

Carer's Passport

We all want our loved ones to get the best treatment in hospital and we understand this can be a stressful time for carers in particular.

We recognise and value the tremendous support that carers give to relatives, partners and friends and we want to work in partnership with you.

This passport will provide information about the hospital and should be used to agree what care you would like to provide while the person you care for is in hospital.

Please let us know
if this passport
was useful to you

<https://bit.ly/46vnVhf>



NHS
Sheffield Teaching Hospitals
NHS Foundation Trust

Will the hospital recognise my role as a carer?

- **Yes.** If you are next of kin, the hospital will acknowledge your role as a carer. If you are not next of kin, explain to the ward staff about the care you provide. If you are the main carer, ask to be a point of contact, in addition to the next of kin.
- If there is more than one carer, the ward staff will need to have just one key contact.

Can I speak on behalf of the patient?

- If the patient is an adult and can understand what is happening, the hospital staff will keep their information confidential if the patient wants them to.
- If the patient wants you to be included in their care – they will need to tell clinical staff they want you to be involved.
- If you have concerns about the patient's mental capacity explain this to the ward staff as soon as possible.
- Staff should only ask patients to sign consent forms for treatment, or referral to outside agencies, if they can understand the details.
- Tell the hospital staff if you hold power of attorney. Staff may need to ask to see proof of this.

What should I expect from hospital staff?

The staff should:

- Introduce themselves.
- Welcome carers at all times.
- Recognise your role and experience in caring for the patient and your knowledge of their needs.
- Agree what care you will provide and document this on the patient's record.
- Understand that the situation is stressful for you and for the patient.
- Make you feel comfortable on the ward.
- Involve you in discussions about care and keep you informed (unless the patient has mental capacity **and** does not want this to happen).
- Give simple, clear explanations.
- Allow enough time and privacy to discuss the patient's health.
- Signpost you to advice on getting a carer's assessment and other support following discharge.
- Be polite and courteous.

What should hospital staff expect from me?

You should:

- Introduce yourself to staff and provide them with a contact number for you.
- Give relevant information about the patient to help ward staff to provide personalised care. Help the patient to complete an 'All About Me' or 'Health Passport'.
- Respect the hospital rules.
- Wear a 'Carer' sticker, if you would like to. This will help staff to identify and support you – ask a member staff for one each time you visit the hospital.



How do I know what my responsibilities are while the patient is in hospital?

- We understand that many carers feel they must stay with the patient to comfort them and to ensure that staff understand the patient's needs.
- However, if you need a respite from caring while the patient is in hospital, you should feel confident that the staff have all the information about the patient to care for them effectively.
- If the patient is unable to communicate for themselves, please complete a patient passport document such as an 'All about me' booklet and staff will consult it.

- If you wish to participate in the care of the patient while they are in hospital, please discuss this with the nursing staff on the ward. Make it clear what you want to do.
- Don't forget you can (and should) ask the ward staff for help with specific tasks that you are not able to manage on your own.
- You should be involved in discharge planning meetings so you can say what care you are able and willing to provide.
- Completing the Care Partnership Agreement in this booklet will help to clarify what care you can provide.

What will staff give me when the patient is discharged?

- Staff may provide medication, prescriptions, discharge/ aftercare leaflets, and often a copy of a letter for the patient's GP.
- Check that you have understood what is being given and how to use it before the patient leaves the ward.
- The nurses will be happy to discuss this with you and explain any instructions.

What if I feel I might not cope when the patient comes back home?

Before discharge from hospital, there will be an assessment of the patient's needs. If you feel that the patient will need additional support, please inform staff of this as soon as possible.

You are entitled to a carers assessment. This can be provided by Sheffield Carers Centre or Sheffield Young Carers if you live in Sheffield. Details of local carers centres in other areas are available from the Carers Trust.

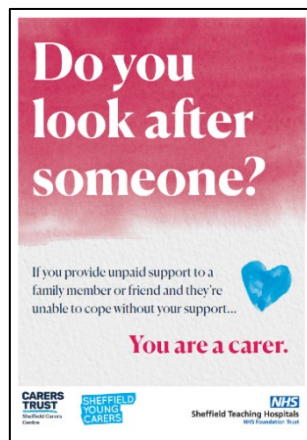
What about me?

