

Family, Friends and Carers Information



Family, Friends and Carers Information

Many carers see themselves as a husband, wife, parent, child, brother, sister or friend of the cared for and do not recognise themselves as carers.

Becoming a carer can often start by helping a family member or friend however the support may increase to include washing and dressing, cooking, assistance with feeding, housework, taking medicines and physical or emotional support.

A carer is a person who provides unpaid help and support to a partner, child, relative or friend, who could not manage without this help. If you are under 18 then you would be recognised as a young carer.

Admission into hospital

Please tell a member of staff if you are a carer and the support you provide. It is important that you tell us if you have any concerns or are struggling in providing care.

Valuing carers

We value the important role which carers provide and we would like to work with you to support both our patients and their carers.

We recognise that carers can be of any age, faith, culture or sexuality and we will work with you and listen to you, respecting diversity and different ways in which care is given. We will recognise that a carer's view should be listened to. If you notice a change in the behaviour of the person you care for it is important that you tell a member of staff.

Confidential information

We will respect the need for confidentiality of both the carer and person they care for. With the patient's consent we will involve you and share information with you about the care and treatment they are receiving and involve you in planning their discharge.

John's Campaign

John's Campaign is a national campaign set up to encourage family and carers involvement for people while they are in hospital.

Dr John Gerrard was diagnosed with Alzheimer's disease, he spent 5 weeks in hospital and became worse. His family believe if he had not been parted from the people he knew so well to tend and comfort him he would not have declined so much. The hospital provided good care but did not provide enhanced care, reading to him, providing company and keeping him attached to the world.

John's daughter began John's campaign to raise awareness of the right for family members or trusted friends to be by the side of people who would benefit from this while they are in hospital.

Assisting in care

If a person you care for is admitted to hospital then you may like to continue to provide some of their care however you should not feel you have to.

If the person you care for would like you to help them with personal care such as washing, dressing, toileting or feeding then please talk to the nurses about how you can help.

The person you care for may benefit from emotional support such as company, reassurance, reading or other activities. This is important for all patients, especially for anyone with a learning disability, autism or living with dementia.

When you arrive at the hospital check with the nursing staff the care you can provide at the start of each visit as there may have been changes to the treatment or care being delivered. Before you leave please inform a member of staff of any care you have provided and if you have any questions or concerns.

We ask that you only provide care which has been agreed with staff and that you have been trained to carry out. It is important that you do not provide care for any other patients.



What you can do to help

Patient Passports – If the person you provide care for is living with dementia or has a learning disability please bring their patient passport into hospital. This tells us about the person you care for, what they like, what they don't like and what is important to them. This is kept at their bedside to help staff care for the person and better meet their needs. The passport can be taken home when they leave hospital and used again if they go into hospital again or have a hospital appointment.

If you don't have a patient passport then you can ask a member of staff for one and help the person you care for to fill it in.

#EndPJparalysis – It is important to keep patients as mobile and independent as possible when in hospital to avoid muscle wastage. Encourage the person you care for to mobilise (walk) safely, make sure that they have a walking aid if they use one and speak to the physiotherapist or nurse for advice.

Carers can help by encouraging patients who are well enough to get dressed in their own clothes. Make sure that the person you care for has comfortable day clothes with well-fitting footwear which has grip. This supports their independence and dignity while in hospital.

Help to keep the person you care for mentally active and stimulated, this could be through a book, newspaper, watching their favourite programme on TV or listening to the radio. Bring in their reading glasses, hearing aid or favourite activity.

Eating and drinking – Encourage the person you care for to eat and drink regularly. Snacks are available between meal times to support a patient's diet and the nutrition they need. Additional information and advice can be given by the clinical team.

Going to theatre – If the person you care for needs an operation they may feel less anxious if you are with them to reassure them, especially for anyone with a learning disability, autism or living with dementia. Carers can go to theatre reception with the person they care for if it is in their best interest.

Infection control – To help protect the person you care for, yourself and others please ensure that you follow the infection control guidance which is displayed in the hospital. If you are providing care then please wash your hands before and after you provide assistance. If you are unsure please ask a member of staff for guidance.

Support for carers

As a carer you have a right to a carers assessment to have your individual needs assessed. This provides an opportunity to talk to someone about your role as a carer and identify how you can be helped. Staff can contact a Carers Hospital Link Worker to speak to you about support and help available to you.

We value the support carers provide and recognise that it is important to care for carers supporting our patients. Please ask a member of staff for a carers passport which provides:

- Extended flexible visiting to support the person you care for whilst they are in hospital.
- Discounted car parking with a 10 visit pass charged at £8. Please speak to a member of staff to arrange this.

If you are the main carer for a patient in our hospital and you remain in the hospital for long periods, then you can request a carer's badge in addition to a carer's passport. The benefits a carer's badge provides is recognition for the carer's role. Ask a member of staff or visit the hospital website for more information.

We recognise that carers need breaks and it is important that you look after yourself. Take regular breaks both away from the hospital and whilst you are in the hospital visiting.



