

Carers Passport

For families and friends looking after
someone





*Wendy, Natalie
and Jake*

Do you provide care for someone?

Introduction

At Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust (the trust) we value the work done by carers and are committed to working together with them as expert partners in care. We want to promote a culture that recognises carers within our hospitals.

When the person who is dependent on the care you provide is admitted to hospital, it is inevitable that you may worry.

There is no expectation for you to continue to provide care and the hospital staff are here to look after them. However, you may choose to be here in a carers capacity and work alongside the hospital staff to provide care.

If you are staying with a patient to provide care and support whilst they are in hospital, we will arrange for you to have a Carers Passport. This will give you additional support to care for your relative, partner, friend and enable you to access a variety of concessions.

Each hospital visit will require an updated document to be signed.

The person you are caring for must consent for you to continue to provide care. Where the person is unable to consent themselves you will need to provide a Lasting Power of Attorney (LPA) agreement for **Health** to continue to provide care otherwise a decision will be made under the principles of The Mental Capacity Act (2005) acting in the patient's best interest.

To complete the Carers Passport Partnership Agreement for this hospital, please speak to any member of ward staff and the ward manager or nurse in charge will come and discuss your individual needs.

When a family member or friend becomes ill, older, or disabled and needs support you may provide unpaid help and support to them.

This might be providing help with shopping, cleaning, cooking, doing the laundry, assisting with medication or helping with appointments.

You may also help them with moving around, as well as emotional support, arranging and checking on care, financial support and washing/ bathing or helping them to communicate.

If you are helping someone because they are ill, older, or disabled, then you are a carer.

What is the purpose of a Carer's Passport?

A Carers Passport can:

- ◆ Aid identification and support of Carers.
- ◆ Raise awareness of caring.
- ◆ Provide a clear offer of support.
- ◆ Provide recognition of how important Carers are in the patients' lives.
- ◆ Provide information to managers and key professionals.
- ◆ Help in local discussions and support.

Support for carers

Caring for someone can be rewarding but also challenging. It is important that you as a carer receive appropriate support. Carers Centres provide a range of services to support you in your caring role.

These include:

- ◆ Information and advice.
- ◆ Benefits advice
- ◆ Support to access education and employment.
- ◆ Holistic therapies.
- ◆ Carer's Emergency Card.
- ◆ Counselling.
- ◆ Social Groups.

The contact details for Wigan and Leigh Carer's Service can be found at the back of this document

If you live out of the area, go to **www.carers.org** to find a Carers center near you.

Your local Carers center can help you navigate the services available in your area

Carers Centres can also help you access a Carers Assessment.

Details of Carers Assessments are not shared and do not affect benefits. It is not necessary to have an assessment completed to use the Carer's Centres.

Support from your GP

A caring role can sometimes have an impact on your own physical and mental wellbeing.

Identifying yourself as a carer at your GP surgery will help the staff at the practice to support you.

As a carer you may be offered specific vaccinations or a health check.

What is a Carer's Assessment?

A Carer's Assessment is an opportunity to give you as a carer a voice and find out what support or services you may need. Someone from your local council or an organisation the council works with such as your local carers center will complete the assessment.

The assessment will look at how your caring role affects your physical and mental health, work, free time and relationships.

The assessment is usually face-to-face but is sometimes completed over the phone or online.

One of the outcomes from a carers assessment could be a way to access a break from your caring role.

Contact your local carers center or go to <https://carers.org> for more information.



Whilst you are providing carer support at the Trust

We will ask you what support you as a carer may need and will strive to support you or help you find relevant support.

This may include:

- ◆ Ensuring the patient's discharge planning takes your needs and abilities into account.
- ◆ Opportunity for training and education to help you prepare for discharge and become confident in new or complex care tasks.
- ◆ Review the possibility of staying overnight if requested. This is subject to completion of a risk assessment to ensure the safety of both the carer and other patients.

