

Useful Contact Information

Carers UK advice line: 0808 808 7777
www.carersuk.org

Carers Direct advice line: 0808 802 0202
www.nhs.uk/carersdirect

Carers in Hertfordshire: 01992 586969
www.carersinherts.org.uk

Age UK: 0800 169 6565
www.ageuk.org.uk

PALS (Patient Advice and Liaison Service):

Our PALS team are here to listen to our patients and their families about any concerns they have at any of our hospitals. They will support you and provide advice to resolve any issues quickly.

Contacting PALS:

Lister Hospital: 01438 284678 or pals.enh-tr@nhs.net

QEII Hospital: 01707 224321 or pals.enh-tr@nhs.net

Mount Vernon Cancer Centre: 01707 224321 or
pals.enh-tr@nhs.net

Hertford County Hospital: 01707 224321 or pals.enh-tr@nhs.net

Car Parking

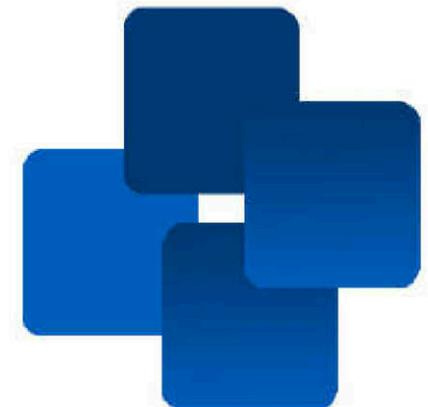
Concession tickets are available for frequent visitors:- weekly £19.10 (Mount Vernon £12.00), monthly £21.20 (Mount Vernon 25.00), 3-monthly £32.30

www.enherts-tr.nhs.uk

Date of publication: November 2012
Author: J Pennell, Project Manager
Reference: /jp Version: 1
Review Date: November 2014
© East and North Hertfordshire NHS Trust

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

Information for Carers



Introduction

We want to ensure that carers feel fully involved and supported by hospital staff in the care, treatment and discharge of the person they look after. Please read this leaflet and talk to a member of staff if you have any questions.

What is a Carer?

A carer is a person of any age who provides unpaid support to a partner, child, relative or friend who could not manage to live independently, or whose health or wellbeing would deteriorate without this help. This could be due to frailty, disability or a serious health condition, mental ill health or substance abuse.

Admission into hospital

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

It is important that, if you are a carer, 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 that we can involve you in all discussions. On admission the nurse will wish to assess the patients usual level of independence and their preferences for how care is delivered. Your opinion will help us plan how to deliver care for the patient.

Provision of care

The nurses will talk to you as the patients carer and agree with you what aspects of care you would like to be involved in following the patients discharge from hospital. You should not feel obliged to continue to provide care whilst the patient is in hospital, but if you and the patient would like you to continue to provide some personal care, then please talk to the nurses. Discussing and agreeing the level of involvement helps prevent any confusion and ensures the patient receives the care they need. When you have discussed what aspects of care you would like to be involved in, this will be included in the patients care plan so that everyone is clear about what has been agreed.

[PDF to Word](#)

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 patients medical notes.

Discharge

When the person you care for is ready for discharge, you will be consulted about the arrangements for his/her return home. This can be a worrying time, particularly if the person you care for is not as able as they were before they came into hospital.

You will be asked whether you need more information or support to help you care for them. It is important that you discuss any aspect of the caring role you do not think you are going to be able to cope with. With the permission of the person you care for, you will be given a copy of the discharge plan which will have details about any community services, medication and follow up appointments.

General Information

If caring has a major impact on your life, then you can have your needs as a carer assessed. This is done by a social worker and is an opportunity to talk to someone about how you feel about caring and how you might be helped. Please go to the Hertfordshire County Council website to find out more about what support they can offer: <http://www.hertsdirect.org/services/advben/carersupport/> or call them on: 0300 123 4042.

What to do if you have any ongoing concerns

To help resolve your concerns as quickly as possible, please speak to a senior member of ward staff or a matron. We also have a Patient Advice and Liaison Service (PALS) who can provide you with advice and support. They will also help you raise any concerns with our [eí~ÑÑK](#)

Carers Survey

To help us ensure that we are meeting your needs as a carer, please ask to complete our carers survey or complete it on-line at: www.tellusmore.org.uk