



# Information for Carers, Relatives and Friends



It is the Trust's philosophy to work in partnership with Family Carers to provide the best quality care for patients.

## Family Carer Information

A carer is anyone who, without payment, provides help and support to a family member or friend who could not manage without their help. This could be due to age, disability or physical or mental illness.

*(Carers at the heart of 21st century families and communities, Department of Health 2008)*

**Please let the hospital department know if you are a Family Carer.**

If you are caring for someone who is admitted to this hospital and you wish to continue to help with their care please discuss with the patient and hospital staff.

## Our Commitment to You

**We will recognise and value you in your caring role and we will treat you with dignity and respect:**

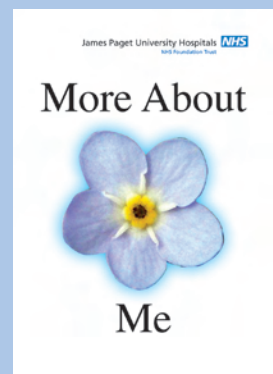
- As the 'main family carer' you will be the named contact for the duration of the stay for the person you care for.

**We will include you as a valued partner in the planning and delivery of their care and treatment and in planning their discharge:**

- If you need to visit outside of visiting times just discuss this with the nurse in charge to ensure everyone is aware and we will work with you to accommodate requirements, including assisting with mealtimes and with personal care needs. Do not feel you are alone; the ward staff will support you.
- Tell us about the person you care for – their likes and dislikes, wishes and fears, medication, what calms them, what they prefer to be called etc.

### "More About Me" booklet

If the person you care for has dementia, ask the nursing staff about this booklet in which you and your loved one can write personal details such as favourite food and drink, usual routines etc. This will be kept by the bedside so that all hospital staff involved in their care can refer to it and help us stick to familiar routines and reduce anxiety.



- Tell us about your situation at home and what help and support is needed to enable a timely discharge.

## We will provide access to information about the support that is available to you as a carer

■ **Visiting Hours:** Please contact the nurse in charge to discuss what visiting times you think would work best for you and the person you help care for. Remember, visiting times are flexible for Family Carers.

■ **Facilities for You:** Hot beverages and snacks are available from Paget's Cafe in the main foyer 7.30am - 8pm Monday to Friday, 8.30am - 8pm Saturday and Sunday. Night Service - food is available from the vending machines.

Some departments have a family lounge e.g. A&E, EADU, Ward 2 in which hot beverage vending machines are available for your use.

■ **Subsidised car parking:** If you are visiting to help care for someone, please speak to the nursing staff regarding a frequent visitor concessionary car parking permit.

■ **Infection control:** In order to help protect your loved one or friend from infections, please follow the infection control advice displayed around the hospital.

■ **Look After Yourself:** We recommend that you take regular breaks. It would be helpful if you could give the ward staff and the patient an idea of when you will be visiting to help with the care. You could do this by phoning the ward or by leaving a note by the patient's bedside. We understand that the amount of care you are involved with may vary from day to day depending on your circumstances.

If you have concerns about any aspect of care, please discuss these with the named nurse.

If your friend /relative is dependent on you for support, your presence at the time of admission and at the doctor's round may be invaluable. This may assist the medical and nursing team to get an accurate picture of the patients' individual needs.



# Tips to help you care for your friend or loved one

## **Aim of the information:**

**To help families when caring for a person with reduced physical or mental capacity, e.g. reduced mobility, memory loss, confusion, dementia etc. in partnership with your named nurse.**

We recognise that you are an expert in caring for your friend or loved one and that you have the best appreciation of their individual needs and their usual behaviour. If you notice a change in their behaviour such as increased confusional state, it is important that you inform the nurse or doctor.

It is well recognised that deterioration in mental capacity may result in a patient becoming more vulnerable, e.g. they may fall or their nutritional state may be adversely affected.

Ways **you** can help:-

- **Encouraging a good fluid intake** (6-8 cups a day) may help improve mental capacity and reduce the chance of constipation and urine infections which can result in increased confusional state in elderly people.
- **Encouraging a healthy diet** If you are assisting at meal times, please inform the nursing staff if your friend or relative's appetite deteriorates. Poor nutrition can result in weight loss, constipation and breakdown of muscle and skin condition. The nurse may advise on alternative nutrition such as "Build-up" drinks. It would be very helpful if you could write on the patient's fluid/food chart what they have had to eat and drink.
- **Sticking to usual routines** e.g. toileting, regular contact with family or friends, watching a familiar TV programme or reading a familiar newspaper may help reduce the chance of disorientation.
- **Mobilisation** If your friend or relative is not as mobile as usual, you may like to ask the nurse or physiotherapist for advice on safe techniques for helping them to mobilise.
- **Oxygen therapy** If your friend or relative is having oxygen, encourage them to keep the oxygen mask or prongs in place. Lack of oxygen can lead

