

Guidance for the support of carers within St Helens and Knowsley Teaching Hospitals NHS Trust

Version No: 2

Document Summary:

To provide Trust staff with guidance on how to support carers.

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Document type	Policy	Trust wide
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Date implemented	06/11/2019	
Review date	30/11/2022	
Accountable Director	Director of Nursing, Midwifery & Governance	
Policy Author	Quality Matron	
Target audience	All staff	

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Document Control

[Author to complete all sections apart from Section 4 & 5]

Section 1 – Document Information

Title	Guidance for the support of carers within St Helens and Knowsley Teaching Hospitals NHS Trust		
Directorate	Quality & Risk		
Brief Description of amendments			
Updated policy to include a Carers Passport			
Does the document follow the Trust agreed format?			Yes
Are all mandatory headings complete?			Yes
Does the document outline clearly the monitoring compliance and performance management?			Yes
Equality Analysis completed?			Yes

Section 2 – Consultation Information

Consultation Completed		<input checked="" type="checkbox"/> Trust wide <input type="checkbox"/> Local <input type="checkbox"/> Specific staff group	
Consultation start date		Consultation end date	

Section 3 – Version Control

Version	Date Approved	Brief Summary of Changes
V1	01/05/2017	New policy
V2	06/11/2019	Updated policy to include a Carers Passport

Section 4 – Approval – *To be completed by Document Control*

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Assurance provided by Author & Chair		<input checked="" type="checkbox"/> Minutes of Meeting <input type="checkbox"/> Email with Chairs approval	
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Date Withdrawn:	Click here to enter a date.		

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Quick Reference Guide

This guidance aims to provide staff with information about carers (including young carers). It will support staff to recognise carers as important partners in the care of patients and that the needs of carers are separate and distinct from those they care for.

It will assist staff to identify carers at an early stage, to encourage them to engage with carers as care partners from admission through to discharge and to make onward referrals, where appropriate, to local carer support services.

It will also provide information on practical measures available to carers to ensure they are supported to continue in their caring role, including the provision of a Carer's Passport.

This policy is supported by the **Carers' Charter** (Appendix 1) and should be read in conjunction with the following Trust documents:

- Trust Learning Disability Pathway
- Trust Safeguarding Adults Policy
- Trust Safeguarding Children and Young People Policy
- Trust Consent Policy

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1. Scope

This policy is applicable to all staff, including students and temporary staff. It describes the duties, accountabilities and responsibilities of staff in ensuring the needs of carers of adult patients are identified, whether they are adults or young people, and that they are recognised as partners in care.

2. Introduction

Recent estimates suggest there are approximately 8.8 million adult carers in the UK (Carers UK 2019), an increase from 6.3 million recorded in the 2011 Census. The economic value of the contribution of carers in the UK is estimated at £132 billion per annum. As the population continues to expand and as people live longer, it is expected that the number of carers will grow. The NHS has an important role in identifying and supporting carers to ensure their health and wellbeing is maintained.

Carers who provide over 50 hours per week are twice as likely to report ill-health as those not providing care and carers providing high levels of care are associated with a 23% higher risk of stroke (Carers Trust).

In 2018 the Government published the Carers' Action Plan 2018-2020 which acknowledged that carers need to be recognised, describing carers as 'vital partners in the health and social care system'. The document builds on the provision in the Care Act 2014 and the Children and Families Act 2014 respectively, which gave carers, including young carers, the legal right to an assessment and support for their needs where eligible. The action plan states services and systems need to be aware of the diverse needs of carers and their circumstances and be flexible and responsive.

Many carers do not see themselves as carers but primarily as a parent, child, wife, husband, partner, friend or neighbour. Carers may or may not live with the person they care for. Some carers will be balancing caring duties with full time employment while others will have given up paid work to take on a carers' role. There is no such person as a typical carer and the act of caring can impact on the whole family, not just the carer themselves.

Carers can be thrust into a caring role often without warning, perhaps after an accident, illness or stroke and the level of care provided by young carers (young people under the age of 18 years) who provide care to another family member (not their own child), may significantly impact on their childhood.

