

Information for carers Carers Passport



Welcome

At the Robert Jones and Agnes Hunt (RJAH) Orthopaedic NHS Foundation Trust we define a carer as 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.

This leaflet aims to help you and your family/carers understand the support you can expect whilst in hospital and to answer any frequently asked questions. We value and support carers and we would like to welcome you in all of our services. We will help you continue in your caring role, if you wish, while the person you care for is in hospital.

How are carers supported by this 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.

John's Campaign



John's campaign was launched in 2014 after the death of Dr John Gerrard who was admitted to hospital with a diagnosis of Alzheimer's disease 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.

The aim of the campaign is to give carers the right to stay with their relative/friend and continue to care throughout their 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. For more information visit: johnscampaign.org.uk

The Carers Passport

If you are supporting someone, then we will arrange for you to have a Carer Passport. This has a number of benefits which will help you as a carer.

As a Carer Passport holder at this hospital, you can:

- Visit out of normal visiting hours
- Provide assistance with washing and dressing
- Provide assistance with meals and drinking
- Be actively involved in the meetings about the patient
- 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

During their stay at the hospital your Carer Passport will also give you the following:

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

A Carer Passport is an offer of support, not an entitlement. It can be withdrawn without notice at staff discretion or if the patient withdraws their consent.

The Carer Passport does not affect your basic rights as a carer. At the point of hospital discharge, you have a right to be consulted as a carer and have an assessment of your needs. This is true for all carers, whether you have a Carer Passport or not.

What we ask of you

Infection Control

Please help to prevent the spread of infection by always washing your hands with soap and water and using alcohol hand rubs when visiting the hospital. If you have any infectious condition, including coughs, colds, diarrhoea or vomiting, please contact staff for advice before visiting. Staff will inform you of any infection control issues relating to the person you care for.

Confidentiality

Please respect other patients' confidentiality by leaving the ward when asked (e.g. when another patient's information may be overheard).

- If there is more than one identified carer please co-ordinate with each other and alternate your presence to best meet the needs of the person you care for.
- Please use the bedside chair rather than sitting or lying on the bed.
- Please don't try to use manual handling aids – staff are specially trained to use this equipment.
- Please don't use the patients' toilets – Instead ask where the nearest public toilets are.
- Please don't share things like toiletries, tissues or items of hospital equipment.
- Please ensure that you are fit and well to carry out your carer role in the hospital.
- Please be mindful of other patients in the ward environment. Each patient receives care specifically tailored to their needs.
- Please do not assist other patients with their needs.

If you have any concerns or need to discuss anything please speak to the nurse in charge or the PaLs team on:

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Other sources of support and information for carers

In the hospital

Patient Advice and Liaison Service (PALS)
(Telephone) (Email)

Local Support

Crossroads together:

www.crossroadstogether.org.uk/our-services/carerlinks

National Support

- Carers Trust: **0300 772 9600** or carers.org
- Carers UK: **0808 7777** or carersuk.org
- Carers Trust Wales: **02920 090087** or carers.org/wales
- carers.org/around-the-uk-our-work-in-wales/our-work-in-wales
- Alzheimer's Society **0300 222 1122** or www.alzheimers.org.uk
- Mencap provides advice to the families and carers of someone with a learning disability. **0808 808 1111** or mencap.org.uk/about-learning-disability/information-parents-carers-and-family

Application form for the Carers Passport

Signed copies should be made for both the carer and the nursing notes. The carer passport cannot be issued until the consent form has been filled in Section 2.



Section 1

Patients Name:

By signing below, I indicate that I am aware of the terms of this scheme. In particular:

- I understand that the Carer Passport can be withdrawn without notice at staff discretion or if the patient withdraws their consent
- I know that I may be asked to leave for privacy reasons, when others may need rest, or to enable medical staff or nursing staff to carry out their duties.
- I know that hygiene and infection control is important in wards and I will follow any arrangements that are in place.
- I will tell staff if I'm entering or leaving the ward outside of normal visiting hours.
- I understand that staff will talk to me about what is confidential and what information can be shared with me.
- I know that the Carer Passport is for the duration of the patient's stay in hospital and will cease when the patient is discharged. I may be asked to complete this form again, if the patient is readmitted. This is so that we keep up to date records of who is caring as this can change.

Carer's name:

Email address:

Phone number:

Carer's signature:

Relationship to patient:

Passport authorised by:

Print name:

Job title:

Date:

Section 2

Consent to issue a Carer Passport (for staff use only)

Patient has consented to a Carer Passport for their carer.	Y/N
Patient does not have capacity but would benefit from assistance from their carer.	Y/N
If neither of the above statements are true, then a Carer Passport cannot be issued.	
If the Carer Passport has been revoked, please specify the date.	
Consent authorised by:	
Relationship to patient:	
Passport authorised by:	
Print name:	
Job title:	Date:

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: rjah.pals.office@nhs.net

Feedback

Tell us what you think of our patient information leaflet. Please send your comments to the Patient Advice and Liaison Service (PALS) email: rjah.pals.office@nhs.net

Date of publication: September 2021

Date of review: September 2023

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