

Support for unpaid carers

At Calderdale and Huddersfield NHS Foundation Trust (CHFT) we understand the huge difference unpaid carers make to their loved ones and appreciate that caring can impact greatly on the health and wellbeing of unpaid carers.

We are committed to supporting unpaid carers by identifying people who have a caring role and appropriately involving them in the planning and care required for the person they care for.

CHFT use the Carers UK definition to help identify unpaid carers:

“anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction, and cannot cope without their support”

We train members of the team to identify unpaid carers and, alongside other local organisations, we offer **lanyards and identification cards** which can help identify unpaid carers to staff members.

We heard from carers that this can support them to be more easily involved (with consent / permission from the person being cared for), in decisions about care. Lanyards are available from all wards and departments.

Whilst the carer lanyards do not automatically provide unlimited free parking, those who meet the **car parking** concession requirements can receive free parking. If carers travel by other means, they may be able to receive support with other transport costs. Please see **Healthcare Travel Costs Scheme (HTCS)** - NHS (www.nhs.uk) or visit the General Office within our hospital for support.

There is no expectation from us at CHFT, but carers who wish to, will be supported to visit outside of usual visiting times, and we have **beds available** if carers wish to stay overnight. Light refreshments will be available when carers spend significant periods of time within the hospital.

The Nurse in Charge will support carers with lanyards, parking concession forms and arrangements to visit out of the usual visiting times, or to arrange to stay overnight.

We understand it can sometimes be difficult for carers to attend their own **hospital appointments** if they have extra responsibilities. When a patient receives their appointment information by text, if it is not at a convenient time due to caring responsibilities, they can reply to the message without having to telephone.

CHFT appointment letters and reminders are sent to patients from mobile number 07860 039092. Patients have two choices to let us know digitally that they'd like to change their appointment:

They can text 'CHANGE' to be given an alternative appointment date and time or they can log into the patient portal, find their appointment and select the 'Change appointment' option. When they choose that option they will be able to type in more information about when they are available or days and times in the week that are better for them.

Alternatively patients can phone the Appointment Centre for support on 01484 355370.

Carers Count

Carers Count are a local organisation, and they are the experts in supporting unpaid carers to access a wealth of resources available locally. This includes supporting unpaid carers with an assessment which is a chance to discuss the carer's needs, and signpost carers to a range of local services which can make a huge difference.

We have postboxes and self-referral forms in our main entrances at Huddersfield Royal Infirmary and Calderdale Royal Hospital, or our staff will be happy to help you make a referral. Please do not hesitate to ask if this is your preference.



carerscount.org.uk

Kirklees:

Phone: 0300 012 0231

Email: info@carerscount.org.uk

Calderdale:

Phone: 01422 369 101

Email: info@carerscount.org.uk

Carers' Charter

We have listened to what unpaid carers have told us is important to them, and developed a Charter so our staff and unpaid carers visiting CHFT know what they can expect. The Charter has been developed with our partners at Calderdale Council and Kirklees Council, in addition to carers, and will be delivered across Calderdale and Kirklees.

Should you require any further information, wish to provide feedback, or support CHFT in developing or improving services for unpaid carers, we would really like to hear from you.

Please email: Patientexperience@cht.nhs.uk or call 07825 054782

Calderdale and Kirklees Carers' Charter

A carer provides unpaid support to someone who can't manage without them due to a long-term physical or mental health condition or disability

We will recognise and respond to your needs as a Carer:

- In a timely manner
- By referring you to carers' services for a carer's assessment and an individualised support plan
- Telling you about how our services work and how we can support you
- Respecting your choices and preferences
- Encouraging and supporting you to make time for your own health and wellbeing
- We do not have an expectation of you, but will support you to provide any amount of care you and the person you care for are comfortable with
- Helping you to develop a contingency plan in case you are unable to continue to care for any reason
- Our teams are trained to identify carers and provide lanyards for you to wear if you wish

We will respect you as an expert and work in partnership with you by:

- Listening to what you say
- Recognising you have vital knowledge and know the person you care for best
- Communicating clearly with you
- Respecting you are an expert by experience
- Respecting the confidentiality of you and the person you care for
- Working in partnership with you to share information
- Supporting you to have a voice if you are not feeling confident
- Taking concerns you may have seriously and act upon these



Carers Lanyard

We will involve you in planning, assessing and delivering care and support:

- With the permission of the person you care for and in line with your wishes
- Your involvement is valued but not expected
- We will share information in a format you choose and understand
- Support you to connect and understand services and people involved in providing care
- Making sure you have information about who to contact if you need help and advice

We will value your involvement in the development of our services:

- Seeking your views on our services including how it feels to use them
- Offering you opportunities to shape our services
- You can share your views at any point with our teams. You don't need to wait to be asked
- Making sure we let you know how your views have led to service developments

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

Alexandra Keaskin
Matron for Patient Experience
Tel: 07825054782

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

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

اگر آپ کو یہ معلومات کسی اور فارمیٹ یا 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"