

Worry Catcher Service

At Highbury Hospital and Blossomwood.

Do you need free, confidential and independent support in hospital?



Advocacy

t 0115 855 3382

e worrycatcher@ageuknotts.org.uk

www.ageuknotts.org.uk



Worry Catcher Service

This service is available on the Mental Health Services for Older People (MHSOP) wards at Highbury Hospital and Blossomwood

What is the Worry Catcher Service?

We offer independent support for patients and their carers during the patients' hospital stay. Our Worry Catcher Service is here so that you can discuss any worries or concerns you or your families may have about your stay in hospital or discharge from the ward, as well as any other concerns you have. We work in partnership with the patients and carers we support and will ensure your voice is heard and your wishes are respected, and your rights upheld.

What do we offer?

- An independent and confidential service to meet your needs
- Someone to provide a listening ear and discuss any concerns with
- Someone independent to speak on your behalf
- Information to enable you to make informed choices and decisions
- Someone to help you understand hospital processes and social care.

What extra support do we offer?

- Information on financial matter and benefits
- Details on services available in the community once you are discharged. For example, visiting/befriending services and a wide range of other support and community groups
- Assistance in referring and signposting to appropriate services



“I’d like to thank you – you have been a rock during my stay here on the ward and I want you to know how grateful I am to you for being there when I’ve needed you”.

Who is this service for?

Patients and their Carers

Which area does this service cover?

This service is available at:

Highbury Hospital – Cherry and Silver Birch Wards

Blossomwood – Robin and Kingfisher Wards

How is this service delivered?

- In person via one-to-one sessions
- Over the telephone
- Email
- Video call
- The Worry Catcher Service also attends Patient and Carers meetings

“I’m really grateful you are here. It’s a real boost to have someone tell you the information needed – you know the whole process”.

When is this service delivered?

Monday to Thursday 8.30am – 4.30pm

How much does this service cost?

Free

Contact us

For more information or to access this service, please contact:



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You can access more information about this and other services by visiting:
www.ageuk.org.uk/notts/



Everything we do, we do to make a positive difference to everybody that we interact with.

We show integrity and treat each other with respect, kindness, and compassion, celebrating our differences and our diverse community.

For more information on any of our services, please contact us:

Age UK Nottingham & Nottinghamshire

The Lifestyle Centre

16-18 Bridgeway Centre

Nottingham

NG2 2JD



0115 844 0011



info@ageuknotts.org.uk



www.ageuknotts.org.uk



www.ageuk.org.uk/notts/get-involved/donate/

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