



**St Joseph's  
Hospice**  
Serving East London  
and the City

# Carers Service

If you live in Hackney, Tower Hamlets or Newham, and you are currently providing regular unpaid care for a loved one, then this service is for you.

The Carers Service is a community project led by St Joseph's Hospice with a team of highly trained volunteers who can provide practical, social and emotional support to carers and families in their own home.

Our Carers Service Coordinator will offer an assessment of your needs, giving you the time to talk about what is most important to you as a carer. We can offer information on how to access more support at home and signposting to local carer support in your area.

We can offer you six sessions of carer respite with a volunteer. During these sessions we will provide companionship to the person you care for so you

can take a break for a few hours. Alternatively, our volunteers can offer you, the carer, befriending support. The visits will take place in your own home or a community venue.

There is also a monthly Carer group which meets at the Hospice, providing a friendly space to meet with others and share experiences over tea and cake.

## What help can we provide?

We can help with light tasks, prepare drinks or snacks, wash a few dishes, walk the dog, or pick up prescriptions. Some people just want to chat over a cup of tea.

## What we can't provide

We can't provide transport, shopping, or cleaning services or assistance with medications, or any medical equipment. We are unable to give personal care to the person you care for.

We aim to make a match within four weeks of initial contact with the carer following a referral, subject to volunteer availability. The service operates Monday to Friday, 9am – 5pm.

All our Carers Service volunteers have to complete an initial training programme and have been DBS (Disclosure and Barring Service) and reference checked, so you can rest assured you are in safe hands. The volunteers also receive regular supervision and support.

**To make a referral call the First Contact Team on 0300 30 30 400 or email [carers@stjh.org.uk](mailto:carers@stjh.org.uk)**

Founded in 1905 by the Sisters of Charity, St Joseph's Hospice is one of the oldest and largest hospices in the UK, supporting a population of around 2.1 million people in our core boroughs of City and Hackney, Tower Hamlets, Newham and the surrounding areas.

We are dedicated to providing free of charge, high quality, specialist palliative care and support to people in our community nearing the end of their lives. We take a holistic approach to care, looking after the well-being of the whole person, as well as supporting their loved ones.

### **Our range of services includes:**

- Inpatient care
- Palliative care at home
- Community and day services
- Therapies
- Counselling and advice

**For 24 hour advice and support call First Contact on 0300 30 30 400.**

St Joseph's Hospice is committed to celebrating and promoting diversity and inclusion. If English is not your first language, please let us know so that we can arrange an interpreter.

All of our leaflets are available in multiple languages on our website [stjh.org.uk](http://stjh.org.uk)

Feedback helps us improve our services. While receiving our care, patients and family will be offered the opportunity to provide feedback. Or you can tell us how we are doing at [iwantgreatcare.org](http://iwantgreatcare.org)

St Joseph's Hospice, Mare Street, London E8 4SA  
**020 8525 6000** [info@stjh.org.uk](mailto:info@stjh.org.uk)  
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