



Caring for patients

Information for carers



Chelsea and Westminster Hospital



NHS Foundation Trust

Caring for patients

A carer is someone of any age, who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability. This booklet contains information that you may find useful. A carer can be a husband or wife, partner, child, relative, friend, neighbour or parent.

Notes

Do you look after someone?

If you do, we will aim to:

- Help you to find information, support and guidance
- Work together with you
- Support you with your health and wellbeing needs
- Help you to decide how much you can and want to be involved in as a carer
- Help you to learn the things you will need to know and do as a carer
- Help you in your caring role

If the person you care for is being admitted or attending as a day case, how can you help us?

- Bring any existing care plans that are in place for the person you care for such as the 'Patient Passport'
- Bring any current medicines and tablets or prescriptions for the person you care for
- Bring the name, address and telephone number of the GP and next of kin for the person you care for
- Bring information of any other people currently involved in the care of the person you care for (eg social worker)
- Bring any items of personal need for the person you care for, including any communication aids or important personal mementoes (remember to clearly label any items and avoid valuable items where possible)

Following an admission into hospital you may have to make decisions about taking on caring responsibilities for the first time or if you are already a carer, your responsibilities may be about to change. You may have to make some very difficult choices and you should be allowed time to make important decisions.

These may involve things connected to:

- The extent of your willingness and ability to take on caring responsibilities
- Relationships
- Family support and responsibilities
- Employment responsibilities
- Education and training
- Financial implications of caring for yourself and the person you are caring for
- Other aspects of your life
- Sources of help and support, such as carer support organisations
- Social support that is available to you

Throughout a hospital stay, staff should identify people who have or are likely to take caring responsibilities for a relative, partner or friend and record this on the medical records along with the next of kin details for the person being cared for. If this applies to you, you should be involved in all stages of the discharge planning process and your own needs should be taken into account. To help us to do this, you should:

- Ask staff to ensure you are included in any discharge plans for the person being cared for

- Tell nursing staff if you are the main carer or will be taking on caring responsibilities for the person being discharged—the person being discharged will need to confirm that you are taking this role following discharge and that they are happy to have their information shared with you)
- Has a minimum 24 hours notice been given to you before the discharge of the person you care for?
- Has transport home been arranged for the person you care for?
- Have you got the medicines that you need for the person you care for and have they been discussed with you?

Sharing information

Hospital staff should ask the permission of the patient to share information with you. This will help to make sure you have:

- A discharge summary (both verbally and in writing) of the person you are caring for
- A care plan (if an assessment of social care needs has been carried out) of the person you are caring for
- Information about the medical condition of the person you are caring for
- Information about any medication the person you are caring for needs
- Information about how decisions are made and procedures about reviewing or challenging them
- Are keys available for the person you care for's home?
- Have any valuables or property of the person you care for been returned?
- Has any essential equipment needed at home for the person you care for been supplied or fitted and have you been shown how it works?
- Have you been given appropriate training, for example in moving and handling or rehabilitation methods?
- Have you been given information about the medical condition of the person that you care for and symptoms to watch out for and where to get help if needed?
- If a care plan is in place for the person you care for—has this been shared with you?
- Have your wishes, feelings, needs, and the care you intend to provide been fully considered?
- Do you have all contact names and numbers for social workers, physiotherapists, occupational therapists, care providers or other appropriate people?

Before coming home

You may like to use the following checklist to make sure the person you care for is discharged appropriately.

- If social care needs have been identified, has an assessment of your needs taken place?
- Have you been involved in assessments of the person you care for and has your caring role been considered?

Assessing the need for support

If you are caring for someone who has social care needs when they come out

of hospital, a hospital social worker or someone from the local council should visit them to carry out an assessment of their needs prior to discharge. Your own caring role should be considered as part of this assessment. This should lead to services/support being offered that meets the needs of the person you care for as well as some of your own needs.

You should be involved in the assessments of the person you care for, including those carried out by occupational therapists, physiotherapists and community nurses.

If the person you care for is attending an outpatient appointment, how can you help us?

- Bring any existing care plans that are in place for the person you care for such as the 'Patient Passport'
- Bring any current medicine prescriptions for the person you care for
- Bring the name, address and telephone number of the GP and next of kin for the person you care for
- Bring any communication aids for the person you care for.

What to do if you are worried

A named person (usually a nurse) will have responsibility for the discharge of the patient. Talk to them about your worries or concerns. They can play a valuable role in keeping you informed.

