

## If you require a special edition of this leaflet

This leaflet is available in large print. Arrangements can also be made on request for it to be explained in your preferred language. Please contact the Patient Advice and Liaison Service (PALS) email: [pals.office@rjah.nhs.uk](mailto:pals.office@rjah.nhs.uk)

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### Hospital Stop Smoking Service

For advice and information on quitting smoking, please contact the Hospital Stop Smoking helpline: **01691 404114**

# Information for carers



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[www.rjah.nhs.uk](http://www.rjah.nhs.uk)

## Welcome

The aim of this leaflet is to help you and your family/carers understand the support you can expect whilst in hospital and to answer any frequently asked questions.

### What is a Carer?

A Carer is a person (adult or child) who spends some or all of their own time providing practical and/or emotional support to a relative, friend or neighbour who due to illness, disability or old age, could not manage alone and who would, without such support:

- Have their life placed at risk or
- Require more support from Local Authorities and/or Agencies or
- Have reduced or limited choices on their quality of life

This is not the same as someone who provides care professionally or through a voluntary organisation.

### Who is a Carer?

The carer does not necessarily have to be the next of kin, nor live at the same address. Carers may range from five years to over eighty. There is a great diversity of carers who need specific support because of the differing needs of the people they care for.

There are 5.3 million carers within the UK, of which some 175,000(2001 census) are young carers. 21% of carers look after someone for more than 50 hours per week and by 2037 the numbers of carers in Britain will increase by 60%.

### Carer's rights and the Care Act

The Care Act 2014 sets out carers' legal rights to assessment and support. It comes into force in April 2015.

## Carer Passport For Family Members

As the relative and/or carer of: .....

I have been given additional permission to:

(Tick as appropriate)

- Visit out of normal visiting hours.
- Provide assistance in washing and dressing.
- Provide assistance in feeding.
- Provide assistance with moving and handling.
- Be actively involved in team meeting discussions, and planning the discharge where appropriate, about the person I care for.
- Provide support to the person I care for when having investigations in the hospital.
- Provide support to the person I care for when attending the anaesthetic and recovery department prior to & following surgery

I will inform staff if I am entering or leaving the ward outside of normal visiting hours, I understand that, at times, I may be asked to leave the ward or bay if there is a clinical necessity.

I agree that, if I am assisting with feeding, washing or mobilising that staff may work alongside me to fulfil their clinical responsibility.

During your relative's stay at the Robert Jones & Agnes Hunt Orthopaedic Hospital NHS Foundation Trust you will have access to:

- Discounted car parking tickets.
- Regular liquid refreshments.
- A discount when purchasing hot food at the hospital canteen (Denbigh's)
- Flexible visiting hours.

Signed: ..... (Relative or Carer)

Authorised by: ..... (Senior ward sister/Charge Nurse)

Ward: .....

Date issued from: ..... to: .....

## Support for Carers

There is a range of support available for carers.

As the UK's only national membership charity for carers, Carers UK is both a support network and a movement for change. They can be contacted on **0808 808 7777** or at [www.carersuk.org](http://www.carersuk.org)



Carers Trust Wales exists to provide action help and advice to carers throughout Wales. They can be contacted on Tel: **02920 090087** or at [www.carers.org/wales](http://www.carers.org/wales)

Shropshire Rural Community Council (RCC) is an independent charity established over 50 years ago to benefit people in Shropshire, Telford & Wrekin. They run a Carers Support Service and can be contacted on **01743 341995** or at [carersupport@shropshire-rcc.org.uk](mailto:carersupport@shropshire-rcc.org.uk)

The Alzheimer's Society has information about many aspects of caring for a person with dementia and can be contacted on **0300 222 1122** or at [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

The Wales Dementia Helpline offers emotional support to anyone caring for someone with Dementia. Tel: **0808 8082235** or [www.dementiahelpline.org.uk](http://www.dementiahelpline.org.uk)

Age UK run a free national advice line and offer advice locally. They can be contacted on Tel: **0800 169 6565** or at [www.ageuk.org.uk](http://www.ageuk.org.uk)

Macmillan Cancer Support offer advice to those caring for someone with cancer. They can be contacted on Tel: **0808 808 0000** or at [www.macmillan.org.uk/information-and-support/audience/looking-after-someone-with-cancer.html](http://www.macmillan.org.uk/information-and-support/audience/looking-after-someone-with-cancer.html)