- to confusion. Please inform the nursing or medical staff if your friend or relative is not tolerating the oxygen mask or prongs.
- **Medication** Please advise the doctor if you are concerned about a change in your friend or relatives usual medication regime or if they are not tolerating their medication.
  - **Mouth Care** If your friend or relative is not allowed anything by mouth and is unable to clean their teeth, the nurses will show you how to gently clean their mouth. If they are having oxygen therapy, please do not apply any lip balm containing petroleum jelly as this may be inflammable. The nursing staff will provide you with an alternative non-petroleum lip moisturiser.
  - **Drips and tubes** If your friend or relative is allowed nothing to eat or drink, they are likely to have a drip in their vein or a tube in their nose to help give them fluids. If you are worried about these becoming dislodged, please discuss this with the nurse.
  - **Pressure area care** If you are helping your dependent relative or friend with personal hygiene, please inform the named nurse if you notice any breakdown in skin condition, e.g. areas of redness or broken skin.
  - **Safety** Make sure the nurse-call buzzer, drink, glasses etc. are within easy reach. If you have any concerns about patient safety, please discuss these directly with the named nurse or doctor caring for your friend or relative.
  - **Communication** In order to avoid omissions or duplication of care, it would be very helpful if you could let the nursing staff know which aspects of care you have assisted with. For example, you could leave a message by the bedside indicating this and you could also give an idea of when you're likely to return.

Whilst we greatly appreciate your input in helping to care for your friend or relative in hospital, please do not feel obliged to participate in care. It is our aim to work in partnership with you, so we can learn from each other and provide the best possible care for the patient.

## Useful Telephone Numbers for Carers

Alzheimer's Society  
0845 300 0336

Crossroads  
01493 441222

James Paget University Hospitals  
NHS Foundation Trust  
01493 452452

Carers agency partnership  
helpline (Norfolk)  
Freephone 0808 808 9876

Suffolk Family Carers  
information line  
01473 835477

Carers Direct  
([www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect))  
Freephone 0300 123 1053

Red Cross Support at Home  
Services  
01493 452080

Norfolk Coastal Centre and  
British Red Cross  
0845 054 7181

Dementia Liaison Nurse  
01493 453731

Learning Disability Lead  
01493 453732

Patient Advice and Liaison  
Service (PALS)  
01493 453240

Norfolk Social Services  
0344 800 8020

Suffolk Social Services  
0808 800 4005

Age UK Norfolk  
01603 787111

Age UK Suffolk  
01502 586308

Alzheimer's Society Norfolk  
01603 763517

Alzheimer's Society Suffolk  
01502 514712

Religious Services, JPUH Chapel  
07818 093133 or 01493 452408



## You are not alone

Family Carer Advice &  
Support Service (based  
at the Louise Hamilton  
Centre) 01493 453100

Pictured is the  
Carers Week 2014 Strawberry  
Cream Tea respite for carers.

palliative care east



working with

Louise Hamilton Centre



# Louise Hamilton Centre

The Louise Hamilton Centre situated next door to the hospital can be used by anyone affected by life-limiting illness.

There is support for Family Carers, a resource library, tea and coffee, shower facilities and garden, all set in a lovely environment.

For more information phone David Cunliffe or Sue Francis on 01493 453100



A Family Carers Information corner is situated in the main hospital foyer.

Every Thursday afternoon there is a drop-in session here for carers.



## JPUH A&E Family room

The room is for use by family and friends of people receiving treatment. It allows people the opportunity to have some quiet time, a hot drink and make phone calls in private, if needed.

This leaflet was produced  
in collaboration with members  
of the Family Carers Action Group.



James Paget University Hospitals



NHS Foundation Trust

#### Courtesy and respect

- A welcoming and positive attitude
  - Polite, friendly and interested in people
  - Value and respect people as individuals
- So people feel **welcome**

#### Attentively kind and helpful

- Look out for dignity, privacy & humanity
  - Attentive, responsive & take time to help
  - Visible presence of staff to provide care
- So people feel **cared for**

#### Responsive communication

- Listen to people & answer their questions
  - Keep people clearly informed
  - Involve people
- So people feel **in control**

#### Effective and professional

- Safe, knowledgeable and reassuring
  - Effective care / services from joined up teams
  - Organised and timely, looking to improve
- So people feel **safe**



The hospital is able to arrange for an interpreter to assist you in communicating effectively with staff during your stay through INTRAN.

If you need an interpreter or a person to sign, please let us know.

If you require a large print version of this booklet, please contact PALS on  
**01493 453240**

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