Amenities available to carers

Princess Royal Hospital

Drinks and snacks

- Apley Restaurant (first floor) open Monday to Friday 8:30am to 7:30pm and Saturday 10am to 4pm
- Café Bistro (Women's and Children's Centre) open Monday to Friday 8am to 6:30pm, Saturday and Sunday 10am to 5pm
- Friends of PRH (ground floor) open Monday to Friday 8:30am to 6pm, Saturday and Sunday 10:30am to 4pm
- There are vending machines providing food and drink which can be accessed throughout the day and night

Toilets

- Friends of PRH Café (ground floor)
- Apley Restaurant (first floor)
- Women's and Children's Centre Reception
- Outpatients Department (ground floor)
- Physiotherapy Department (ground floor)

Places of faith and reflection

- The prayer room is located on the first floor and is available for people of all and no faith. If you would like to speak to the hospital Chaplain or another faith leader please make a member of staff aware.
- Quiet space is located in the courtyard garden by the Paul Brown Unit

Cash point

- A cash point is located outside the main Hospital entrance

*** All accessible visitor toilets are stoma friendly**

*** Free Wi-Fi is available at both hospitals**

Amenities available to carers

Royal Shrewsbury Hospital

Drinks and snacks

- Mytton Restaurant (level 1) open Monday to Friday 11:45am to 2pm
- Café Bistro (level 1) open Monday to Friday 8am to 6:30pm, Saturday and Sunday 10am to 5pm
- League of Friends (level 2, Ward Block) open Monday to Friday 9am to 7:30pm, Saturday 9am to 6pm and Sunday 11am to 4:30pm
- League of Friends (level 1, Outpatients) open Monday to Friday 9am to 7pm
- League of Friends (level 1, Treatment Centre) open Monday and Wednesday 9am to 3:30pm, Tuesday and Thursday 9am to 4:30pm and Friday 9am to 4pm
- League of Friends (Cophorne Building) open Monday to Friday 9am to 3pm
- There are vending machines providing food and drink which can be accessed throughout the day and night

Toilets

- Mytton Restaurant (level 1)
- Cophorne Building entrance
- Treatment Centre Reception (level 1)
- Hummingbird Centre (level 1)
- League of Friends (level 1, Outpatients)

Places of faith and reflection

- The prayer room is located on level 2 of the Ward Block and is available for people of all and no faith. If you would like to speak to the hospital Chaplain or another faith leader please make a member of staff aware
- Quiet space is located at the white garden outside the Hamar Centre

Cash point

- A cash point is located in the main Outpatients entrance

- * **All accessible visitor toilets are stoma friendly**
- * **Free Wi-Fi is available at both hospitals**

Going home from hospital

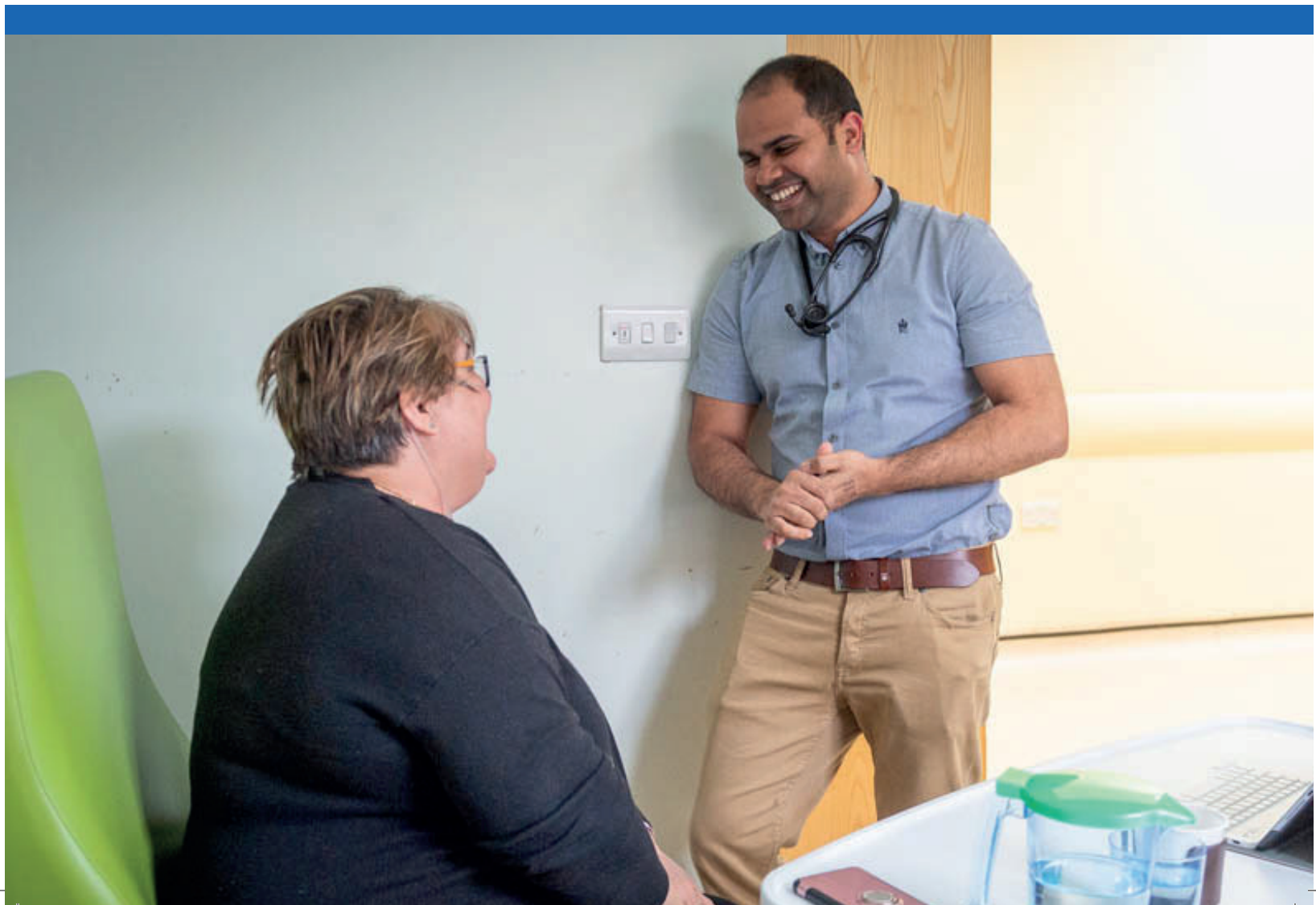
If you need help or equipment to assist you in providing care at home please let a member of staff know what help is needed so that this can be arranged before the person you care for is ready to go home.

