hospital visits
- helping around the house.

Often the greatest help our volunteers can give is just to sit and listen. The service is available free of charge to anyone under our care.



If you are interested in accessing Home Support, please contact the Patient & Family Support team on **01252 729430**.



## Complementary Therapies

Complementary Therapies are gentle, non-invasive treatments which are available to both patients and carers. They work by **helping to restore balance emotionally, physically and spiritually**, which is known as holistic care. Helping a person to relax and creating a feeling of wellbeing can help with physical problems such as insomnia and muscular aches and pains. A choice of therapies are offered such as Aromatherapy, Reflexology, Indian Head Massage and Reiki.

We can also make products for use at home, such as creams and pulse rollers, to help with anxiety and stress.

Our Carers' Clinic at the Beacon Centre is held on various days.

Please note that carers may also be seen post-bereavement.



Appointments for therapies at the Beacon Centre in Guildford should be made through the Complementary Therapies team on **01252 729437**.



# Frequently Asked Questions

## **Do I have to pay for services from Phyllis Tuckwell?**

No, all services offered by Phyllis Tuckwell are free. As a charity we are dependent on the local community for their generosity and financial support. We usually only receive around 20% of our funding from the NHS/Government so we have to raise over £25,000 a day to provide all our services. If you would like to make a donation, please ask a member of staff, or visit our website.

## **What if I don't have transport to the Beacon Centre?**

We would ask that you ask a family member or friend to bring you, or to use public transport if you are able. Occasionally we might be able to arrange transport with one of the volunteer drivers. This depends very much on the availability of a driver and is not always possible.

## **What happens when I am no longer a carer?**

If you have made friends and built relationships with whoever is in the group you have attended, you are very welcome to come back to catch up and say goodbye. We will then be in contact with details of the services we provide to those who are no longer in the caring role.

## **What if I cannot leave the person I care for?**

If you do not have a family member or friend who is able to sit with the person you care for, we may be able to organise a volunteer from Home Support to come and sit with them.

## **What bereavement services do you offer?**

We can provide therapeutic support to help you cope with the pressures of caring for your loved one. In addition to this, when the time comes and you are no longer a carer as the person you cared for has died, Phyllis Tuckwell will continue to support you. We will write to you once things have settled down, about nine weeks after your loss, and tell you about the bereavement services we can offer.

## **General advice on issues regarding the person you care for**

There is always someone you can talk to about the person you care for, whether they are at home, on the In-Patient Unit or attend Living Well sessions. If you are not sure who to contact, ring the main reception number on 01252 729400 and ask to speak to the Medical Secretaries office. They will then put you in contact with the right person.

# Local Support

## Hampshire

### Adult Social Care

0300 555 1386

### Young carers *(under 18 years old)*

0300 555 1384 [childrens.services@hants.gov.uk](mailto:childrens.services@hants.gov.uk)

You can also contact Rushmoor and Hart Young Carers on 01252 815652.

### For a list of local and national support for carers in Hampshire

[www.connecttosupporthampshire.org.uk/carersupport](http://www.connecttosupporthampshire.org.uk/carersupport)

### Carers Together *(free information, advice and advocacy)*

01794 519495

### The Princess Royal Trust for Carers

01264 835246 [info@carercentre.com](mailto:info@carercentre.com)

### For benefits and financial advice

[www.turn2us.org.uk/Your-Situation/Carers](http://www.turn2us.org.uk/Your-Situation/Carers)

[www.carersuk.org/help-and-advice/financial-support](http://www.carersuk.org/help-and-advice/financial-support)

[www.carersuk.org/upfront/](http://www.carersuk.org/upfront/)

[carers.org/benefits-calculator](http://carers.org/benefits-calculator)

### The Citizens Advice Bureau

Aldershot: [www.citizensadvicerrushmoor.org.uk](http://www.citizensadvicerrushmoor.org.uk) 03444 111 306

Farnborough: [www.citizensadvicerrushmoor.org.uk](http://www.citizensadvicerrushmoor.org.uk) 03444 111 306

Fleet: [www.citizensadvicehart.org.uk](http://www.citizensadvicehart.org.uk) 03444 111 306

Yateley: [www.citizensadvicehart.org.uk](http://www.citizensadvicehart.org.uk) 03444 111 306

### Good Neighbours

[www.goodneighbours.org.uk/](http://www.goodneighbours.org.uk/)

## Surrey

### Adult Social Care

0300 200 1005

[adultsocialcareportal.surreycc.gov.uk/web/portal/pages/help/carerassess](http://adultsocialcareportal.surreycc.gov.uk/web/portal/pages/help/carerassess)

### Young carers *(between 5-24 years old)*

Adult Social Care on 0300 200 1005, or Surrey Young Carers on 01483 568269 or at [www.surrey-youngcarers.org.uk](http://www.surrey-youngcarers.org.uk)

### Action for Carers

0303 040 1234

[www.actionforcarers.org.uk/getting-help/support-near-you/](http://www.actionforcarers.org.uk/getting-help/support-near-you/)

### For benefits and financial advice

[www.turn2us.org.uk/Your-Situation/Carers](http://www.turn2us.org.uk/Your-Situation/Carers)

[www.carersuk.org/help-and-advice/financial-support](http://www.carersuk.org/help-and-advice/financial-support)

[www.carersuk.org/upfront/](http://www.carersuk.org/upfront/)

[carers.org/benefits-calculator](http://carers.org/benefits-calculator)

### Crossroads Care Surrey *(respite breaks)* 01372 869970

### The Citizens Advice Bureau

Camberley: [www.citizensadvice.surreyheath.org.uk](http://www.citizensadvice.surreyheath.org.uk) 03444 111 444

Cranleigh: [www.waverleycab.org.uk](http://www.waverleycab.org.uk) 0344 848 7969

Farnham: [www.waverleycab.org.uk](http://www.waverleycab.org.uk) 0344 848 7969

Godalming: [www.waverleycab.org.uk](http://www.waverleycab.org.uk) 0344 848 7969

Guildford: [www.guildfordcab.org.uk](http://www.guildfordcab.org.uk) 0300 330 9013

### GP Carers Break

Must be registered as carer at GP practice in the following CCGs: North West Surrey, Guildford and Waverley, Surrey Downs, East Surrey, Surrey Heath, or at these GP practices in Farnham: Farnham Dene, Downing Street, The Ferns, Holly Tree, The Wey.

### Good Neighbours

[www.surreyca.org.uk/find-a-good-neighbour/](http://www.surreyca.org.uk/find-a-good-neighbour/)



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**In order to access any of the services in this leaflet please contact the Patient and Family Support Team Administrators at Phyllis Tuckwell:**

**01252 729430 [pafs@pth.org.uk](mailto:pafs@pth.org.uk)**

***Large print version available on request.***