

COVID-19 Family Liaison Team

There are lots of people involved in the care of your relative, and we realise that the immediate family and carers need to be cared for too. Being in hospital at this time is without doubt more stressful, especially when visiting those you care about has been restricted.

The Family Liaison Team is a non-medical team that can support you during/following your relative's admission to hospital. You may need to be referred to other teams in our Trust. We will continue to support you, if you agree to this and will liaise on your behalf.

How can we help you?

We can:

- Speak with you and find out more about your relative and your family.
- Listen to any worries or concerns you may have and work with you to find the different ways we may be able to help.
- Speak with other hospital staff and professionals on your behalf, and with your permission. These could include doctors and nursing staff and people involved in the care of your relative
- Direct you to other external teams and/or organisations that may be able to help you.
- Discuss any worries you may have about others in your family
- Help to arrange for an appropriate person to speak with you if you have any specific medical worries regarding the treatment your loved one is receiving/received

How to contact a member of the family liaison team:

Ask any member of staff on the ward and they will put you in contact with us. You can also contact us directly via telephone on **01922 721172 ext 7136** Monday - Friday, 9am-4:30pm

07790 981 819 (weekends only) 9-5

Alternatively you can send an email to:
FamilyLiaisonsCovid19@walsallhealthcare.nhs.uk