Within St Helens and Knowsley Teaching Hospitals NHS Trust carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role. Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods and to achieve against all the Every Child Matters outcomes.

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3. Statement of Intent

St Helens and Knowsley NHS Trust is committed to recognising and supporting carers as partners in care.

The aim of this policy is to provide guidance to staff to help them:

- Identify carers
- Support carers to continue to be involved with the person they care for as much as possible during their inpatient admission
- Provide information regarding local carer support services and initiate referrals with consent as required
- Aid a smooth transition of care upon discharge

4. Definitions

Definition	Meaning
Carer	A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.
Young Carer	A young carer is someone under 18 who helps look after someone in their family or a friend, who is ill, disabled or misuses drugs or alcohol.
Carer's Assessment	A carer's assessment looks at how the caring role affects the physical and mental health, work, free time and relationships of the carer and identifies what support or services may be needed.
Johns' Campaign	John's Campaign is a campaign for the right of people with dementia to be supported by their carers in hospital and the possibility of carers staying overnight if this is what the carer would like to do.
Carers' centre	Carers' centres are registered charities that provide a range of services to support and enhance the lives of unpaid carers.

5. Duties, Accountabilities and Responsibilities

5.1 Chief Executive

The Chief Executive has overall responsibility for the strategic and operational management of the Trust including and ensuring that this policy complies with all legal, statutory and good practice guidance requirements and is implemented effectively and efficiently.

5.2 Director of Nursing, Midwifery and Governance

The Director of Nursing, Midwifery and Governance is accountable to the Trust Board for assuring compliance with this policy in all parts of the Trust and ensuring that the policy is reviewed and updated by the specified review dates.

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5.3 Assistant Directors of Operations/Heads of Nursing and Quality/Head of Quality

The Assistant Directors of Operations, the Heads of Nursing and Quality for the Medical, Surgical and Primary Care and Community Care Groups and the Head of Quality for Clinical Support Services have operational responsibility to ensure the implementation of this policy within their respective areas. They provide assurance that staff and processes are in place and are being well supported through effective management and governance.

5.4 Matrons/Ward Manager

The matrons and ward managers are responsible for ensuring that all staff are fully aware of their responsibilities within this policy and that staff have the required information and support. Ward Managers or their deputy will be responsible for ensuring a Carers' Passport is completed as required (Appendix 2).

5.5 Ward/Clinic Team

The ward/clinic team is made up of those who routinely work on the wards and in clinics – doctors, nurses, midwives, healthcare assistants, therapists, pharmacists, receptionists and volunteers providing care and services to the patient. The ward/clinic team must follow the processes outlined in this policy and must adhere to its requirements.

5.6 Nursing Staff

Nursing staff are responsible for identifying carers during the admission process including patients that may have caring responsibilities. Nursing staff will offer and complete a Carer's Passport as required and provide support to allow carers to continue to be involved with the person they care for as much as possible during their admission. Nursing staff will ensure the completion of a Carer's Passport is communicated to all members of the team. Staff will also signpost to additional support services and local Carers' Centres and refer for a Carer's Assessment with appropriate consent.

5.7 Patient Experience Team

The Patient Experience Team are responsible for monitoring the key performance indicators associated with the policy and providing reports to the Patient Experience Council.

6. Supporting Carers

6.1 Identifying carers

It is the responsibility of all clinical staff to ensure carers are identified as soon as possible. Trust inpatient admission documentation contains prompts for the nurse to enquire if the patient is a carer, if the patient has a carer and if a referral has been completed for carer support. Use of the Carer Support Pathway (Appendix 3) will assist with this process.

Following identification that the patient has a carer, a Carers' Passport should be offered. This document is for use on the adult inpatient wards and will be completed by the nursing staff caring for the patient. The passport recognises the input of the carer and provides additional support to ensure the carer is involved as much as possible during the inpatient episode. A new Carers'

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Passport should be completed for each inpatient stay as circumstances may vary between admissions and once completed a copy should be filed in the patient's nursing records.

The completed passport will accompany the patient should they move wards as part of their stay. On arrival at a new ward the existence of a current passport should be confirmed by the receiving nurse as part of the assessment process.