What to do if you are not happy

The best and quickest way of getting something sorted out is to raise it at the time, or as soon as possible, with a member of ward/department staff. If you are not satisfied, please ask the staff member to contact one of the following:

- Modern Matron
- Clinical Site Manager (out-of-hours, at weekends and bank holidays)
- PALS

PALS will do their best to resolve the matter and agree a way forward. They will also help you find out more information about health related issues.

If you are not satisfied with the response that you receive through these first steps, you can make a formal complaint to the Trust in writing. Contact details for the complaints service is provided at the end of this booklet.

After discharge

There are many different types of help the person you are caring for might need when they come out of hospital. Some health services are provided by the hospital (eg home visits from a physiotherapist, occupational therapist or speech therapist), but most are provided by community health services, often arranged by the GP.

Support for you as a carer

An admission into hospital can prove to be a life-changing time for you, as well as the person you care for.

There are a range of care services that can be offered to the person needing care as well as support services a carer can access, depending on their individual circumstances. Local authorities may vary in services they provide and names they give to these services. Different councils may also have different eligibility criteria for services. Ask your local social services department or seek advice from your local carer's organisation about what is available in your area.

Kensington and Chelsea

If the person you look after lives in the Royal Borough of Kensington and Chelsea:

Carers Kensington & Chelsea

Part of Carers UK, this is an information and advice service for carers within the Royal Borough of Kensington and Chelsea. They offer face-to-face advice, home visits, events for carers, a free phone advice line and a newsletter.

T: 0800 032 1089 (free from landlines)

E: kandc@carersuk.org

Royal Borough of Kensington and Chelsea Social Services

You have a legal right to a carer's assessment if you are providing, or about to provide, 'regular and substantial' care to someone. You can contact the social services line to request an assessment of your needs as well as receive information on personal budgets, provision of respite and details of carers' organisations in your local area.

T: 020 7361 3013

E: socialservices@rbkc.gov.uk

Carers' Emergency Card scheme

This scheme puts in place back-up care arrangements if you are involved in an accident, crisis or an emergency that prevents you from continuing your caring

role. For more information contact the Community Alarm Service.

T: 020 7605 6509

E: cas@kctmo.org.uk

City of Westminster and Hammersmith & Fulham

If the person you look after lives in Westminster or Hammersmith and Fulham:

Carers Network

For advice, information, advocacy and support with your caring role, benefits and financial help, information on local services and support groups for carers, and carers assessments. This service offers unpaid carers face-to-face advice sessions, telephone advice and information through home visits, outreach and also publishes a quarterly newsletter, runs carers support groups and organises carers group holidays.

T: 020 8960 3033 (Westminster)

T: 020 8753 4616 (H&F)

E: info@carers-network.co.uk

Carers' Emergency Card scheme

The card enables you to make a plan in the event of an emergency that would stop you from being able to look after the person you care for. This is designed to give you peace of mind that, in the event of an emergency, the person you care for will be looked after.

T: 020 8753 4616

E: info@carers-network.co.uk

Please remember that support services available to you and the person you care for will vary depending on where you live. Contact your local social services department or the Carers UK national advice line (0808 808 7777) for more information on what is available in your local area.

Further information

Complaints

Complaints Service
Chelsea and Westminster Hospital
369 Fulham Road
London SW10 9NH

E: complaints.team@chelwest.nhs.uk

Carers UK Adviceline

You can call Carers UK Adviceline five days a week, no matter where you are in the UK or how complex your query is. They do benefits checks and advise on financial and practical matters related to caring. Their listening service is there for you to talk through your caring situation and how it makes you feel.

T: 0808 808 7777 (Mon–Fri, 10am–4pm)

E: advice@carersuk.org

W: www.carersuk.org/

Full of life

This is a charity that supports and provides services to carers who are parents of disabled children/adults. They give free, practical, independent advice through direct services.

T: 020 8962 9994

W: www.fulloflifekc.com

Healthwatch

This is the national consumer champion in health and care, with significant statutory powers to ensure the voices of consumers is heard by those who commission, deliver and regulate health and care services.

E: healthwatchcwl@hestia.org

T: 020 8968 7049

W: www.healthwatch.co.uk

Improving Access to Psychological Therapies (IAPT)

This free, confidential NHS service offers interventions for treating adults (over 18) for depression and anxiety disorders who are registered with a GP in the local area. Referrals to the service must be made by a GP or other mental health services.

Spurgeons

Provides support for young carers aged 5–19 years within the boroughs of Kensington & Chelsea, Westminster and Hammersmith & Fulham.

T: 0208 969 7812

E: triboroughyoungcarers@spurgeons.org

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Speak to your clinician