We can offer:

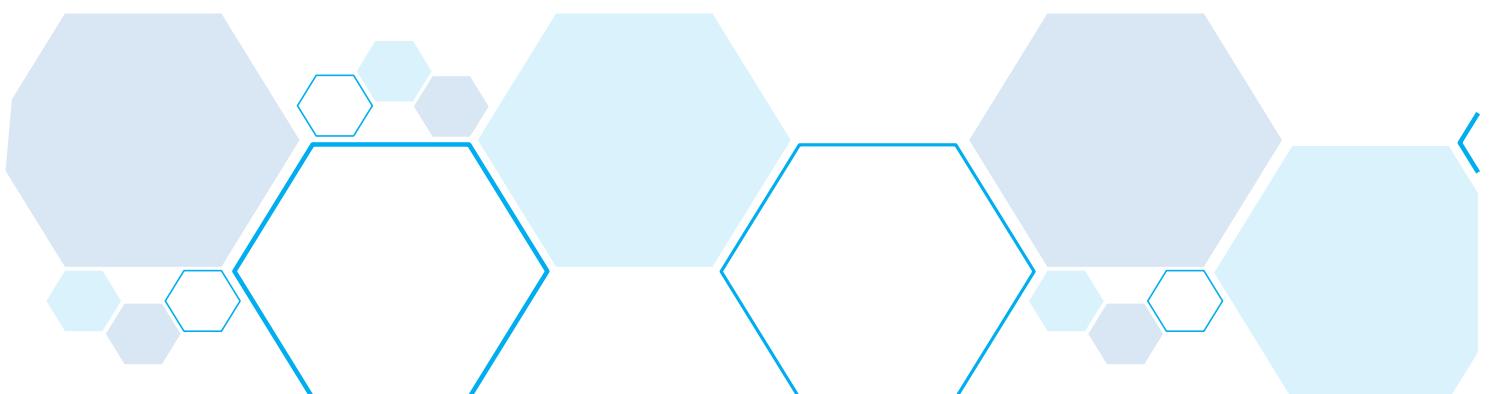
- ◆ Regular hot drinks on the ward.
- ◆ Visiting outside of normal visiting hours.
- ◆ Support for carers to access support for themselves and the person they care for.
- ◆ Car parking concessions may be available. Please speak to ward staff and ask for an exemption form to be completed. This will then need to be taken to the security & car parking office.

John's Campaign

The Trust is committed to John's Campaign for carers of people with dementia.



John's campaign supports the right of people with dementia to be supported by their carers in hospital and the possibility of carers staying overnight if this is what the carer would like to do. You can contact John's campaign on [01245-231898](tel:01245-231898) or visit: [Contact | John's Campaign \(johnscampaign.org\)](https://johnscampaign.org)



Our Carer Pledge

Carers as equal partners

We will ensure that the role you play as a carer is valued by all staff and will make sure that we respect, listen to, and understand carers and what they do. We will identify carers as early as possible.

Supporting carers

We will inform you as a carer of your right to an assessment under the Care Act 2014 and the Children and Families Act 2014, providing information about the range of support and advice services available to you.

We recognise the importance of your needs being met and will support you to have breaks away from the ward when you need them.

Young carers

We will ensure that we involve young carers and will work to support you and the valuable role you play in the health of our patients.

Sharing information

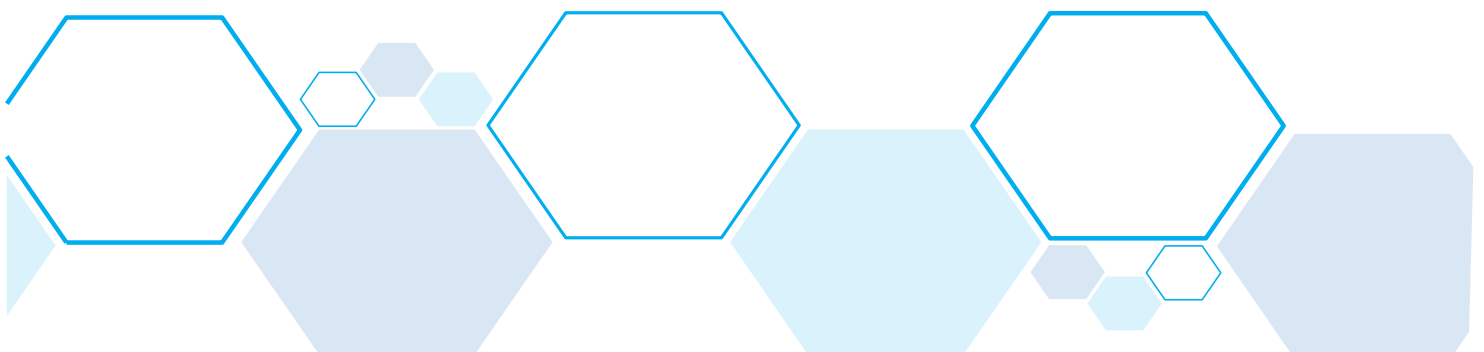
With the relevant consent obtained, we will provide information that is timely, appropriate, and accessible. We will involve you in decision making while respecting the need for confidentiality.

