Calderdale and Huddersfield
NHS Foundation Trust

Support
for unpaid carers

Our hospital appointment team would like to know if you are an unpaid carer so that they can try to offer you greater flexibility with hospital appointments. If you are an unpaid carer and would like to have this recorded on your hospital health record please email: supportforunpaidcarers@cht.nhs.uk

At Calderdale and Huddersfield NHS Foundation Trust (CHFT) we know the huge difference unpaid carers make to their loved ones and recognise the significant impact that caring can have 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 care and care planning for the person they care for.
Our teams are trained to help identify unpaid carers and can help support you.

We use the Carers UK definition of an unpaid carer:
"A carer is a person of any age who provides unpaid care and support to a family member, friend or neighbour who is disabled, has an illness or long-term condition, or who needs extra help as they grow older."
This support could be a few hours a week, or it could be round the clock care.

Ask us for a carer lanyard and card

Offering you a carer lanyard and identification card helps our staff identify you as an unpaid carer. Lanyards are available from all wards and departments. Carers tell us that this can support them to be more easily involved (with consent / permission from the person being cared for), in decisions about care.

Free or discounted parking

People who meet 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 hospitals for support.

Visiting outside of usual visiting hours

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.**

compassionate care

Managing your appointments

Appointment letters and reminders are sent to patients from mobile number 07860 039092 or 07903 580302. You can change your appointment by replying to the text message with the word 'CHANGE' to be given an alternative appointment date and time. You can also log into your patient portal, find the appointment and select the 'Change appointment' option or if using the NHS App you can request to change your appointment there. You can also use the contact number on your appointment letter for help.
We understand that it may be difficult to manage your health appointments alongside other responsibilities, please do use the change options, where you will be able to type in more information such as days and times in the week that are better for you.
If you would like to be able to support the person you care for with the NHS App you can request access to their record as well. Your GP surgery will need to set up access and can guide you through registration.
You can find out more about managing health services for others in the NHS App by visiting **www.nhs.uk/nhs-app/help/linked-profiles-in-the-nhs-app/**

Carers Count

Carers Count support unpaid carers and signpost to local resources which can help. This includes supporting unpaid carers with an assessment which is a chance to discuss their needs, and signposting 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.

Carers Count

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.

If you would like any 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

Calderdale Council

Kirklees Council

NHS
Calderdale and Huddersfield
NHS Foundation Trust

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

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪਾਰੂਪ 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"