

It's not just our patients who **need our care** and support – we help those **around the patient** too.

Many people helping or supporting a loved one or a friend do not see themselves as a carer, they are simply doing what comes naturally.

Here at St Luke's we recognise a carer as someone who helps another person, usually a relative or friend, in their day-to-day life. This is not the same as someone who provides care professionally or through a voluntary organisation.

There is little that can prepare someone for when a close friend or family member is diagnosed with a life limiting illness. Even though many people take great joy in providing care to their loved ones, the physical, emotional and financial consequences for carers can be stressful.

Finding out where to go for help or advice may seem overwhelming. In recognition of this, the social care team at St Luke's can offer to support families and carers.

# Useful Contacts

## **Plymouth City Council**

[www.plymouth.gov.uk](http://www.plymouth.gov.uk) | 01752 668000

## **Caring for Carers**

[www.improvinglivesplymouth.org.uk/our-services/caring-for-carers](http://www.improvinglivesplymouth.org.uk/our-services/caring-for-carers) | 01752 201890

## **Cornwall Council**

[www.cornwall.gov.uk](http://www.cornwall.gov.uk) | 0300 1234 131

## **Kernow Carers**

[www.supportincornwall.org.uk/kb5/cornwall/directory/carers.page](http://www.supportincornwall.org.uk/kb5/cornwall/directory/carers.page) | 0800 587 8191

## **Devon County Council**

[www.devon.gov.uk](http://www.devon.gov.uk) | 0345 1551 007

## **DevonCarers**

[www.devoncarers.org.uk](http://www.devoncarers.org.uk) | 03456434435

## **Carers UK**

[www.carersuk.org](http://www.carersuk.org) | 020 7378 4999

## **Turn2Us - Benefits and grants advice**

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

## **Citizen's advice- Employment, benefits and legal advice**

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

Please feel free to contact us directly or you can ask your St Luke's nurse to make a referral to our team.

 01752 964200

 [community@stlukes-hospice.org.uk](mailto:community@stlukes-hospice.org.uk)

 [www.stlukes-hospice.org.uk/social](http://www.stlukes-hospice.org.uk/social)



How we support  
**carers and families**



### We can help you in a number of ways by:

- Providing you with emotional support and or advice.
- Helping with those difficult conversations.
- Providing information about the support available to you at St Luke's hospice and from other local and national organisations
- Offering advice on how to make time for yourself, plan for events and know what to do in an emergency.
- Recognising when a carer's assessment would be appropriate and helpful.

### What do we do?

- We are honest, listen carefully and show our care and understanding.
- We are friendly and professional so you can have confidence and gain trust in us.
- We will find out about your situation on a good and a bad day – to understand fluctuating needs.
- We come prepared having read the notes about your situation.
- We will always see you as an asset, part of a support network helping to support the person you care for.
- We will be knowledgeable of services and suggest options that might help.
- If you wish to have a Carer's Assessment we will fully explain what it is, an assessment of your needs and not an assessment of your caring ability.
- We will write a summary of what has happened so other people can prepare themselves before visiting.
- We will give you a contact number a name of person you can get hold of.
- We will always view you as a complete person and see beyond your caring role.

“We will always view you as a **complete person**, and see beyond your **caring role.**”

### Carer's Assessment

If you provide care and support to an adult on a regular basis, you may be eligible for financial or practical support. You will also be entitled to an assessment about the impact that caring is having on your health and wellbeing.

If we think it would help you, we'll suggest that you apply for a 'carer's assessment' – a discussion either face-to-face or over the telephone between you and a trained member of staff from your local Council or from your local carers organisation.

The Social Care Team at St Luke's strives to deliver the best support that we can and adhere to a number of practices that we believe help us to respectfully and compassionately support you.