Having a voice

We will ensure that carers are involved in the planning and delivery of our services, are listened to, and involved.

Discharge

We will include you appropriately in discharge planning and provide information regarding care and medication.



How can I give feedback, make a comment or raise a concern?

Tell us about your experience. No matter how big or small, we value your feedback.

As a carer you can make your comments, concerns, or complaints in a number of different ways:

In person

- ◆ Provide staff members on the ward or the department with your feedback and if there is a concern they will try and resolve the problem.
- ◆ If you would like to contact someone on an informal basis who is not involved in the care you receive, you can speak to the Patient Advice and Liaison Team (PALS).

By telephone

By telephoning the ward Manager or the department or the Patient Advice and Liaison Team on:

WWL PALS telephone number: 01942 822376

WWL PALS Email: patient.relations@wwl.nhs.uk

We appreciate and encourage your feedback.
We know we cannot improve unless you share your experiences with us.

On discharge our patients can feedback to us by completing the Friends and Family Test – this is a FFT card that can be completed on the ward or a text message or automated voice call may be sent to patients after discharge. Relatives or carers are encouraged to assist patients if they are unable to complete this themselves.

Carers may also wish to complete the Carers Survey at the end of this document and return it to ward staff. This will help us to improve our carer support.

Help us to care

For us to provide the best care to all our patients, we would ask that you:

- ◆ Adhere to our infection control guidance, when entering and leaving the hospital: regular hand washing, the use of hand sanitiser and wearing the appropriate Personal Protective Equipment (PPE) to reduce the risk of infection. The ward staff will provide advice and guidance.
- ◆ Do not use alcohol or other substances during visits or smoke on the hospital premises.
- ◆ For security reasons, please do not bring visitors into the ward without asking the ward team.



Debra and
Andre

Further sources of information

Carers Centres and Carer Support

Wigan and Leigh Carers Service

W: <https://wlcccarers.com/>

T: 01942 705959

E: info@wlcccarers.com



West Lancashire Carers Center

W: www.westlancscarerscentre.org.uk

E: enquiries@westlancscarerscentre.org.uk

Young Carers

Friends of Young Carers (Wigan & Leigh)

T: 07546487063

E: info@friendsofyoungcarers.co.uk

Carers Support Organisations

Carers Direct

T: 0300 123 1053

Carers UK

W: www.carersuk.org/

T: 0800 808 7777



Specialist Support Services

If you have an urgent medical problem and you are not sure what to do **NHS 111** can help.

In an emergency, please call **999**

Age UK

National helpline and to find your local branch
T: 0800 055 6112

Age UK – Wigan Boroughs

W: ageuk.org.uk/wiganborough
T: 01942 241972

Age UK – West Lancashire

W: ageuk.org.uk/Lancashire
T: 0300 303 1234

Age Concern Manchester

W: www.ageuk.org.uk
T: 0161 833 3944

Admiral Nurses

W: <http://www.dementiauk.org/get-support/admiral-nursing/>

Autistic Society for Greater Mcr.