Carers' Passports will be available in local Carers' Centres so the carer may be in possession of a passport for completion on admission.

If the patient is a carer, every effort should be made to determine if alternative arrangements have been made for the cared for person. This should be documented on the Emergency Department notes and passed on to ward staff when the patient moves.

In the case of planned admissions, carer identification is part of the pre-admission process and will help to identify any discharge needs. Carer details should be recorded in the relevant documentation so that the information is clear and available on admission. Where there is a planned period of recuperation, patients should be asked if they have identified a carer for that period and the carer should be offered support.

Staff should confirm that the patient is happy for the person to continue as their carer. Similarly, staff should consider that an existing carer may feel unable to take on additional caring responsibilities. This may not be apparent initially and should be established following discussion and involvement of the carer.

Staff should discuss the extent of any caring responsibility with a potential carer to ensure they understand the requirements of the role.

6.2 Role of the carer while the patient is on the ward

Carers should be viewed as expert partners in care. They are likely to have valuable expertise and be skilled in caring for the patient. They can also provide information regarding the patient's wishes and feelings.

The level of carer involvement may differ with each admission and staff should not assume carers wish to continue in their caring role during an inpatient episode. Some carers may need or appreciate a break and understanding the needs and wishes of both the patient and carer will inform any plan of care.

If carers wish to support the provision of inpatient care completion of the Carers' Passport will clarify the extent of their planned involvement, including the boundaries of what is expected of hospital staff and what is safe for a carer to do. It will provide the opportunity for staff to discuss essential requirements such as infection control and hand hygiene and ensure staff are aware of the needs and impact the caring role may have on the carer.

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Carers should be given the opportunity to meet with all members of the multi-disciplinary team (MDT) to discuss ongoing care needs. This will also provide the opportunity to commence discharge planning.

All care delivered by carers requires documentation in the patient's records. The Registered Nurse (RN) remains responsible for the care and safety of the patient during the inpatient admission. With the consent of the patient where possible, areas of carer involvement may include:

- Washing and dressing
- Fluid and dietary intake
- Supporting the patient during investigations, procedures and treatment
- Staying with the person they care for during the day and/or night as wished/possible

6.3 Privacy, dignity and confidentiality of other patients

Carers should be made aware that there may be occasions when they may be asked to leave an area to ensure the privacy, dignity and confidentiality of other patients is maintained.

Every effort will be made to support the carer to stay overnight with the patient if so wished, however, there may be occasions where this cannot be facilitated eg: when a male patient with a female carer is situated in a ward bay area with other male patients.

6.4 Information and signposting

Staff should provide information and signpost carers to local carers' organisations and other community services that can provide support.

Staff should inform carers of their right to a Carers' Assessment. This is completed by the Local Authority or an organisation the Local Authority works with such as local carers' centres. The assessment looks at how the caring role affects the physical and mental health, work, free time and relationships of the carer and what support maybe available eg: how to access a break from the caring role.

6.5 Providing information about a patient's care and treatment

Patients have the right to expect that personal and medical information will not be disclosed to others without their permission. Patient consent must, therefore, be obtained, where possible, and documented before any information regarding their diagnosis, treatment and care needs is shared with a third party, including a carer.

If patients lack the capacity to give consent to share information staff should act in the patient's best interest, seeking further advice from the Safeguarding Team as required. Staff should ensure any assessment of capacity is completed and documented as per Trust policy.

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6.6 Support for carers

Practical measures provided to support carers during an inpatient stay include:

- Discount in the Spice of Life Restaurant at both Whiston and St Helens Hospitals
- Flexible visiting hours
- Parking concessions: these are available to all patients and visitors who regularly attend either hospital
- Regular hot drinks
- A camp bed if staying overnight as available. Carers staying in cubicles with ensuite facilities will be able to use these facilities.

Carers should be given information about what to do in the event of a fire.

6.7 Young carers

Young carers are defined as someone under 18 who helps look after someone in their family or a friend, who is ill, disabled or misuses drugs or alcohol. Following identification, young carers should be offered practical and emotional support. If the young carer is the sole carer for an inpatient, the Children's Services department within the child's Local Authority should be contacted to ensure the young carer has appropriate support at home whilst the patient is in hospital.

