



Keep Carers Caring

Patient Information Leaflet

At Calderdale and Huddersfield NHS Foundation Trust (CHFT) we recognise and value the role of those looking after the people we are caring for. You are family, friends, neighbours, and loved ones. Many of you are carers, and some of you won't even realise it. You are a carer if you give up your time, without pay, to look after someone who is ill, frail or has a disability.

We have listened to feedback about the way carers looking after people are treated within our hospitals. We know that to provide the best possible outcomes for our patients, we need to Keep Carers Caring.

Firstly, have you got one of our lanyards? We have been working with Healthwatch Kirklees and other local organisations to introduce lanyards to help identify those providing a caring role.

We want you to feel seen, heard and supported across our hospitals and within the community.

To help make life a little bit easier, we now offer those with a lanyard free car parking at our hospital sites when bringing a loved one to an appointment or visiting them on our wards. You simply need to present the lanyard to the staff on the main reception desk, who will validate your parking ticket for you.

Speak to a member of staff who is helping to treat the person you care for, and they can arrange this for you. Alternatively, please email patientexperience@cht.nhs.uk and a member of the team will be in touch with you.

I am a carer

Being a carer means that someone relies on me for care and support.

This card has been issued by
I am a registered carer with



As part of our approach to Keep Carers Caring, we are proud to announce that we are supporters of John's Campaign. John's Campaign recognises the valuable role carers have in the reassurance and dignity of people living with dementia. We see their presence here is in response to their needs, and not restricted to visiting hours.



Following discussions with local care agencies, relatives, carers and staff across the trust, we have adopted the principles of John's campaign and expanded the criteria to people admitted into hospital who have a physical disability, cognitive impairment, long term condition, learning disability, mental health issue or are frail.

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Within our hospitals we welcome carers outside of usual visiting times and want you to know that you have the right to stay with the person you care for throughout the day or night on our wards.



"I have listened to some of our carers' experiences, particularly due to not getting things right for them and their loved one. I put myself in their world and truly understand the detrimental impact this has on them and their loved one. I am going to use my voice and my role to change this for the better and to ensure that we work in partnership with our carers."

David Britton, Associate Director of Nursing – Medicine, is our John's Campaign Ambassador.



The Butterfly Scheme is for patients with dementia, delirium or other memory impairment. This helps staff to identify the person we are looking after through the placement of a discreet butterfly symbol above their bed space.

A person being cared for must be opted into the Scheme before the butterfly symbol can be used. If a patient has capacity, they can agree this for themselves. If a carer is present, they can agree this on their behalf.

We only use the butterfly where the person we are looking after has a formal diagnosis of dementia from either mental health services, their GP, or a specialist doctor such as those working in complex older people's services or neurology.

The White Butterfly with a Blue Outline This butterfly is used for patients with a delirium, memory impairment or an unconfirmed dementia diagnosis.

We recognise that carers are usually the 'expert by experience'. We want to make sure we know as much as we can about the person we are providing care and treatment for.



We use the 'See Who I Am' document, which helps us identify essential information such as individual preferences, characteristics, support needs and life history. This information is used as a guide to support person-centred care planning.

Young Carers

We know that it is not just adults that support the people we look after.

Young carers also provide invaluable support to their loved ones.

We want you to feel supported and listened to within the hospital, so please let us know if you look after someone who could not manage without you.

There are places you can go to for specialist support, to take part in activities and meet other young carers.

Calderdale Young Carers Service calderdaleyoungcarers@calderdale.gov.uk

Telephone: 01422 261207 or 0800 3895785

Kirklees - Young Carers with Barnardo's kirkleesyoungcarers@barnardos.org.uk

Telephone: 01484 426100

What you may need to know if the person you care for stays in hospital

Please let a member of staff know if you, or the person you care for, wear a hearing aid or have hearing difficulties.

Interpreting services are available in several languages, and in British Sign Language. If your English is limited, please let your doctor or nurse know and an interpreter will be requested for you.

Some of the things they may need in hospital

- Any medicines they were taking before coming into hospital
- Any aids they may need, such a walking stick, hearing aid or glasses
- Clothes for during the day

Hand hygiene and infection prevention

We recommend all patients and visitors use the alcohol gel provided to clean their hands as they enter and leave the hospital wards. There may be occasions where additional measures are in place – we ask that you respectfully adhere to these.

Meal provision

Huddersfield Royal Infirmary

We provide a range of meals which can be selected from the main ward menu.

If you wish to request a hot meal, please inform a member of staff to order this with the patient meals and the meal will be delivered on the patient meal trolley. We understand that sometimes specific dietary requirements need to be taken into consideration, such as coeliac, vegan, halal, vegetarian, or others. Please let us know if this is the case.

Meals on the wards are served between the following times:

Breakfast: 8:00 - 8:30am

Lunch: 12:00 - 13:00pm

Dinner: 17:00 - 18:00pm

Calderdale Royal Hospital

We have worked with the catering team to develop a meal voucher for carers to use when they wish to have a hot meal during their visit. The voucher can be used in the Ingleton Falls Restaurant and is valued up to £6. Please ask the ward staff for a meal voucher.

Drinks

The refreshment trolley comes round regularly. However, if you or the person you care for needs a drink any time, please ask a member of staff.

Smoking

Smoking is not permitted anywhere within the hospital or grounds; this includes electronic cigarettes and vapes. If you would like advice or support to stop smoking, please contact 01422 262373

Personal digital devices

Use of such devices is permissible however we do ask you to respect the privacy of patients and staff. Recording or filming of any kind is strictly prohibited.

Fire alarm

Fire alarms are tested at the hospital every Wednesday morning. If you hear the fire alarm at any other time, please wait for instructions from a member of staff.

