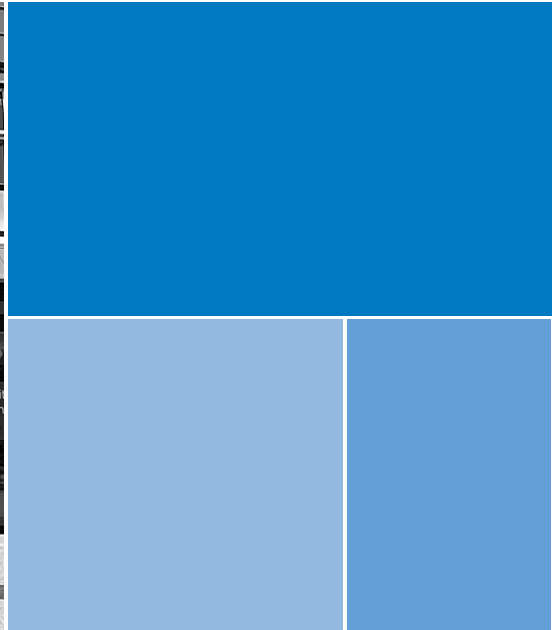




**James Paget  
University Hospitals**  
NHS Foundation Trust

# A Family Carer's Handbook



**Patient Information**

**Louise Hamilton Centre**   
 

## Are you a Family Carer?

A Family Carer is someone of any age who provides unpaid help and support to another person who cannot manage without help because of illness, age-related frailty, mental health needs, substance misuse or disability. Family Carers do not always live with the person they care for. They may be caring for a friend, neighbour or relative.

## On admission to hospital

Your knowledge of the patient and your expertise in caring for them will be recognised by hospital staff. With the patient's permission, you can be fully involved in all stages of their treatment, including discharge planning.

You may already be caring for the person who has been admitted to hospital or you may now be thinking about caring for them in the future. It is possible that you 'care for this person' but may not wish to be their carer at home. Our staff can discuss this with you.

Carers and the essential role they play, should be identified at first contact or as soon as possible after admission. This will assist the medical team and nursing team to get an accurate picture of a patient's individual care needs. Carers will have the opportunity to be involved in discussions with staff throughout the patient's journey.

If you will be caring for this person when they get home, there may be support available to you.

## Carer's Passport

Unpaid Carers have informed us that they want to be identified in healthcare settings. The Trust has supported the co-production of a Carer's Identity Passport to ensure Carers of all ages, including Young Carers and Parent Carers, in Norfolk & Waveney are recognised.

The Carer's Identity Passport is for identification only. It enables Carers, the people they care for and staff to work together as a team. The Carer's passport is available digitally and/or as a card and lanyard.

Staff can support Carers to request an Identity Passport by visiting [carersvoice.org/carers-identity-passport](https://carersvoice.org/carers-identity-passport), by calling 07932 095312 or scanning the QR code below:



## 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:**

- We will work with you in your caring role to assist with mealtimes and with personal care needs. Do not feel that 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.
- Family Carer's Badge – If you are visiting on a regular basis, please ask a member of hospital staff for a Family Carer's Badge. This lets the ward staff know about your caring role outside of regular visiting hours.

**We have a Hospital Family Carer Advisor based here at the hospital who can support you in your caring role.**

See contact details on page 7.

## Available support for you as a Family Carer

**Flexible 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, however, due to infection control measures there may be occasional restrictions and additional measures in place which will enable you to visit and support your 'cared for' safely. We understand that the amount of care you provide 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.

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

**Facilities for You:** Refreshments are available from the Marks and Spencer Café in the main foyer and the Aubergine Restaurant on the first floor.

Some departments have a family lounge with vending machines for you to use.

**Discounted car parking:** In some circumstances, discounts apply. If you are assisting the patient on the ward with mealtimes and or personal care/emotional support, you are entitled to free parking (with a small deposit). Please ask the nursing staff for a car parking concession form.