Young carers under 16 years of age cannot stay overnight. Decisions regarding young carers aged 16-17 years staying overnight will be made by the Ward Manager or the nurse in charge and is dependent on factors such as condition of the patient and level of maturity of the individual. Advice can be obtained from the Matron or the Safeguarding Team if there are concerns about the welfare of a child or young person who is caring for an adult.

Young carers are eligible for a Young Carers' Assessment performed either by or on behalf of the Local Authority and most carers' centres have dedicated Young Carers Support Workers.

6.8 Learning disability

Patients with a Learning Disability should be referred to the Safeguarding Team on admission. This will ensure the patient's individual needs are met throughout their inpatient stay. This will also extend to the needs of the patient's carer.

6.9 Patients at the end of life

The Trust supports and promotes the involvement of those people who are important to patients to be close to them as they approach the end of their life. This enables carers and others to visit freely and stay over-night if they wish. A Carers' Passport is not intended for carers involved in care and visiting in these circumstances however visitors should be advised of all the benefits of the passport and these should be made available.

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6.10 Admission of a carer

Alternative care arrangements should be in place when a carer requires an episode of planned care. Staff in the Emergency Department should remain vigilant in the event of an attendance by a patient carrying a Carer's Emergency Card. This lets emergency services know the patient is a carer and identifies the person for whom they provide care.

If there are concerns about the welfare of a child or young person who is caring for an adult advice can be obtained from the Matron or the Safeguarding Team.

6.11 Discharge arrangements

Discharge planning should commence on admission and discussions should take place between the patient, carer and multi-disciplinary team in a timely manner. No health care/community package should rely on the caring role of someone under 18. Children's Social Care should be notified of any concerns regarding a child or young carer taking on caring duties. Any safeguarding concerns should be escalated as per the Trust Safeguarding Children and Young People Policy.

7. Training

There are no specific training requirements identified, however each member of staff should be aware of the policy and its application in practice.

8. Monitoring Compliance

8.1 Key Performance Indicators (KPIs) of the Policy

No	Key Performance Indicators (KPIs) Expected Outcomes
1	Carers' Passports in place and completed correctly
2	Appropriate referrals made to Safeguarding Team, including patients with learning disabilities and young carers

8.2 Performance Management of the Policy

Minimum Requirement to be Monitored	Lead(s)	Tool	Frequency	Reporting Arrangements	Lead(s) for acting on Recommendations
Carers' Passports in place and completed correctly	Quality Matron	Audit	Bi-annual	Patient Experience Council	Quality Matron
Number of referrals to Safeguarding Team	Safeguarding Team	Report	Quarterly	Patient Experience Council	Safeguarding Team

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9. References

No	Reference
1	Carers UK (2019). <i>State of Caring</i> . [online] London: Carers UK. Available at: http://www.carersuk.org/images/News_campaigns/CUK_State_of_Caring_2019_Report.pdf [Accessed 19 Aug. 2019].
2	Carers Trust (2015). <i>Carers.org</i> Available at: https://carers.org/ [Accessed 19 Aug. 2019].
3	Department of Health and Social Care (2018). <i>Carers Action Plan 2018- 2020 Supporting carers today</i> . [online] London: Department of Health and Social Care. Available at https://www.gov.uk/government/publications/carers-action-plan-2018-to-2020 [Accessed 19 Aug. 2019].
4	Care Act 2014 (c 23). London:The Stationery Office
5	Children and Families Act 2014 (c6). London:The Stationery Office
6.	Department for Education and Skills (2003). <i>Every Child Matters</i> (Cm 5860). Norwich: HMSO

10. Related Trust Documents

No	Related Document
1	Learning Disability Pathway
2	Safeguarding Adults Policy
3	Safeguarding Children and Young People Policy
4	Consent Policy

11. Equality Analysis Form

The screening assessment must be carried out on all policies, procedures, organisational changes, service changes, cost improvement programmes and transformation projects at the earliest stage in the planning process to ascertain whether a full equality analysis is required. This assessment must be attached to all procedural documents prior to their submission to the appropriate approving body. A separate copy of the assessment must be forwarded to the Patient Inclusion and Experience Lead for monitoring purposes. Cheryl.farmer@sthk.nhs.uk. If this screening assessment indicates that discrimination could potentially be introduced then seek advice from the Patient Inclusion and Experience Lead. A full equality analysis must be considered on any cost improvement schemes, organisational changes or service changes which could have an impact on patients or staff.

