

## Useful contacts

### Carers Matter Norfolk Advice Line

Provides information, advice and guidance and access to a range of services for carers  
**Tel:** 0800 083 1148

### Caring Together

Provides information and advice and runs services in the local communities of Cambridgeshire, Peterborough and Norfolk  
**Tel:** 0345 241 0954  
**Email:** [hello@caringtogether.org](mailto:hello@caringtogether.org)

### Carers UK

Provides expert advice, information and support for carers in the UK  
**Tel:** 0808 808 7777 from Monday to Friday, 9am – 6pm  
**Email:** [advice@carersuk.org](mailto:advice@carersuk.org)

### Norfolk Emergency Duty Team

(8:45am – 5:30pm), after these hours press option 1 for Swifts  
**Tel:** 03448 008 020  
(*This service is **not** available for patients in Suffolk*)

### Norfolk Social Services

**Tel:** 01493 448 500

For help with queries about ECCH's services, or to provide feedback, contact our Patient Advice and Liaison Service:

 **Tel:** 01502 445447

 **Email:** [patientliaison@ecchcic.nhs.uk](mailto:patientliaison@ecchcic.nhs.uk)

### Or write to:

PALS, East Coast Community Healthcare,  
Hamilton House, Battery Green Road,  
Lowestoft, NR32 1DE



If you would like this leaflet in large print, audio cassette, Braille or in a different language, please contact us on **01502 445447**.

Jei šios publikacijos kopija noretumete gauti savo kalba prašome susisiekti su telefono numeriu: **01502 445447**.

Jezeli chcieliby Panstwo otrzymac niniejsza publikacje w tłumaczeniu na język polski, prosimy o kontakt z pod numerem telefonu: **01502 445447**.

Pokud byste chteli kopi této publikace ve Vašem jazyce, prosím kontaktujte ovou na telefonním čísle **01502 445447**.

Bu yayinin kendi dilinizde bir nüshasını isterseniz, lütfen **01502 445447** nolu telefondan ile temasa geçiniz.

Se pretender uma cópia desta publicação no seu idioma, por favor contacte no número **01502 445447**.

# Carer Support Nurse

Information for carers  
& patients

01493 809977



## What is a Carer Support Nurse?

**NHS England has called for new ways to identify and support unpaid carers. This is important for carers who have their own health needs or who need extra support for their caring role. East Coast Community Healthcare (ECCH) has therefore taken forward a pilot to introduce a new nursing role to support these carers within the Great Yarmouth and Northern Villages area.**

Families and friends play a crucial role in supporting the people they care for as their unpaid carers, but carers often lack time to look after themselves and put their own needs last, not wanting to use NHS time they think of as being “for the patient”. Carers need support to look after their own health and wellbeing, and to boost their skills and confidence to care.

We have been working with carers, health and social care professionals, voluntary organisations and a research team from the University of East Anglia to develop a Carer Support Nurse role, designed to help carers who have their own health needs, or who need extra support for their caring role, that cannot be met by their usual healthcare team.

The nurse will also work with other healthcare providers to raise their awareness of the problems unpaid carers face and share what works well to better support them.

Carers tell us that having a support nurse just for them would make it much more likely that they would talk about their support needs related to their health and wellbeing or their caring role, and what they need to help them.

## Who is the service for?

The Carer Support Nurse is designed to help unpaid carers who have their own health needs, or who need extra support for their caring role, that cannot be met by their usual healthcare team. Carers need to be registered with GP surgeries that work together as Primary Care Networks in the Great Yarmouth and Northern Villages area.

The nurse will work with you to discuss and agree a plan to support you. This may be direct support from the Carer Support Nurse or involve referral within the Primary Care Home (PCH) to other professionals, or to social care or the voluntary sector. The nurse will liaise with your own doctor when needed.

## Who is the nurse?

The Carer Support Nurse is a community nurse with expert experience and skills to provide a comprehensive carer support needs assessment and agree a plan to support you.

The nurse will work with you to identify your support needs and ways to address them. The nurse can also provide a general health assessment. The Carer Support Nurse will be wearing an identity badge.

## How to contact the service

Your GP can refer you, or you can self-refer by contacting East Coast Community Healthcare on 01493 809977 and request a referral to the Carer Support Nurse. The nurse will then contact you by telephone in the first instance.

## What happens next?

Following assessment and agreeing a plan, the nurse, with your consent, may liaise with your own doctor. A follow-up assessment will be completed if a further plan is required.

## Training and education

The PCH team supports training experiences for student nurses and other professionals. Your co-operation is appreciated. If you do not wish to participate in student training, please let the team know and your wishes will be respected. The Carer Support Nurse is independent of the PCH.

## Information sharing

Your healthcare information will be shared, with your consent, with all healthcare professionals that are involved with your care. If you do not wish for this to be shared with certain services, please let our staff know.