

Support for Carers

In recognising the importance of continued support for the patient, the Trust offers a range of concessions in relation to visiting arrangements and food & drink subsidy for carers who continue to provide care whilst the patient is in hospital - please ask about having a meal provided on the ward for you to eat with the patient.

Carer's Assessments

- It is your right to have your needs reviewed and this is achieved by having a 'Carer's Assessment'. This will not take place within the hospital
- Assessments are either carried out by local carer's organisations or social workers, in your own home following discharge if appropriate.
- The assessment is a good opportunity to talk about how you feel about caring and how you might be helped.
- The hospital has connections with local carer's organisations and can advise about who to contact to obtain an assessment. Please ask PALS about how to contact these organisations or visit our website for more information



What if you have ongoing concerns

- Please talk to the nurse or doctor looking after the patient if you are not satisfied so that they can try and address your concerns
- We try to accommodate all patient and carer needs, please discuss as soon as possible with the team caring for your loved one to ensure that any specific needs or concerns are understood
- If they cannot help, ask to speak to the ward manager or matron (evenings and weekends you would need to contact the Senior Quality Nurse) who will hopefully be able to find a solution
- If you remain dissatisfied the Patient Advice and Liaison Service (PALS) is available to help address any problems and the Trust has a formal complaints process. Please ask for information on the ward or from the PALS service

The PALS service is located at the front of the hospital main entrance opposite the coffee shop

Email: palsmailbox@qehkl.nhs.uk

Tel: 01553 613351

This leaflet is subject to change based on COVID-19 restrictions. Please visit our website www.qehkl.nhs.uk or speak to a member of the team if you have any questions.

Information for carers



This document can be provided in different languages and formats. For more information please contact:

Patient Experience
The Queen Elizabeth Hospital King's
Lynn NHS Foundation Trust
Gayton Road, King's Lynn PE30 4ET
Tel: 01553 613613

Website: www.qehkl.nhs.uk

Are you a Carer?

A carer is anyone who cares, unpaid, for a family member or friend who, due to illness, disability or a mental health problem or an addiction, cannot cope without their support (Carer's Trust definition).

Admission to hospital

The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust recognises and values the vital role that carers play in the health and wellbeing of those they care for. If you have power of attorney, please discuss this with the nurse in charge of your loved one's care.

- We want to work in partnership with you throughout your loved one's stay in hospital from admission to discharge
- Due to the importance of patient confidentiality, staff will not be able to discuss the patient's medical details with you without the patient's consent
- Your knowledge of the person you care for is essential in understanding the needs of your loved one for example, their level of independence and the support they normally require

It is important at admission to hospital that the team caring for your loved one is aware of your role so that you can be involved in all stages of their care.

Provision of Care

The nurses will agree with you what aspects of care you would like to be involved in.

- You are not obliged to continue providing care (or supporting at mealtimes) but if you and the patient would like this to continue, please talk to the nurses
- The nursing staff will detail your level of involvement in the patient's care plan and written into the carer's contract as this will prevent confusion
- We will try to follow routines the patient is used to at home but sometimes this will not be possible
- During their hospital stay the patient may need special equipment (such as a hoist) only the staff will be able to use it in the hospital but if any new equipment is required when they are discharged you will be taught how to use it

Assessing patient capacity

- If the patient does not have capacity to consent to care and treatment, their carers will be involved in a supportive discussion regarding their care (with members of the team caring for them)

Discharge

When the patient is ready for discharge you will be consulted about the arrangements for your relative/friend coming home.

- This can be a worrying time, particularly if the patient 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 worries or concerns that you have with the medical and nursing staff so that they can help you
- With the patient's permission, you will be given a copy of the discharge plan which will have details about any community services, follow up appointments, treatment given and medication. If the patient requires hospital transport, we are unlikely to be able to accommodate a carer on the journey home except in exceptional circumstances. Please discuss this with the team caring for the patient if you have any concerns