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Equality Analysis			
Title of Document/proposal /service/cost improvement plan etc:		Guidance for the support of carers within St Helens and Knowsley Teaching Hospitals NHS Trust	
Date of Assessment	06/09/2019	Name of Person completing assessment /job title:	Helen Cain
Lead Executive Director	Director of Nursing, Midwifery & Governance		Quality Matron
Does the proposal, service or document affect one group more or less favourably than other group(s) on the basis of their:		Yes / No	Justification/evidence and data source
1	Age	Yes	The policy provides guidance and support for young carers
2	Disability (including learning disability, physical, sensory or mental impairment)	Yes	The policy provides guidance and support for carers of patients with a disability or illness where they are unable to be independent
3	Gender reassignment	No	Click here to enter text.
4	Marriage or civil partnership	No	Click here to enter text.
5	Pregnancy or maternity	No	Click here to enter text.
6	Race	No	Click here to enter text.
7	Religion or belief	No	Click here to enter text.
8	Sex	No	Click here to enter text.
9	Sexual Orientation	No	Click here to enter text.
Human Rights – are there any issues which might affect a person's human rights?		Yes / No	Justification/evidence and data source
1	Right to life	No	Click here to enter text.
2	Right to freedom from degrading or humiliating treatment	No	Click here to enter text.
3	Right to privacy or family life	No	Click here to enter text.
4	Any other of the human rights?	No	Click here to enter text.
Lead of Service Review & Approval			
Service Manager completing review & approval		Anne Rosbotham-Williams	
Job Title:		Deputy Director of Governance	

12. **Appendix 1 – Carers' Charter**

13. **Appendix 2 – Carers Passport**

14. **Appendix 3 – Carer Support Pathway**

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Carers Charter

Staff at St Helens & Whiston hospitals will ensure that all Carers are:-

- **Identified at an early stage and their caring role recognised**
- **Treated with privacy, dignity and respect**
- **Listened to and their expertise acknowledged**
- **Appropriately supported, consulted and kept informed**
- **Involved in discharge planning to ensure safe, ongoing care**
- **Signposted to ongoing community support**

A '**carer**' is someone, who, **without payment**, provides help and support to a partner, child, relative, friend or neighbour who could not manage without their help'

If you are a Carer and would like further information, support or advice, please ring your local Carers Centre: Halton Tel: 01928 580182, St Helens Tel: 01744 675 615 or Knowsley Tel: 0151 549 1412 or ask the ward staff to contact them on your behalf.

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Carer Passport



Supporting carers at St Helens and Knowsley Teaching Hospitals NHS Trust



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Introduction

In our hospitals we are keen to work together with carers as partners and to recognise their needs. When the person you care for comes into hospital, it is natural that you may worry. The hospital staff will look after that person whilst they are here however, you may choose to help with some parts of their care.

To help you carry on looking after the person you care for whilst they are in hospital we will provide you with this Carers Passport. This will recognise your input as a carer and also provide additional support.

To complete this Carers Passport please speak to the nurse looking after the person you care for.

Further information can also be found in the document Guidance for the support of Carers within St Helens and Knowsley Teaching hospitals NHS Trust.

What does a Carers passport do?

A Carers Passport can:

- Help us know who is a carer
- Provide a short-cut to knowing what support is needed, without having to ask lots of questions
- Raise awareness of caring
- Provide a clear offer of support
- Recognise how important carers are in patient's lives
- Provide information to managers or key professionals
- Help in ward discussions

Do you look after someone? Are you a carer?

A carer is someone who spends their time giving unpaid support to family or friends. This could be caring for family, a partner or friend who is ill, frail, has physical or mental health problems.