W: asgma.org.uk
T: 0161 866 8483

Alzheimer's Society

W: <https://www.alzheimers.org.uk/>

Counselling Directory:

W: www.counselling-directory.org.uk

Families Service Directory:

W: www.manchester.gov.uk

Manchester Carers Forum

W: www.manchestercarersforum.org.uk/

Macmillan Cancer Support

W: www.macmillan.org.uk
T: 0800 808 0000

Maggie's Carer Support Group

W: <https://www.maggies.org/our-centres/maggies-manchester/>

Mencap

W: www.mencap.org.uk
T: 0161 437 9465

MND Association

W: www.mndassociation.org
T: 0808 802 6262

Multiple Sclerosis Society UK

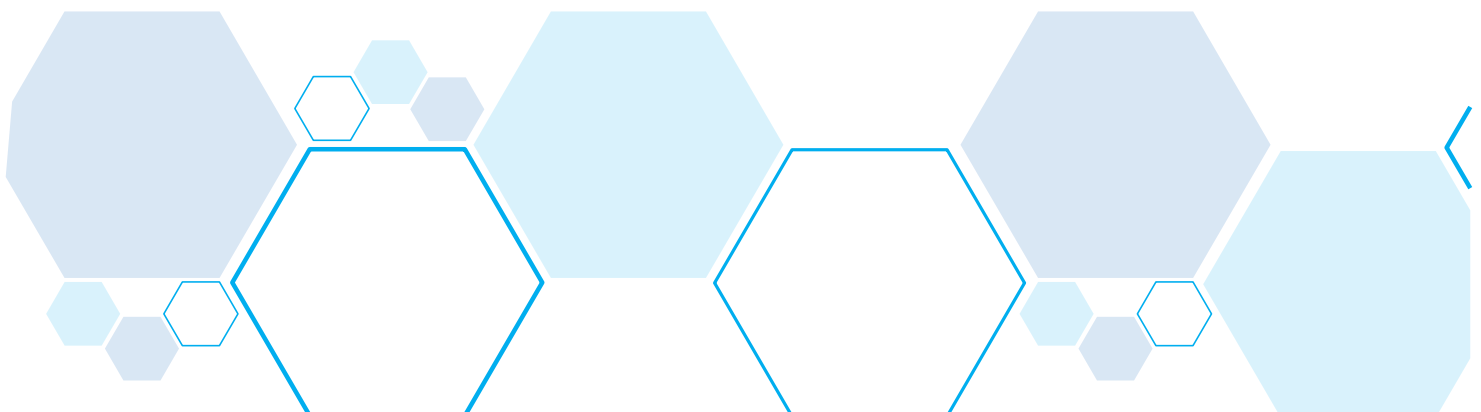
W: www.mssociety.org.uk/
T: 0808 800 8000

National Dementia Helpline

T: 0300 222 1122

Stroke Association:

W: www.stroke.org.uk



Local Social Services

Wigan

W: www.wigan.gov.uk

T: 01942 487150

Lancashire County Council

W: [Adult social care - Lancashire County Council](#)

T: 0345 688 7113

Citizens Advice Centres

National helpline and to find your localbranch

T: 03444 111 444

Wigan & Leigh citizens advice

T: 0800 144 8848

West Lancashire Citizens advice

T: 0808 278 7880

Healthwatch

Healthwatch Wigan & Leigh

T: 01942 834666

E: info@healthwatchwiganandleigh.co.uk

Healthwatch Lancashire

T: 01254 239100

E: info@healthwatchlancashire.co.uk

West Lancashire

W: www.lancs.gov.uk/health



We would like to acknowledge the contribution of Knowsley Carers Centre, Carers Vision, St Helens, Halton, Sefton, and Liverpool Carers Centers together with individual carers who have collaborated in the development of this Carer's Passport.

The document was developed from the previous work undertaken by the Patient Experience Teams at Liverpool University Hospitals NHS Foundation Trust and St Helens and Knowsley NHS Foundation Trust.

All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل انتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والكترونياً.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字體、音頻、盲文、穆恩體 (Moon) 盲文和電子格式，敬請索取。

در صورت تمایل میتوانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پیوهندیدار بهو نهخوشانهی لهلایهن تراستهوه پهسهند کراون، نهگهر داوا بکرنیت له فورماتهکانی تردا بریتی له زمانهکانی تر، نیزی رید (هاسان خویندنهوه)، چاپی گموره، شریتی دهنگ، هیلی موون و نهلیکترونیکی همیه.

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Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.

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