The admission to hospital of the person you care for can be a difficult time for a carer. Talk to ward staff if you have any concerns, but please be assured your loved one will be well cared for while in hospital. It can be difficult to leave your loved one in hospital and it can make you feel 'guilty' which is something you should not ever feel.

All of this can take its toll on your own health. Try to make sure that you eat and sleep regularly and that you have some time away from the hospital.

Ask a member of staff for our leaflet for carers which includes helpful contact details and information about the support available for unpaid carers.

Any patient or carer of a patient currently in hospital can contact our Chaplaincy Team for emotional support.



Carer Partnership Agreement

As the carer of:

It has been agreed that:

(Primary carer name)

(Additional carer name)

Tick all that apply

<input type="checkbox"/>	Can visit outside of normal visiting times
<input type="checkbox"/>	Can provide assistance with washing and dressing
<input type="checkbox"/>	Can provide assistance with feeding
<input type="checkbox"/>	Can provide assistance with moving and mobilising
<input type="checkbox"/>	Can be involved in team meetings discussions and discharge planning
<input type="checkbox"/>	Can provide support to the person they care for when having procedures / treatments in the hospital
<input type="checkbox"/>	Can stay with the person they care for during the day and / or night as required
<input type="checkbox"/>	<i>List additional items here</i>

You will need to discuss any additional requests or requirements with the Ward Manager or Nurse in Charge.

I agree that:

<input type="checkbox"/>	I will inform the staff if I am entering or leaving the ward outside of normal visiting hours
<input type="checkbox"/>	I understand that I may be asked to leave the ward or bay at times
<input type="checkbox"/>	If I am assisting with feeding, washing or mobilising that staff may work alongside me

Valid from *(date)*:

Valid to *(date)*:

Authorised by *(Ward Manager/ Nurse in Charge)*:

Agreed by *(primary carer)*:

Agreed by *(additional carer)*:

This agreement is only valid for this hospital episode and will be monitored/ reviewed accordingly.

Ward Contact Details:

Sheffield Teaching Hospitals

General Enquiries:

- ☎ 0114 226 9696 ✉ sth.enquiries@nhs.net 🖨 www.sth.nhs.uk

Patient Advice and Liaison Service (PALS)

- ☎ 0114 271 2400 ✉ sth.pals@nhs.net

Learning Disability and Autism Practitioners

- ✉ STH.LDA@nhs.net ☎ 0114 226 7472

Chaplaincy Team

- ✉ sth.chaplaincy@nhs.net ☎ 0114 27 12718/ 0114 27 15485

Sheffield Carers Centre

- Carer Advice Line: ☎ 0114 272 8362
- General Enquiries: ☎ 0114 278 8942
- ✉ support@sheffieldcarers.org.uk 🖨 www.sheffieldcarers.org.uk

Sheffield Young Carers

- ☎ 0114 258 4595 (calls are confidential)
- 🖨 www.sheffieldyoungcarers.org.uk

Carers Trust - You can find your nearest Carers Trust Network Partner for local support for unpaid carers:

- ✉ info@carers.org 🖨 www://carers.org ☎ 0300 772 9600

Sheffield City Council Social Care - If you require formal care and support, contact Adult Social Care First Contact.

- ☎ 0114 273 4908
- ✉ asc.howdenhouse@sheffield.gov.uk 🖨 www.sheffield.gov.uk

Age UK - Age UK Sheffield offers information, advice, services and resources to people aged 50 and over in Sheffield.

- 0114 250 2850 (Information and advice telephone service)
- www.ageuk.org.uk/sheffield/our-services/info-advice

Sheffield Children's Safeguarding Hub

- 0114 273 4855

Sheffield City Council Adult Safeguarding Team

- ☎ 0114 273 4908

Alternative formats can be available on request.

Please email: sth.alternativeformats@nhs.net

Sheffield Teaching Hospitals NHS Foundation Trust 2021

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