The role of a carer can include activities such as assisting at meal times, helping people to the toilet, helping people to wash and dress or move around the home. Carers may also shop, clean, cook, wash clothes, help with medication, look after money and take people to appointments as well as providing company and emotional support.

The rights of carers are central to the NHS Commitment to Carers and the Care Act (2014). This means carers can get advice on what is available to help support both themselves and the person they care for.

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Support for carers

Caring for someone can be rewarding but also difficult and it is important that you as a carer, receive the correct support. Carers centres provide a lot of services to support you in your caring role. These include;

- Information and advice
- Holistic therapies
- Benefits advice
- Carer's Emergency Card — this lets emergency services know that you are a carer and will identify the people who would not be able to manage if you were taken ill unexpectedly
- Support to access education and employment
- Counselling
- Social groups

The contact details for Knowsley, St Helens and Halton Carers Centres are given at the back of this leaflet.

If you live out of the local area go to: <http://www.carersuk.org> to find a carers centre near you. Your local carers centre can help you to find services in your area. Carers centres can also help you with a [Carer's Assessment](#). Details of Carer's Assessments are not shared and **do not** affect benefits. It is not necessary to have an assessment completed to use the carers centres.

What is a Carer's Assessment?

A Carer's Assessment is an opportunity to give you as a carer a voice and find out what support or services you may need. Someone from your local council or an organisation the council works with such as your local carers centre will fill in the assessment. The assessment will look at how your caring role affects your physical and mental health, work, free time and relationships.

The assessment is usually face to face but is sometimes completed over the phone or online. One of the outcomes from a Carer's Assessment could be advice on how to access a break from your caring role. Contact your local carers centre or go to <http://www.carers.org> for more information.

Support from your GP

A caring role can sometimes have an effect on your own physical and mental wellbeing. Letting your GP surgery know you are a carer will help the staff at the practice to support you. As a carer you may be offered a flu vaccination or a health check.

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Our Carer Pledge

Carers as equal partners

We will make sure that the role you play as a carer is valued by all staff and that we respect, listen to and understand carers and what they do. We will identify carers as early as possible.

Supporting carers

We will let you know of your right to an assessment under the Care Act 2014 and the Children & Families Act 2014 and give information about support and advice services available to you. We know the importance of your needs being met and will support you to have breaks away from the ward when you need them.

Young carers

We will make sure that we involve young carers and will work to support you and recognise the valuable role you play in the health of our patients.

Sharing information

With consent, we will provide information that is timely, appropriate and accessible. We will involve you in decision making while respecting the need for confidentiality.

Having a voice

We will make sure that carers have a voice in the planning and delivery of care and that they are listened to and involved.

Discharge

We will include you appropriately in discharge planning and provide information regarding care and medication.

John's Campaign

The Trust is committed to John's Campaign for carers of people with dementia. For the right of people with dementia to be supported by their carers in hospital and the possibility of carers staying overnight if this is what the carer would like to do, noting that this is not a duty but a choice. The opportunity to stay overnight also extends to all carers.

Caring at the end of life

The Trust is committed to supporting and promoting the involvement of those people who are important to our patients to be close to them as they approach the end of their life. This will enable carers and others to visit freely and to stay overnight if they wish.

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Carer Partnership Agreement

As the relative and/or carer of _____ Patient name/label

It has been agreed that :

Primary carer (name) _____

Additional carer (name) _____

Can (Delete as appropriate)

- Visit outside of normal visiting times
- Help with washing and dressing
- Help with feeding
- Be involved in team meeting discussions, and planning the discharge where appropriate, about the person they care for
- Provide support to the person they care for when having procedures/treatments in the hospital
- Stay with the person they care for during the day and/or night as wished

I will let staff know that I am entering or leaving the ward outside of normal visiting hours and I understand that, at times, I may be asked to leave the ward or bay.

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 stay at St Helens and Knowsley Teaching Hospitals NHS trust you will have access to:

- Staff discount in the Spice of Life Restaurant at both Whiston and St Helens Hospitals
- Flexible visiting hours
- Parking concessions: these are available to patients and visitors that are required to regularly attend either hospital. A weekly pass costing £12 can be purchased. These passes will have unlimited use for a full 7 day period.