Scope provides independent and impartial information to people with disabilities and their families. Tel: **0800 800 3333** or at [www.scope.org.uk](http://www.scope.org.uk)

Mencap provides advice to the families and carers of someone with a learning disability. Tel: **0808 808 1111** or [www.mencap.org.uk/about-learning-disability/information-parents-carers-and-family](http://www.mencap.org.uk/about-learning-disability/information-parents-carers-and-family)

Babble is an online community for young carers, providing friendship, advice and support <https://babble.carers.org>

The Care Act relates mostly to adult carers – people aged 18 and over who are caring for another adult. This is because young carers (aged under 18) and adults who care for disabled children can be assessed and supported under children's law.

The Care Act gives local authorities a responsibility to assess a carer's need for support, where the carer appears to have such needs. This replaces the existing law, which says the carer must be providing "a substantial amount of care on a regular basis" to qualify for an assessment.

This will mean more carers are able to have an assessment. Your local authority will assess whether the carer has needs and what those needs may be. This assessment will consider the impact of caring on the carer.

It will also consider the things a carer wants to achieve in their own day-to-day life. It must also consider other important issues, such as whether the carer is able or willing to carry on caring, whether they work or want to work, and whether they want to study or do more socially.

If both the carer and the person they care for agree, a combined assessment of both their needs can be undertaken.

### Charging and Financial assessment

When the Carer's assessment is complete, the local authority must decide whether the carer's needs are eligible for support from the local authority. This approach is similar to that used for adults with care and support needs. In the case of carers, eligibility depends on the carer's situation. The carer will be entitled to support if:

- they are assessed as having needs that meet the eligibility criteria
- the person they care for lives in the local authority area (which means their established home is in that local authority area)

If there will be a charge it has to be accepted by the carer (or the adult being cared for, if it falls to them). If the local authority does decide to charge a carer for providing them with support they must carry out a financial assessment to decide whether the carer can afford to pay Carer's Allowance is the main state benefit for carers, so it's important to find out if you can receive it.

See <https://www.gov.uk/carers-allowance/how-to-claim>

### Young Carers

A young carer is someone aged 18 or under who helps to care for somebody. The law is changing for young carers, and from April 2015 a social worker from your local authority must visit to carry out a "young carer's needs assessment" to decide what kind of help you and your family might need if you, or your parents request this.

### Carers at Robert Jones & Agnes Hunt Orthopaedic Hospital

The Trust recognises the skill and personal knowledge a carer can have in helping the patient cope with their illness and the confidence and security their presence can give to the patient in coping with their hospital stay.

Carers have expert knowledge about the person they care for which needs to be valued and recorded by hospital staff; carers should be seen as partners in care. The family carer is the expert in that single individual. If they are accepted as part of the care team they can immediately provide insight, facilitate communication and ensure continuity.

### Family and Carers of people with dementia or a severe learning disability

We are committed to providing safe high quality care to all individuals that are admitted to the hospital and want to ensure that being admitted with dementia, or a learning disability does not affect the standard of care you receive.

We have open visiting times within the trust but as the relative/carer of a patient living with dementia or a learning disability we wish to extend this and welcome you to attend at any time. We will facilitate family/carers accompanying their loved one to theatre, for tests such as x-ray or scans, if you want to be present during ward rounds or to support with meals.

### John's Campaign

This was founded after the death of Dr John Gerrard in November 2014. He had a diagnosis of Alzheimer's disease and was admitted to hospital in February 2014 at the age of 86. During his five-week stay visits from his family were severely restricted due to an infection outbreak and his condition deteriorated dramatically. People with dementia can be confused and frightened and a stay in hospital can be unnerving.

**John's Campaign** wants carers to have a right to continue to care throughout a hospital stay but this should not be seen as a duty.

**John's Campaign** focuses on people with dementia but there are many others who are frail or who have particular needs who would benefit from the nurture of a family member or trusted friend when they are in hospital.

[www.johnscampaign.org.uk/index.html](http://www.johnscampaign.org.uk/index.html)



### Communication

Staff value the information that carers can provide. If the person you care for has a Patient Passport please ensure you bring this with you to hospital.

If the person you care for has Dementia please complete the "This is me" document available from the Alzheimer's Society at <http://www.alzheimers.org.uk/> or ask for a copy on the ward.

Please discuss with the nursing team on the ward anything you feel will support your loved one - we value your input.