Want to stay with the person you care for overnight?

We know the thought of having to leave the person you care for in hospital for their treatment may add extra pressure and anxiety. We are now able to offer carers the opportunity to stay with them in the hospital, should you wish to do so.

We have a limited number of beds at both Calderdale Royal Hospital and Huddersfield Royal Infirmary for your comfort. If you would like to stay, please let a member of staff on the ward know and we will arrange this for you.

We will continue to support you with meals and refreshments during your stay.

What our Enhanced Care Team offer

There are times when the people we are looking after need one-to-one supervision, this may be because they are distressed and agitated, and at risk of harm, or harming others.

The Enhanced Care Team aims to improve experience and outcomes by providing personalised care. Enhanced care and supervision is an integral part of a therapeutic plan and ensures safe and sensitive monitoring of physical and psychological wellbeing.

The aim of this approach is to foster a positive therapeutic relationship whilst monitoring the patient to identify changes in their condition and wellbeing, and when needed we can facilitate a rapid and appropriate response to this.

Engagement Support Workers

The Engagement Care Support workers will spend time with patients in group settings and on an individual basis to support patients with a diagnosis of dementia, who have, or are at risk of, developing delirium or patients with a cognitive impairment.

The role of an Engagement Support Worker is to work as an extension of the ward staff by delivering group interactions and activities to build relationships with patients whilst also monitoring their physical and psychological health.

These interventions are aimed at increasing the orientation and cognitive stimulation of the person we are looking after. Engagement Support Workers have access to a day room on their designated ward to support group activities and promote a patient centred approach in a less clinical environment.

Dementia Champions

The Trust introduced Dementia Champions across inpatient and community areas in August 2022. Each area has a dedicated member of staff who has a special interest in dementia and is a positive role model for other staff in their respected areas of work.

Dementia Champions support with disseminating best practice, supporting people with dementia and their carers on the ward and escalating any specific needs of people with dementia and their carers to the appropriate teams/services.

If you require support for a person with dementia, contact **Lauren Green (Dementia Lead Practitioner)** on **07443 232135**. Out of hours, please contact the Site Matrons via the hospital switchboard.

Learning Disabilities

We have the VIP hospital passport for people with a learning disability which can be downloaded from the Trust website: www.cht.nhs.uk/services/clinical-services/learning-disabilities

The Trust is committed to ensuring the needs of people with a learning disability and their families/carers needs are met whilst in hospital and ensuring reasonable adjustments are in place.

If someone with a learning disability has a specific reasonable adjustment requirement such as needing a quiet area, side room, double appointment or easy read leaflets please let a member of staff know.

If you need support from the learning disability nurse, contact **Nurse Consultant Amanda McKie on 07827 084120**. Out of hours contact the site matrons via the hospital switchboard.

The community learning disability health teams can also provide support and advice on health facilitation and reasonable adjustments, to contact the duty worker contact the teams below:

Kirklees team: 01924 316714

Calderdale team: 01924 884879

Support in your Community

Within Calderdale and Huddersfield, we are lucky to have several carers specific services that can help provide support. From support groups, financial advice, details on how to access respite care and practical help.

Here are the details of a few local services you may wish to contact. A more extensive list is available on our website through our carers page.

Carers Count (Kirklees): Tel: 0300 012 0231 info@carerscount.org.uk

Carers Wellbeing Service (Calderdale): Tel: 01422 369 101 carers.wsc@makingspace.co.uk

Carers Trust Mid Yorkshire (Calderdale and Kirklees): Tel: 01484 537 036

info@carerstrustmidyorkshire.org.uk

Carers Assessments

Carers can get an assessment to see what might help make life easier for them.

This is a free service and anyone over the age of 18 can ask for one.

It might recommend things like:

- someone to take over caring so you can take a break
- gym membership and exercise classes to relieve stress
- help with taxi fares if you don't drive
- help with gardening and housework
- training how to lift safely
- putting you in touch with local support groups so you have people to talk to
- advice about benefits for carer

You can arrange this by contacting your local council.

Kirklees Council: 01484 414 933

Calderdale Metropolitan Borough Council: 01422 288 001

There is a form to fill in, but the carers groups mentioned in the 'Support in your community section' can help you complete these. They may even come out to you if you would prefer this.



Tell us how we are doing

We want to know how you view the care and treatment we are providing. This can be done at any time, and as frequently as you feel appropriate.

Wherever the person you are looking after is receiving care, there will be Friends and Family cards for you to share your experiences. We are keen to know what we could do better and understand what has gone well.

We monitor and review feedback on a regular basis, and often make improvements as a direct result of this.

You can also access our online Friends and Family Forms using the QR code below



Have a concern about the care or treatment we are providing?

Please tell us if you are worried about the care or treatment we are providing whilst you are on the ward.

We will do our best to address any issues as quickly as possible.

If you feel the ward staff have not addressed your concern, please ask to speak to the on-duty Matron.

They can be reached on:

We also have a Patient Advice and Complaints Service, which can be contacted by calling 01484 343800.

If you have any comments about this leaflet or the service you have received you can contact :

Patientexperience@cht.nhs.uk

www.cht.nhs.uk

If you would like this information in another format or language contact the above.

Potřebujete-li tyto informace v jiném formátu nebo jazyce, obraťte se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub wersji językowej, prosimy skontaktować się z nami, korzystając z ww. danych kontaktowych

ਬ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪ੍ਰਾਰੂਪ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ,
ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو ہی معلومات کسی اور فارمیٹ کی زبان میں درکار ہوں، تو
برائے مہربانی مندرجہ بالا شعبے میں ہم سے رابطہ کریں۔

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم
المذكور أعلاه"