

Carer Passport for Family Members

Caring for carers at Royal Surrey County Hospital

Nursing and Patient Experience Department



Patient information leaflet

Are you a carer?

A carer is someone who provides unpaid support to a family member or friends who is ill, frail, disabled or has mental health or substance misuse problems.

The role of each Carer is individual and can demand many different responsibilities including, helping people to the toilet, helping people to wash and dress or move around their home. The carers role can also include shopping, cleaning, cooking, doing the laundry, assisting with medication, managing money, providing emotional support, taking people to attend appointments, and also speaking on their behalf when they are unable to do so for themselves.

What can I do to look after myself?

Caring for someone can be very difficult, particularly if you work, and have to travel long distances especially when you don't live with the person you care for. Looking after yourself is very important for you and the person you are caring for. New laws (The Care Act 2014 and the Children and Families Act 2014) provide new rights for carers including the right for a 'Carers Assessment' based on the appearance of need.

What is a Carers Assessment?

A Carers Assessment is an opportunity for you to discuss with your local county council what support or services you need. The discussion will be about how caring affects your life, including, for example, your physical, mental and emotional health, and whether you are able or willing to carry on caring. It might also discuss what help you might need if you juggle caring with work or other family responsibilities.

Below are some suggestions about how to care for you

- Eat a balanced diet and take regular exercise.
- Make sure that you get enough sleep.
- Take regular time for yourself.

- Royal Surrey County Hospital (RSCH) staff are able to refer you to a range of free carers' services which can offer carers a great deal of information, advice and support. Carers can be referred to the carer support services through an initiative called the carer prescription. Through the carer prescription, carers can have a carers assessment but also access befriending services, carers health checks, support through day centres, domestic services, financial and benefit advice, manual handling training, advice about employment and education, and flexible home based breaks from caring.
- **Register as a carer with your General Practitioner (GP).**
You can register as a carer with your GP practice. This will help your GP to recognise you as a Carer and how that affects your own health so they can provide you with further information and practical assistance.

For further information about carer assessment or to how to register as a carer please call: **0300 200 1005**

[How is the Royal Surrey County Hospital caring for carers?](#)

When a loved one who relies on the care you provide is admitted to hospital, it is inevitable that you may worry. You can trust the staff to look after them while they are in hospital. However, you may choose to be here to work alongside the hospital staff to care for your relative.

If you are staying with a relative to provide carer support whilst they are in hospital the Royal Surrey County Hospital will arrange for you to have a Carers Passport. This Carers Passport will give you permission to care for your relative and help you with a variety of concessions such as flexible visiting hours, free drinks etc – more information is in the attached form. To complete the Carer Passport please make an appointment to see the Nurse in Charge on the ward or speak to our Hospital Carer adviser.

Hospital Carer Adviser

The carer adviser provides advice and support to carers during the hospital stay of the person they care for. This includes identifying you as a carer, on the spot advice, information and support including the planning for your loved one's return home (called discharge from hospital) from the carer's perspective, signposting and referral on to other support services via the carer prescription. The hospital carer advisor is contactable via the nurse in charge on the ward or via the hospital switchboard.

Johns Campaign

Royal Surrey County Hospital supports the national campaign called "Johns Campaign". The campaign helps to make sure that carers are able to play an active role for those they care for from admission to hospital to discharge.

What should I do if I have a concern or complaint about the care my relative or friend is receiving?

In the unfortunate event that you have a concern or a complaint about the care that your relative is receiving please contact the senior nurse on the ward.

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As the relative / carer of

I have been given additional permission to: (Delete as appropriate)

- Visit out of normal visiting hours
- Provide assistance in washing and dressing
- Provide assistance with meals
- Where appropriate and with patient consent be actively involved in team meeting/discussions and planning for the discharge, about the person I care for.
- Provide support to the person I care for when having tests in the hospital.

I will inform staff if I am entering or leaving the ward outside of normal visiting hours

I understand that, at times, I may be asked to leave the ward or bay if there is a clinical necessity.

I agree that, if I am assisting with meals, washing or helping my loved one move about that staff may work alongside me to fulfil their clinical responsibility.

During your relatives stay at Royal Surrey County Hospital you can have access to the following:

- Discounted car parking tickets.
- Regular drinks.
- A discount is available when buying hot food at the hospital canteen (Spice of Life).
- Flexible visiting hours.

Signed..... (Relative or Carer)

Authorised by..... (Nurse in Charge)

Further information

Surrey County Council Contact Centre

- Telephone: 03456 009009
- www.surreycc.gov.uk/social-care-and-health/information-for-carers

NHS 111 Service

- Dial 111 free from any phone

Age UK

- Telephone: 01483 503414
- www.ageuk.org.uk/surrey

Citizens Advice Bureau

- Telephone: Guildford 03003 309013
- Telephone: Ash 01252 315569

Alzheimer's Society Surrey

- Telephone: 01932 855582

Carers UK

- Telephone: 0808 808 7777
- www.carersuk.org/

Carers Trust

- www.carers.org/

Action for Carers Surrey – Adult Carer Support

- Telephone: 03030401234
- carersupport@actionforcarers.org.uk

Other carers support services

Surrey Young Carers – Service for Children under the age of 18 years who provide care and support

- Telephone: 01483 568269

Learning Disability Liaison Team at Royal Surrey County Hospital

- Adult Learning Disabilities Liaison Nurse: 07717 850308
- Paediatric Learning Disability Liaison Nurse: 07980 765436

Contact details

Royal Surrey County Hospital

Egerton Road, Guildford, Surrey, GU2 7XX

Telephone: 01483 571122 **ext** 4346

PALS and Advocacy contact details

Contact details of independent advocacy services can be provided by our Patient Advice and Liaison Service (PALS) who are located on the right hand side as you enter the main reception area. PALS are also your first point of contact for health related issues, questions or concerns surrounding RSCH patient services.

Telephone: 01483 402757

Email: rsc-tr.pals@nhs.net

Opening hours: 9.00am–3.00pm, Monday to Friday

If you would like information documents in large print, on tape or in another language or form please contact PALS.

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