You will also be offered:

- Regular hot drinks
- A camp bed if staying overnight as available

Has a Carers discount card been provided? Y/N

Is there a Lasting Power of Attorney (LPA) agreement in place and has it been seen? Y/N

LPA enables you to make decisions on someone's behalf and can relate to health and welfare or property and financial affairs. Further information is available from the Office of the Public Guardian <https://www.gov.uk/government/organisations/office-of-the-public-guardian>

Signed _____ (carer)

Authorised by _____ (Ward Manager/ nurse in charge)

Ward:

Date:

Please file a copy of this form in the patient's nursing records

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How can I make a comment, concern or complaint?

Tell us about your stay, no matter how big or small, we value your feedback. You can do this in a number of different ways:-

In person:

- Speak to staff on the ward and if there is a concern they will try and resolve the problem straightaway
- Ask to speak to the Ward Manager or Matron
- If you would like to contact someone who is not directly involved in the care you receive then you can speak to the Patient Advice and Liaison Service (PALS) based near Main Reception at Whiston Hospital

By telephone:

By telephoning the Ward Manager.

Alternatively, you can call the Patient Advice and Liaison Service on:

0151 430 1376

By Email:

pals@sthk.nhs.uk

Feedback

We welcome your feedback. We know we cannot improve unless you share your experiences with us.

On discharge our patients can feed back to us by filling in the Friends and Family Test postcard. This is given by ward staff when a patient is discharged.

This can be filled in and posted in the post box within the ward.

Relatives or carers are encouraged to help patients if they are unable to fill it in themselves.

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Further Sources of Information

Carer Centres

Halton Carers Centre

Tel: 01928 580182

<http://www.haltoncarers.co.uk/>

St Helens Carers Centre

Tel: 01744 675 615

<http://www.sthelenscarers.org.uk>

Knowsley Carers Centre

Tel: 0151 549 1412

<http://www.knowsleycarers.co.uk/>

Citizens Advice Centres

Halton:

Tel: 0344 477 2121

Knowsley

Tel: 0300 330 9008

St Helens

Tel: 0344 826 9694

Your local carers centre will be able to provide you with further information and support.

Age UK

Mid Mersey includes Knowsley ,Halton and St Helens Tel: 01744 752644

Alzheimer's Society

Knowsley Tel: 0151 426 4433

Warrington, Cheshire North and St Helens

Tel: 0151 420 8010

Carers UK

Tel: 0808 808 7777

Macmillan Cancer Support

Tel: 0808 808 00 00

National Dementia Helpline

Tel: 0300 222 1122

NHS 111

If you have an urgent medical problem and you're not sure what to do NHS 111 can help.

Healthwatch

Halton:

Tel: 0300 777 6543

St Helens

Tel: 0300 111 0007

Knowsley

Tel:0151 449 3954

Social Services

Halton

Tel: 0303 333 4300

St Helens

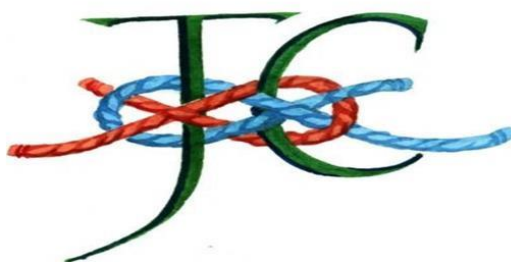
Contact Cares Tel: 01744 676767

Knowsley Social Services

Tel: 0151 443 2600



Find your nearest Carers Trust Network Partner for local support for carers by using the Find your local service facility at www.carers.org (any time) or calling 0300 772 9600 (Mon–Fri, 9am–5pm).



John's Campaign: for the right to stay with people with dementia in hospital

If you would like this information in another format or language please contact:

Cheryl Farmer

Patient Inclusion and Experience Lead

Tel: 0151 430 1042

Email Cheryl.Farmer@sthk.nhs.uk

For further information, please contact the Patient Experience Team:

Patient Experience Manager

Tel: 0151 290 4136

Quality Matron: Patient Experience

Tel: 0151 426 1600

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CARER SUPPORT PATHWAY

