

# Support Services Available to Relatives

A guide to supporting relatives during COVID-19

## Introduce

#Hello my name is....  
Emma, Staff Nurse

### Establish who they are

Are you Jenny's next of kin?

### How they are coping?

How are you coping with everything?

### What support do they have already?

Do you have anyone supporting you at home?

## Offer Support

There are support services available for relatives / carers. Would you like more information?

### Consider GP Input

Would the relative benefit from seeing their GP?

## Patient and Relative Support Line

Available 24/7 for emotional support.

**0300 303 35 44**

## Worcestershire Carer's Association

- ✓ Close relatives
- ✓ Persons likely to care for patient on discharge home
- ✓ Living in the Worcestershire area themselves

Self-referral support service

**0300 012 42 72**

## ICU STEPS

Information and resources for patients and relatives on critical illness and recovery. There are COVID-19 specific resources, as well as information on support groups.

[www.icusteps.org](http://www.icusteps.org)

## Daily

- ✓ Communication with family by medical team & documented using communication in ITU sheets
- ✓ Encourage families to keep in touch using methods outlined in the "keeping in touch with your loved one" resource available via the intranet
- ✓ Offer PALs information if relatives have any concerns

**0300 123 17 32**

## Consider

Chaplaincy 01905 760124  
Bleep 348

Prayer Requests  
Can be entered in the prayer request book in the multi-faith prayer rooms.

GP  
Recommend contacting their GP for counselling and support