

# Carer Charter

For those who provide unpaid care  
for a relative or friend



University Hospitals  
Birmingham  
NHS Foundation Trust

We aim to identify carers of patients accessing care and treatment at any of our hospitals or services and treat them as a 'Partner in Care'. We value the contribution carers make to the lives of those who use our services and want to recognise and support carers, whilst also making them feel welcome at our hospitals.



## We will:

- ✓ Identify you as a carer at the earliest opportunity
- ✓ Recognise you as a 'Partner in Care' and value the expertise that you have
- ✓ Provide you with information on how to get support for yourself as a carer and inform you of your rights to a Carer's Assessment under the Care Act 2014
- ✓ Recognise and work with young carers to support you and value your contribution
- ✓ Support you to continue your caring role where appropriate. We welcome your involvement without expecting you to do more than you wish to
- ✓ Involve you (with permission from the patient) in all stages of care, treatment and decision making where appropriate, whilst respecting the need for confidentiality
- ✓ Involve you appropriately in discharge planning and provide information regarding care and medication
- ✓ Recognise that, although you have a caring role, you may not want to be defined as a carer, however, you can still access information and support
- ✓ Listen to any concerns you have and work to resolve them quickly

To contact the Carer Support Service:

Email: **carers@uhb.nhs.uk** or

Telephone: **07584475802 / 07584475787**

Website: **www.uhb.nhs.uk/carers**



or scan QR code



## Carer Facilities:

- ✓ Access to the wards outside of flexible visiting times if needed
- ✓ Hospital based Carer Support Service with Carer Support Officers offering advice, support and signposting to other services
- ✓ Carers pack with information about support for carers
- ✓ Option to stay overnight (if important to patient's care). You will be offered a guest bed and a light breakfast
- ✓ Refreshments during ward drink rounds
- ✓ Other facilities may be available depending on individual needs



## What we ask of you as a carer:

- ✓ Recognise your caring role so that you can access help and support to make things easier for you
- ✓ Make yourselves known to staff
- ✓ Complete a 'Partners in Care' leaflet and discuss with staff how involved you wish to be in the care of the person you care for
- ✓ Ask staff to refer you, or refer yourself to the Carer Support Service if you need advice or support
- ✓ Talk to us if you have any questions or concerns, we will try to help
- ✓ Adhere to Trust policies if shared with you by hospital staff

For more general information about visiting please refer to the Visitor information on our website: **www.uhb.nhs.uk/visiting/**