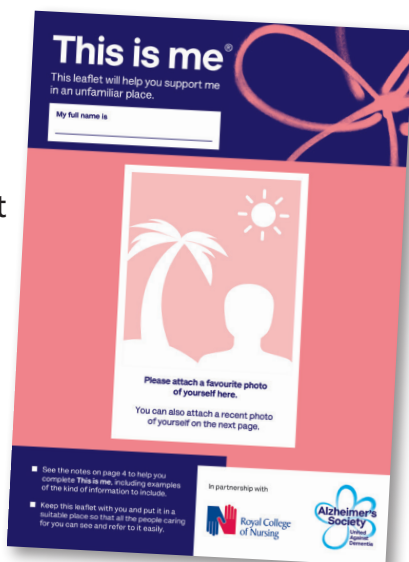
**The Louise Hamilton Centre** situated next door to the hospital can be used by anyone affected by life-limiting illness. We recommend that you take regular breaks for your own well-being. The centre offers information, tea/coffee, shower facilities and a garden all set in a lovely environment.

## Being a Family Carer

### 'This is me' booklet (for people with dementia)

If the person you care for has dementia, ask the nursing staff about this booklet in which you and the patient can write personal details such as favourite food and drink, usual routines etc. This will be kept by the bedside and will help hospital staff know the patient better and reduce anxiety.

**The Dementia Liaison Team can be contacted on -  
01493 453731/453735**



If the person you care for has any additional special needs, ask the nursing staff about completing a hospital passport. The passport stays with the patient throughout their hospital journey and includes essential information including how to communicate with the patient and their likes and dislikes.

**The Learning Disability Liaison Nurse can be contacted on -  
01493 453732**

- All Family Carers are entitled to a Carer's Assessment.
- As a Family Carer, you may be able to apply for benefits.
- There are support services available for Family Carers.
- Family Carers have employment rights.

## Being a Young Carer or a Young Adult Carer

A Family Carer may also be a young person. Any young person between the ages of 5 – 15 is classed as a Young Carer. If you are aged 16 – 25 you are classed as a Young Adult Carer.

**For help with any of the above please contact either:**

Suffolk Family Carers Information Line 01473 835477

Carers Matter Norfolk Advice Line 0800 083 1148

Louise Hamilton Centre 01493 453100

## Below is a list of people who can support you throughout the patient's journey and beyond

### **Hospital Family Carer Advisor**

They are based in the hospital and can offer support to you, as a Family Carer, while the person you care for is in hospital and throughout the discharge planning.

Please contact 01493 453831 or 07880 429372

### **Family Carer Lead of Louise Hamilton Centre**

They are based at the Louise Hamilton Centre and can offer information and individual support to Family Carers.

Counselling, complementary therapies and support groups are also available.

Please contact 01493 453100

## Who else can help?

In the event of an emergency, always call 999. For non-emergency medical advice, call 111.

### **Hospital Issues**

For any concerns you may have regarding the hospital speak to the nurse in charge of the ward.

If the issue is not resolved, contact the Patient Advice and Liaison Services Team (PALS) on 01493 453240.

## Other Useful Contacts

Suffolk Social Services  
0808 800 4005

Norfolk Social Services  
0344 800 8020

Benefits Advice - Louise  
Hamilton Centre  
01493 453100

Wellbeing Service NHS  
0300 123 1503

Alzheimer's  
0330 333 0804

National Domestic Abuse  
Helpline  
0808 2000 247  
(24-hour service)

Carers UK, information and  
advice for family carers  
0808 808 7777

Samaritans  
116 123

Red Cross Support at Home  
Hospital Team  
01493 452080

Red Cross Equipment  
01603 253403

Norfolk Swift Support  
0344 800 8020

BACT Community Transport:  
01986 896896

Transport Plus:  
0344 800 8020

**Your Feedback** We want your visit to be as comfortable as possible - talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve it, then ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care.

## OUR VALUES

# Proud  
of the  
Paget

### **Collaboration**

We work positively with others to achieve shared aims

### **Accountability**

We act with professionalism and integrity, delivering what we commit to, embedding learning when things do not go to plan

### **Respect**

We are anti-discriminatory, treating people fairly and creating a sense of belonging and pride

### **Empowerment**

We speak out when things don't feel right, we are innovative and make changes to support continuous improvement

### **Support**

We are compassionate, listen attentively and are kind to ourselves and each other

**Before leaving please complete a Friends and Family Test feedback card.**

Help us transform NHS services and to support patient choice.



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

**For a large print version of this leaflet, contact PALS 01493 453240**

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