Concerns after discharge

The person you care for may not be as independent when they return home and you may find it more difficult to cope than you thought. It is important that you make someone aware and in addition to your GP there are places you can contact for help at the back of this leaflet.

Feedback

It is important that carers are provided with the information they need, if there is information which would be helpful and is not included in this booklet please contact: the Patient Experience Team by email on **sath.patientexperience@nhs.net** or call **01743 261000 extension 2503**



Further information is available from:

Patient Advice and Liaison Service (PALS)

We act on your behalf when handling patient and family concerns, liaising with staff, managers and where appropriate, relevant organisations to negotiate immediate or prompt solutions. We can also help you get support from other local or national agencies.

Royal Shrewsbury Hospital: 0800 783 0057 or 01743 261691

Princess Royal Hospital: 01952 282888

Dementia Team

If you are caring for someone living with dementia:

Royal Shrewsbury Hospital: 01743 2613571

Princess Royal Hospital: 01952 6414679

Acute Liaison Nurses

If you are caring for someone with a learning disability:

Royal Shrewsbury Hospital: 01743 211210

Princess Royal Hospital: 01952 457417

Carers Hospital Link Workers

If you are caring for someone and would like information, advice or support contact:

Shropshire: 01743 250577

Telford & Wrekin: 01952 262063

Other Sources of Information:

Wellbeing Independence Partnership

Information and advice service for people in Telford and Wrekin with care and support needs including accessing information, advice and support for carers of all ages.

Website:

<https://www.telfordandwrekin.gov.uk/wellbeing-independence-partnership>

General enquiries: 01952 916030

First Point of Contact

Shropshire Council First Point of Contact is a dedicated team of trained advisors who will ensure carers get the right help and support as quickly as possible.

Website: <https://shropshire.gov.uk/adult-social-care>

General enquires: 03456 789044

Further information is available from:

CREDU

CREDU supports carers and their families in Powys. CREDU help carers to both look after their loved ones and take care of themselves as individuals.

Website: <https://credu.cymru/>

Telephone: 01597 823800

Carers UK

Is a national organisation offering information and advice for carers.

Website: <https://www.carersuk.org/>

Telephone: 0808 808 7777

Useful contacts and websites:

Shropshire Choices

Website: <https://www.shropshire.gov.uk/shropshire-choices/>

Live Well Telford & Wrekin Council

Website: <https://livewell.telford.gov.uk/>

Telford & Wrekin All Age Carers Centre

Website: <https://www.telfordcarers.org.uk/>

Adult Social Services Information Support Team (ASSIST)

The ASSIST team provide information and advice on a wide range of support services for people in Powys aged 18 or over.

<https://en.powys.gov.uk/article/7708/ASSIST>

Telephone: 0345 6027050

Local support for young carers can be found:

Telford & Wrekin: <http://www.telfordyoungcarers.org.uk/>

Shropshire: <https://www.crossroadstogether.org.uk/our-services/young-carers-services/>

Powys: <https://en.powys.gov.uk/article/1675/Young-Carers>

Notes

[illegible]



Information in Other Formats

If you require this information in a different language, large print or easy read please contact the Patient Experience Team by email on sath.patientexperience@nhs.net or call 01743 261000 extension 2503

Website: www.sath.nhs.uk

Information Produced by: Patient Experience Team

Date of Publication: June 2020

Due for Review on: June 2023

© SaTH NHS Trust

