

**Patient  
Information**

## Carers' information

### Introduction

Welcome to Gloucestershire Hospitals NHS Foundation Trust. In the best interests of the patient, carers are welcomed and supported to stay with the person they care for in hospital. This leaflet provides information for carers who are coming to hospital with the person they care for, to help make their stay as easy as possible.

### Coming into hospital

Before coming in for the hospital stay with the person you care for, please bring in any assessment forms that you may have filled in. Also, any other useful information, such as the Hospital Traffic Light Assessment for patients with Learning Disabilities, or the 'This is me' document for patients with dementia. Making sure the ward staff have this information before the patient's hospital stay, will help staff to prepare so they can meet the needs of the patient.

If you have not been able to complete the Hospital Traffic Light Assessment or the 'This is me' document before the patient's hospital stay, a member of the hospital staff will be happy to help you to do this, if one of the documents is needed.

It is important that as much information as possible is provided as this will help staff meet the needs of the patient. The Hospital Traffic Light Assessment or 'This is me' document should stay at the patient's bedside so that hospital staff caring for the patient can refer to it when they need to. Please encourage staff to look at these booklets.

In some cases, patients are assessed for their 'mental capacity' to make decisions about their care and treatment during their stay in hospital.

### Hospital stay

Privacy and dignity

Reference No.

**GHP11044\_07\_18**

Department

**Patient  
Experience**

Review due

**July 2021**

## Patient Information

Same Sex Accommodation. With respect for the privacy and dignity of our patients, all adult patients are provided with same-sex sleeping accommodation, toilet and washing facilities, unless there are exceptional circumstances based on very specific needs.

When it is best for the patient for their carer to stay with them, staff must make sure that the privacy and dignity of all patients is considered at all times. When staying in hospital, this might mean the patient and their carer have use of a side room, or that the bed location in a bay is taken into account in relation to the other patients. A patient who needs a side room for isolation due to an infection takes priority over a patient with their carer.

It is often very helpful for carers to be there with the patient during doctors' ward rounds and at meetings with other healthcare staff. This is especially helpful with patients who may have difficulty understanding or communicating. The patient must be happy for their carer to be with them during these meetings. When ward rounds and conversations take place with other patients, the carer may be asked to leave the area in respect of the other patients' privacy.

### Staying with the patient

The key role of a carer in hospital is to assist with communication and to help the staff and patient to get to know each other. This helps to reduce any fear and/or anxiety that the patient may have. The carer is not, and should not be, expected to give patient care unless they want to. Care given by carers in hospital should be agreed between the nurse, patient (if possible) and the carer and recorded in the patient records. Any care should be given in partnership with the ward staff as they are accountable for all care given to the patient whilst they are in Hospital.

Gloucestershire Hospitals NHS Foundation Trust is keen for carers, who wish it, to stay with the patient as much as they need to. Staff do understand if a carer is not able to stay for long periods in the hospital due to other commitments.

Sometimes it is possible for carers to stay in the hospital overnight, but this can depend on the facilities and space available on the ward. Carers may be offered a bed, a mattress or comfortable chair to sleep on, this will vary between wards.

## Patient Information

### Getting and using a carers' passport

Carers that stay with the patient while they are an inpatient on a ward, will need to carry something called a 'Carers' Passport', which is given to you by ward staff or the Carers' Hospital Liaison Officer. The Carers' Passport shows staff that you are a carer and also gives you access to the following:

- Exemption from parking fees - a form will need to be filled-in then authorised by the ward sister
- Free drinks on the ward
- Use of the ward toilet and washing facilities
- The carer's passport must only be used by the carer while on the hospital premise

### Other useful information

Link Nurses/Link Workers You should be aware that wards and department have Link Nurses or Link Workers who have an interest in a particular specialty. The specialties include areas such as Learning Disabilities, Dementia, Pain Management and Diabetics. They advise their colleagues on nursing care for this group of patients and can also be a point of contact for you. If you would like to talk to them please ask the staff on the Ward.

#### Learning Disability Liaison Nurses

There are two Learning Disability Liaison Nurses who work in both Hospitals. They are experts in the care of patients with Learning Disabilities. They can also help patients with learning disabilities to prepare for coming in to Hospital.

Contact the Learning Disability Nurses on:

Tel: 0300 422 4953

Tel: 0300 422 4985

#### Carers Emergency Scheme

Gloucestershire County Council provides up to 48 hours of free replacement care service to carers who are registered on the Carers Emergency Scheme. If the carer is caught up in a crisis situation and is unable to care for the person they look after, the scheme makes sure that the person they care for is looked after in their absence. To register on the scheme or for more information, contact the Adult Helpdesk or Carers Gloucestershire on the details below.

## Patient Information

### **The Carers' Hospital Liaison Officer**

The Carers' Hospital Liaison Officer, who works within the hospital can help with advice and information while the patient is in hospital and after discharge. The Carers' Hospital Liaison Officer can be reached via the ward volunteers or Carers' Gloucestershire.

Carers may be given or receive in the post an information pack from Carers Gloucestershire telling them of the free services available from Carers' Gloucestershire.

If you need help and support at the hospital please contact:

### **The Patient Advice and Liaison Service (PALS)**

Freephone: 0800 019 3282

Tel: 0300 422 6831

Fax: 0300 4225778

Text: 07827 281266

Email: [ghn-tr.pals.gloucestershirehospitals@nhs.net](mailto:ghn-tr.pals.gloucestershirehospitals@nhs.net)

### **Carers Gloucestershire**

2nd Floor Messenger House,  
35 St Michaels Square, Gloucester, GL1 1HX  
Tel: 01452 386 283 / 0300 111 9000  
Website: [www.carersgloucestershire.org.uk](http://www.carersgloucestershire.org.uk)

The Carers' Line is available from 8:00 - 5:00pm on Monday, Wednesday and Friday and 8:00am - 8:00pm on Tuesday and Thursday:

Carers Gloucestershire is an independent, carer-led charitable organisation that seeks to empower carers across the county, to promote their rights and enable them to make positive choices to improve the quality of their lives.

### **Gloucestershire County Council's 'Adult Helpdesk', Customer Service Contact Centre:**

4th Floor, Block 4, Shire Hall, Westgate Street,  
Gloucester GL1 2TG  
Tel: 01452 426868

### **Acknowledgements**

This leaflet was produced with Ann Attwood, mum to Bruce, staff from the Learning Disability Steering Group and the Carers Strategy Group.

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