

Worry Catcher Service

at Highbury Hospital and Millbrook Mental Health Unit

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



Advocacy

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www.ageuknotts.org.uk



Worry Catcher Service

...on the Mental Health for Older People's (MHSOP) Wards at Highbury Hospital and Millbrook Mental Health Unit

What is the Worry Catcher Service?

We offer free, independent support during your 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.

We work in partnership with the people we support and will ensure your wishes are respected.

What do we offer?

- An independent and confidential service tailored to your needs
- Support and representation
- 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
- Information on other agencies and services that can help and signpost or refer you to them
- Information about community services for older people

What extra support do we offer?

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



"Thank you for all of the support you have given me on the ward, I'm very grateful. It's been absolutely brilliant talking to you – you've helped me such a lot"

Who is this service for?

Patients and their carers

Which area does this service cover?

This service is available at:

Highbury Hospital - Cherry Ward & Silver Birch Ward

Millbrook Mental Health Unit - Kingsley Ward, Amber Ward & Orchid Ward

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 Relatives Meetings



“Thank you very much for listening to me. You’ve made me feel so much better for being able to share my concerns with you. You’ve given me a lot of information – I’m so grateful”

When is this service delivered?

Monday to Thursday, 8:30 am - 4:30 pm

How much does this service cost?

Free

Contact us

For more information or to access this service, please contact Lindsey Shepherd

t 0115 855 3382

m 07872 839 614

e lindsey.shepherd@ageuknotts.org.uk

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 or visit us at www.ageuknotts.org.uk

Age UK Nottingham & Nottinghamshire takes a zero-tolerance approach to abuse of any kind.

Nottinghamshire Healthcare 
NHS Foundation Trust

Our vision is for a world in which older people flourish

Every year we help over 45,000 people

**We're local and independent - here to help people in Nottingham
& Nottinghamshire**



Can you help us make a difference?

Yes! Whether it is by volunteering, fundraising, or telling your friends and neighbours about our services, you can help us reach more local people in need.

Get in touch with us today! Check out our website for more information and to sign up to our monthly email newsletter.



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