

Carers Information Card



If you have a hand held device such as a smart phone or tablet, download a free 'QR code reader' app from your app store and scan below.

If you are worried or concerned about any aspects of care and do not feel able to raise them with the ward team you may wish to contact the Patient Advice & Liaison team (PALS) who will try to help.

PALS can be contacted on
01642 854807 or 0800 0282451

Supporting the needs and rights of carers

Our commitment to improve patient and carer experiences

In placing patients firmly at the centre of everything we do we recognise and value the role carers have in the health, comfort and wellbeing of our patients.

We have in place more flexible open access to the person that you care for, which includes:

- Visiting out of normal visiting hours to enable you to maintain and contribute to the care of your relative or friend. This could include providing assistance at mealtimes.
- The opportunity to be actively involved in discussions about the care and treatment and safe discharge of the person you care for.
- The ability to provide support to the person you care for when having some tests and investigations in hospital.

As a carer we ask that you:

- Inform staff when you are entering or leaving the ward/ department outside of normal visiting hours
- Understand that there will be times when you may be asked to leave the ward/ department for a short time such as if there is a clinical emergency and/ or to maintain the privacy and dignity of other patients.
- To bring in appropriate clothing, nightwear and communication aids (hearing aids/ spectacles) for the person you care for.
- Share as much information as possible to the staff caring for your relative/ friend about the role you play and the care you give.
- You may be asked to complete a Patient Passport or Forget Me Not Card (adults only). This information will help our staff better understand what is important to the person you care for and will support them to be able to provide more effective and personal care.

Practical help and support:

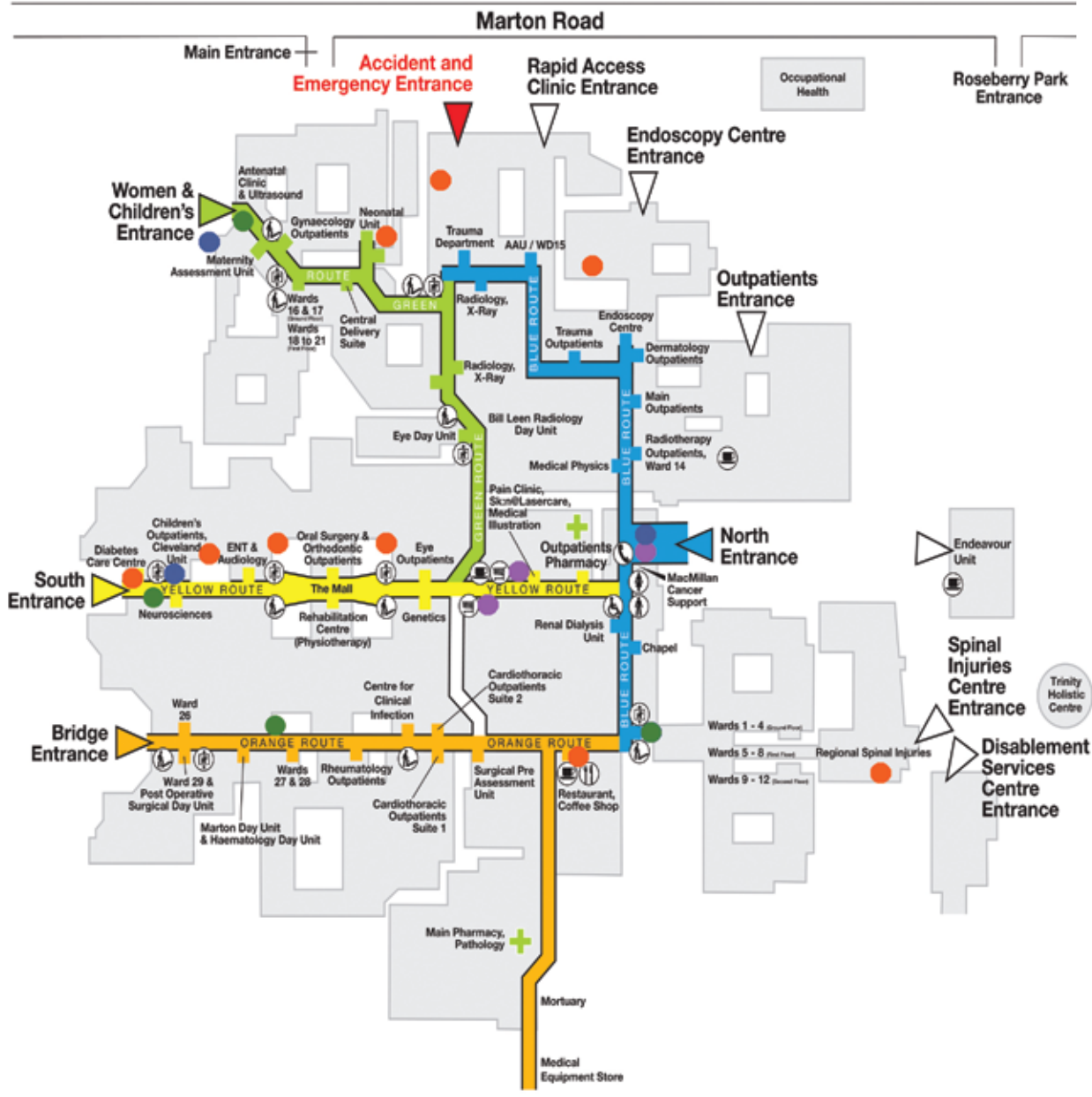
- Please tell us if you need to take a break. We appreciate your help, but also understand your need for rest and recuperation.
- Our staff can provide you with information relating to long stay onsite car parking.

- The map overleaf provides details of:
 - food and drink facilities
 - Prayer room, Chapel of the Good Samaritan
 - TV and parking pay points
 - dedicated disabled changing place
- Our Holistic Centre welcomes carers. It offers a quiet space and access to complementary therapies. Tea and coffee is also available. (see map overleaf)
- As a carer you are entitled to a formal carer's assessment by your local authority.
- Our staff can signpost you to local carers agencies and community based support groups.

For more information please visit:

<http://southtees.nhs.uk/patients-visitors/carers-supporting-your-needs-and-rights/>

The James Cook University Hospital
site map



- Coffee Shop
- Lift
- Pharmacy
- Restaurant
- Shop
- Stairs
- Telephone
- Toilets
- TV paypoint
- Vending machine
- Car parking
- Cash machine/cash back