

Carers Hospital Hub

Do you have a few hours a week to signpost unpaid family carers visiting Bedford hospital to our Carers Hub?

What's a Carers hospital hub volunteer?

The Carers Hub is a drop-in at Bedford Hospital offering help, support and information to unpaid family carers.

You will visit wards to speak to staff and visitors to let them know about the Hub. A carer may then visit the Hub that day, or more usually on another occasion when they find themselves at the hospital.

This is a valuable role - often this is the first time a carer has heard that there is support for *them*.



What will you get out of it?

- Support carers at a vulnerable time
- Help us reach more carers
- Gain experience or use skills in a health setting
- Meet people and develop contacts
- Be part of a great team of volunteers
- Put your time to good use to make a difference

What's involved?

- Our Hub coordinator will allocate you to a ward or two to visit that day during visiting hours
- You will visit wards and speak to staff and approach visiting family members who may be carers
- Top up supplies of leaflets on wards
- On occasion, staff an information stand

Skills and qualities

- Welcoming and able to establish rapport
- Listening in a sensitive and supportive way
- Sensitive and respectful
- Resilient and robust - some situations can be upsetting
- Punctual and reliable
- Work within boundaries
- Calm and patient

You will need to be able to get around the hospital, from the Hub and from ward to ward



How we will support you?

- CiB induction training and the specific training for your role; including hospital volunteer team online training and induction
- We can advise you about parking options; and will pay your parking expenses
- You will be supported in your role by our Carer Hub officer
- Volunteer socials, forums, and team events
- We keep you updated with our charity news

How does this help carers?

- Carers have access to information, advice and signposting services
- Carers know what support services are available to them



Interested?

Contact our Volunteer Coordinator
Carol Solaiman
0300 111 1919
volunteering@carersinbeds.org.uk

Follow us on social media



Your time

- You will commit at least 2 hours one morning or afternoon per week during visiting hours, excluding protected meal times
- You'll keep a note of your hours and any expenses each month to share with the Volunteer Co-ordinator

Where you will be volunteering?

Bedford Hospital, South Wing
Kempston Road
Bedford
MK42 9DJ

The Carers Hub is in the Patient Experience Hub
(formerly Patient Advice & Liaison Service)
on the ground floor

Carers tell us...

- Many carers always feel mentally exhausted and stressed
- A listening ear and help to find other services are useful

Carers Survey 2023, Carers in Bedfordshire

