



## Carers Agreement

Patient Name:	Main carer name and relationship:
Patient D.O.B:	Other carers involved:
Languages spoken:	Interpreter required for: Patient <input type="checkbox"/> Carer <input type="checkbox"/>
Date of Agreement:	Review date:

This agreement is a written agreement between you, as the main carer, and ward staff. A carer can be defined as someone who helps another person, usually a relative or friend, in their day-to-day life. This is not the same as a visitor or someone who provides care professionally or through a voluntary organisation.

We aim to work in partnership with you, and want to ensure that ward staff and carers are fully aware of each other's responsibilities and expectation in meeting the needs of the patient.

It is therefore important to establish what you wish your role to be while the person you care for is in hospital. We aim to review this information on a weekly basis. Please let us know if circumstances change.

### Sharing of patient information

As we understand the importance of keeping carers informed, we will endeavour to proactively provide regular updates at key points in the patient's journey.

We appreciate that there can be multiple family members or friends involved in caring for a person, but in order to best coordinate with the family we ask that one person be selected as the point of contact for the purposes of receiving and relaying information. Please indicate who is best to contact to provide updates:

- Next of Kin .....
- Main carer (as indicated above)
- Other .....

Best number and time for carer to be contacted:

.....

Please indicate what days/times you anticipate visiting, and if you feel you may need to stay overnight:

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Infection control policies explained

Arrangements for visiting or staying on the ward

We recognise each carer has a different routine and role/commitments within and outside of the family and aim to be as flexible with visiting times as possible.

We ask that carers are sensitive to the needs of all patients on the ward. We therefore advise that there may be times you will be asked to leave the bay area in certain emergency circumstances or other circumstances, for example when conversations take place with other patients during the ward round or specialist assessment in order to maintain patient confidentiality. We also ask that noise is kept to a minimum e.g. telephone on silent and that video and camera equipment is not used.

Whilst it may be helpful for carers to be present during doctors' rounds or assessments, there may be times when Healthcare Professionals are not able to speak to relatives or carers. If this is the case, a mutually convenient time for such conversations can be arranged.

Occasionally some patients may have several carers. This should be established at the time of completing the carer's agreement and if this is the case several Carer's Passports can be issued. If this is the case, we ask that the number of carer's visiting at any one time be limited – we suggest a support rota.

The nurse in charge will monitor the ward environment in order to ensure that the ward environment remains conducive to patient care.

Resources vary across the Trust. At this moment in time, most wards do not have specific toilet or wash facilities for carers. Please ask the nurse where the nearest toilets for visitors are located. You are welcome to bring in refreshments or food for yourself but we do not have facilities to reheat food brought from home. The nurses will offer carers with a passport a hot drink. You may of course use the hospital canteen, coffee shops, League of Friends Tea bar or any of the vending machines located around the Trust. There are a limited number of recliner chairs across the Trust. At present, we are unable to provide car parking concessions for carers.

For further information please contact the nurse in charge.

## Supporting your relative while they are on the ward

**Patient care remains the responsibility of the ward staff;** however, we recognise that some carers may wish to continue supporting the person they usually care for while they are in hospital. If you wish to support your relative, please liaise with the nursing staff to ensure that you have been given clear guidance and updates in with respect to the patient's care on a daily basis.

For patient safety the need for additional healthcare professional support with aspects of care below will be reviewed regularly.

<u>Area</u>	<u>When present, the Carer may like to assist with:</u>		
	<u>Yes</u>	<u>No</u>	<u>N/A</u>
<b>1. Washing</b> <i>Nursing recommendations explained (incl. mouth care) <input type="checkbox"/></i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2. Moving and handling</b> <ul style="list-style-type: none"><li><i>Physiotherapist recommendations explained <input type="checkbox"/></i></li></ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>3. Eating and drinking</b> <i>Please ensure that you record how much the patient eats and drinks and the times so that the nursing team can update the food and fluid intake charts</i> <ul style="list-style-type: none"><li><i>SALT recommendations explained <input type="checkbox"/></i></li></ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>4. Administration of medication(s)</b> <i>It remains a nursing responsibility to ensure that medication is taken.</i> <ul style="list-style-type: none"><li><i>Nursing recommendations explained <input type="checkbox"/></i></li></ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>5. Going to the toilet</b> <ul style="list-style-type: none"><li><i>Nursing recommendations explained <input type="checkbox"/></i></li></ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>6. Escorting</b> <ul style="list-style-type: none"><li><i>Nursing recommendations explained <input type="checkbox"/></i></li></ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Discharge planning

Discharge planning often starts from the day someone is admitted to hospital in order to minimise any avoidable delays in discharging home. We aim to set a provisional discharge date very early on in the admission.

Emotional support

There may be times when a patient becomes distressed or agitated despite the best efforts of the nursing staff to calm and ease distress. In this situation, if you are not present would you like to be called to come in? If so, please indicate any time restrictions e.g. before 10pm only.

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Worries or concerns

In the event that the ward staff, carers or family members have any concerns about any aspect of care or individual responsibilities, they should discuss this with the sister/charge nurse. In the event that any differences cannot be resolved and you still have concerns you can contact the Matron via the ward.

If after this you still have worries and concerns, you can contact our PALS (Patient Advice and Liaison Service)

PALS is a confidential service for people who would like information, help or advice about the services provided by any of our hospitals. Please call 0800 783 4372 between 10am and 4pm or e-mail [lnwh-tr.PALS@nhs.net](mailto:lnwh-tr.PALS@nhs.net).

Please note that this service does not provide clinical advice so please contact the relevant department directly to discuss any concerns or queries about forthcoming tests, examinations or operations.

Please sign below to confirm you agree with the above Carer's Agreement.

Main Carer's Signature: ..... Printed Name: .....

Healthcare Professional's Signature: .....Printed Name: .....

Position.....

# Carer's passport

My name is: .....

I am the main carer for:.....

This card allows me to visit them flexibly and support with their care, as agreed with the ward.

Signed by nurse in charge:

.....

Name of Registered Nurse in charge (printed):

.....

Date of issue: ...../...../.....

• STAY •

WITH ME



## COMMUNICATIONS LOG

*You may find it useful to use this space to log your communications with staff.*

Date & Time	NAME & PROFESSION	NOTES

