
well as tea and coffee throughout your stay. Please speak to the nurse in charge about staying overnight.

'Partners in Care' leaflet

This leaflet recognises carers as partners in care. It enables carers to continue to be involved while the person they care for is in hospital if it is their wish to do so. These leaflets are available on every ward and in our carer packs. Please ask a member of staff if you are a carer and have not been given one.

Discharge

It is important to consider whether the recent admission to hospital increases or changes the care that you may provide and whether you are willing and able to continue, or take on, the caring role. We understand that this may be a very difficult decision for you to make. We do not want you to feel pressurised if you do not feel you are able to as this could be detrimental to your own health and the person you care for. You will be involved in all stages of the discharge plan and your views and needs will be taken into consideration.

Finding the right support

Accessing support can help you in your caring role. It can give you respite, reduce

isolation, allow you to speak to other carers and access benefit checks and grants. You may feel you do not need to access support right now. However, knowing what support is available may help you to understand what you could access in the future if your situation changes.

Carers' forum

The carers' forum is a bi-monthly meeting where carers, Trust staff and community organisations work together to transform local services for carers. Please contact the Carer Coordinators for more information.

Carer Coordinators' contact details

Please contact the Carer Coordinator at the relevant hospital.

Queen Elizabeth Hospital Birmingham:
Email – carersQEHB@uhb.nhs.uk
Phone – **0121 371 3438**

Heartlands, Good Hope and Solihull Hospitals:
Email – carers@heartofengland.nhs.uk
Phone – **0121 424 3945**

Patient Experience

Queen Elizabeth Hospital Birmingham
Mindelsohn Way, Edgbaston
Birmingham, B15 2GW
Telephone: 0121 627 2000



University Hospitals Birmingham
NHS Foundation Trust



Information for Carers

Do you support a friend or family member who could not manage without your support?

Building healthier lives

UHB is a no smoking Trust

To see all of our current patient information leaflets please visit www.uhb.nhs.uk/patient-information-leaflets.htm

Who is a 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 (Carers UK). This doesn't have to be the patient's next of kin.

Identification

Staff will identify you as a carer at the earliest opportunity. We understand that many carers do not recognise that they have a caring role. Due to accident or illness may become a carer during the hospital admission.

Recognising carers

To ensure that you are recognised and valued as a carer, we will:

- Identify the main carer at first point of contact or at the earliest opportunity
- Recognise that there might be more than one carer
- Respect that you may not always wish to be defined as a carer
- Recognise you as a partner in care
- Value your experience and expertise and recognise the vital role you play in supporting the person you care for

Unplanned admission

Please speak to staff in the Emergency Department or the ward staff about your role as a carer.

Planned admission

Many patients will have a pre-screening appointment to provide and discuss details of the admission. If you attend this appointment with the person you care for, please explain that you are their carer. This is an opportunity for you, the person you care for and hospital staff to identify you as the carer and agree what information the patient wants to be shared with you.

Consent and information sharing

You can also be part of your relative or friend's care and wellbeing by sharing your thoughts and ideas, and by being present at ward rounds or meetings involving their care.

When sharing information or discussing care, as well as including those who we have identified as carers, we will also include (with the patient's consent) people who have long-standing close relationships with the patient. In particular, we will recognise the knowledge and expertise of anyone who the patient identifies they have a significant or long standing relationship

with. Where patients are unable to give consent or have power of attorney in place, staff should share information in line with the current legislation, always acting in the best interest of the patient.

Carer Coordinator Service

We have two Carer Coordinators across the Trust that can provide advice and support to carers. They can:

- Identify carers
- Help carers recognise their caring role
- Be an advocate i.e. discharge planning
- Signpost to external organisations for information and support
- Refer for a Carer's Assessment

If you feel that you would benefit from accessing support from the Carer Coordinator, please speak to a member of staff or contact them directly using the information on the back page of this leaflet.

Overnight stays

If needed, you may be able to stay overnight with the person that you care for. The ward will aim to provide the patient with a single room, although this may not always be possible. You will be provided with a guest bed with linen and (if needed) a toiletry pack and towel. In the morning you will be offered a light breakfast, as
