

Useful Contact Information

Carers in Hertfordshire

01992 586969
www.carersinherts.org.uk

Carers in Bedfordshire

0300 111 1919
www.carersinbeds.org.uk

Carers UK Adviceline

0808 808 7777
www.carersuk.org

Carers Direct Helpline

0300 123 1053
www.nhs.uk/carersdirect

Hertfordshire Health and Community Services

0300 123 4040
www.hertfordshire.gov.uk

HertsHelp

0300 123 4044

Alzheimer's Society

0300 222 1122

Age UK

0800 169 2081
www.ageuk.org.uk

Crossroads

01462 455578
www.crossroadshn.org.uk

Carers Lead, Lister Hospital

E-mail: carerslead.enh-tr@nhs.net

0755 443 8517

Patient Advice & Liaison Service (PALS),

Lister Hospital, Stevenage

E-mail: pals.enh-tr@nhs.net

01438 285811

www.enherts-tr.nhs.uk

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You can request this information in a different format or another language.



Information for Carers

Do you help support someone at home?
If so, you may be a **carer**



What is a carer?

“A carer is someone who provides help and support, unpaid, to a family member, friend or neighbour who would otherwise not be able to manage”

[Carers in Hertfordshire](#)



Admission into hospital

We recognise the vital role that carers play in ensuring the health and well-being of those they care for. All staff are committed to working with carers to ensure that a partnership approach is taken. We will recognise the carers role, expertise and understanding of the patients needs when planning care, treatment and discharge.

As part of the partnership approach to care, the staff may ask if you wish to continue some of your caring role whilst your loved one is in hospital. Please discuss this with a member of staff on the ward.

It is important, if you are a carer, that we are aware of your role from the moment that the person you care for is admitted into hospital. Please let us know that you are a carer, so we can recognise your role and respect your needs together with your cared for.

Confidential information

Staff will need to ask for consent from the person you care for in order to be able to discuss medical details with you. Consent to share information with you will be recorded in the patient's medical records.

What to do if you have any concerns

To help resolve your concerns as quickly as possible, please speak to the ward sister or ask to speak to one of our matrons. We also have a Patient Advice and Liaison Service (PALS) who can provide you with advice and support. At Lister Hospital, the PALS office is located on Level 3, next to WH Smith in the main corridor. They will also help you raise any concerns with our staff.

Carers' support

The hospital values the contribution carers make and would like to support you whilst your cared for is in hospital.

- Open visiting hours to carers. Please discuss with ward staff.
- On presentation of your Carers in Hertfordshire '**Carers' Passport Card**' or '**I am a Carer**' sticker you can get various discounts such as:
 - 15% discount in the staff canteen / coffee lounge and on cold drinks and food (**not** Costa products) in the coffee shop in the Emergency Department.
 - 10% Discount in the Pharmacy Shop near the lifts in the main building on Level 3.
 - Travel on the Health Shuttle for £1 when travelling with a full paying patient.
 - Car parking – If you expect to be visiting for a month or more, concessionary car parking may be available. Please speak to a member of staff on the ward for more information or to arrange a longer car park pass.
- If you do not have a Carers in Hertfordshire Passport Card, please contact the ward staff to discuss further.

Concerns when back at home

We know that when your loved one comes back home, especially when things have changed, it can be harder going back to caring than you thought. It is better to discuss these concerns early. Please speak to your GP, or the nurse that comes to visit (if you have one). Alternatively, contact either one of the charity groups or Hertfordshire Health & Community Services as listed on the back page.