

## Overnight stays

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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 (where available) and towel. In the morning you will be offered a light breakfast, as well as hot and cold drinks throughout your stay. Please speak to the nurse in charge about staying overnight.

## 'Partners in Care' leaflet

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This leaflet and the accompanying discussion with ward staff recognise carers as equal partners in care. It enables you to continue to be involved while the person you care for is in hospital if it is your wish to do so. It helps you to communicate how much or little you wish to be involved, or whether you prefer to take a break from your caring role and have some respite. 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

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It is important to consider whether any 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. Please talk to ward staff or the Carer Support Officer about any concerns.

## Finding the right support

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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.

## Opportunities to be more involved

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The Trust has several ways carers can become more involved and have your voice heard in relation to the way services are delivered and how the trust works with carers as partners in care. Please contact the Carer Support Officers for more information.

## Carer Support Service contact details

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Please contact the Carer Support Officers using the details below:

Email: [carers@uhb.nhs.uk](mailto:carers@uhb.nhs.uk)

Telephone: Heartlands and Solihull Hospitals –  
**07584 475787**

Queen Elizabeth and Good Hope Hospitals –  
**07584 475802**

If the person you care for is not currently in one of our hospitals, you can telephone either number.



**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**

## Who is a carer?

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A carer is a person of any age who provides unpaid care and support to a family member, friend or neighbour who is disabled, has an illness or long-term condition, or who needs extra help as they grow older. (Carers UK). This doesn't have to be the patient's next of kin.

## Identification

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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 or prefer to be recognised through their primary role as a family member or friend. Some carers take on a caring role at short notice due to an accident or acute illness.

If staff are not aware that you are a carer please let them know, this is important so that you can be involved in discussions and supported throughout your hospital journey alongside the person you care for.

## Recognising carers

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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 and welcome you as an equal partner in care

- Value your experience and expertise and recognise the vital role you play in supporting the person you care for throughout their journey at University Hospitals Birmingham (UHB)

## Unplanned admission to hospital

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If the person you care for is admitted to hospital as an emergency, please let hospital staff know straight away that you have caring responsibilities for the patient.

## Planned admission to hospital

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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 have caring responsibilities for the patient. 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 and what involvement you would like to have during the admission.

## Consent and information sharing

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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. 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 Support Service

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We have two Carer Support Officers who can provide advice, information, and support to you as a carer. They cover all areas of the trust; including the four hospital sites and any off-site locations delivering care, treatment or diagnostic procedures provided by UHB.

They can:

- Help carers recognise their caring role and what this means for you
- Be a listening ear and make sure that you feel supported and cared for
- Provide advocacy support to ensure your carer voice is heard e.g. during discussions about care, treatment, or discharge planning
- Signpost you to external organisations for information and support
- Refer you for a Carer's Assessment of your needs

If you would like to speak to a Carer Support Officer, please speak to a member of staff or make contact directly using the information on the back page of this leaflet.