



University Hospitals Birmingham
NHS Foundation Trust



Partners in Care
Patients, carers and staff
working together

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

Carers play a vital role in the care, health and wellbeing of patients. At University Hospitals Birmingham NHS Foundation Trust (UHB) we want to ensure that carers are recognised and supported to enable them to continue their caring role as much, or as little, as they wish while the person they care for is in hospital.

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 does not have to be the patient's next of kin. Working together as 'Partners in Care' with carers can help the cared for to feel safer in an unfamiliar place, such as a busy hospital ward or unit.

You may already be involved in caring for your relative or friend at home and may have a lot of knowledge and experience about their likes, dislikes, what feels comfortable for them, and the type of support they need.

If you would like to continue this care in hospital, please speak to one of the nurses on the ward. They will be happy to talk to you about how you can help. The patient must agree (if they are able) for you to help care for them in hospital.

If patients are unable to give consent or have power of attorney in place, staff will share information in line with the current legislation and will also agree an appropriate level of carer involvement, always acting in the best interest of the patient.

Staff will discuss with you the following:

- What care do you usually give at home?
- Have you been trained in delivering care?
- What do you feel you are able or not able to do?
- Does your relative or friend have any special equipment that could be brought in to support them?

Please do not feel that we are placing an extra burden on you. We understand you may not be able to or want to be involved by physically supporting your relative or friend in hospital. We recognise that this may be a time for you to rest in readiness for when the person you care for leaves hospital.

If you wish to be involved with your relative or friend's care, the staff will ensure you are comfortable and safe whilst on the ward and will discuss the following with you:

- Hand washing and basic infection control procedure
- The requirement of being 'bare below the elbow' in clinical areas, such as wards, units and clinics
- The level of care you can provide, such as manual handling and personal care
- How to stop your relative or friend's skin getting sore
- How you might help with eating and drinking and what you need to tell the nurses about how much your relative or friend has eaten or drunk
- How much you can help to prevent your relative or friend from falling
- What to do if the fire alarm goes off
- The medication that your relative or friend will receive upon discharge

Young carers

UHB appreciates the valuable role young carers play, and we would like to involve you as much as possible. Your needs as a carer should be recognised, responded to and reflected in the care of our patients.

Each time you come to the ward or unit

- Please report to the nurse caring for your relative or friend
- Tell the staff when you are leaving and update them about your relative or friend's condition

Taking care of yourself

- Staff will ensure you are offered a drink whilst on the ward
- Guest beds are available on the ward and you may be able to stay overnight with the person you care for if this is important to their care. Breakfast will be offered in the morning if you stay overnight
- The staff will check with you regularly to see how you are feeling and whether you wish to have more or less involvement

There are restaurants and cafes which you are welcome to use at each hospital site. We also have Faith and Community Centres at each hospital site across the Trust that can be used.

Patient's name and signature

Name: _____

Signature: _____

I agree for the named carer (s) below to be involved in my care.

Relative or carer's name (s) and signature (s)

Name: _____

Signature: _____

I wish to be involved in my relative's/friend's care whilst they are in hospital. I am able to help with the care during the times listed below:

Times I am available:

| Morning | Afternoon | Evening |
|---------|-----------|---------|
| | | |

You can change your mind at any point without having to justify your decision.

We have made some suggestions about the sort of care you may wish to be involved in but please feel free to add your own.

| I can help with | Yes | No |
|---|-----|----|
| Communication – In what way? | | |
| Mealtimes – Please state which meals | | |
| Activities | | |

| I can help with | Yes | No |
|----------------------|-----|----|
| Washing and dressing | | |
| Walking and moving | | |
| Anything else? | | |

Things you are unable to help with

Medication

To ensure that medications are given safely and correctly, you will not be involved in the preparation or dispensing of medication. Under the supervision of a trained professional, you may remind or assist the person you care for to take their medication.

Interpreting

You will not be able to use your language skills to interpret between the patient and health care professional in regards to care and treatment. Arrangements will be made to meet the patient's language and communication needs through professional interpreting services if required.

However, in the event of an emergency situation that requires interpretation relating to consent or treatment and care, any decisions will be made in the patient's best interest and will not be delayed waiting for an interpreter.

Moving and lifting of the patient with or without equipment

Due to the Trust's health and safety regulations, you will be unable to assist in the use of any form of patient lifting or moving.

Our priority is our patient's recovery

We know that relatives and carers play a critical role in caring for people at home and become experts in their relative or friend's care. We want to learn and benefit from your valuable skills and experience.

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 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.

The Trust supports John's Campaign

John's Campaign (2014) is an initiative that opens visiting hours to carers so they are able to stay with their friend or family member. Carers should be welcomed, and the collaboration between patients and all connected with them is crucial to their health and their wellbeing. There is more information available at: www.johnscampaign.org.uk

Support for carers

We have two Carer Coordinators across the Trust that can provide advice and support to carers. Please contact the Carer Coordinator at your 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

If you would need this leaflet printed in a different language or print, please contact the Carer Coordinators for more information.

| | |
|----------------|--|
| Ward name | |
| Ward contact | |
| Ward telephone | |

Patient Experience

Queen Elizabeth Hospital Birmingham
Mindelsohn Way, Edgbaston, Birmingham, B15 2GW
