

Where can I get more information?

Please talk to the nurse or doctor looking after the patient so that they can address your issues, concerns or complaints.

Patient Advice and Liaison Service (PALS)

PALS provide information and support to patients and carers and will listen to your concerns, suggestions or queries. The service is available between 9 am and 5 pm. T: 0208 510 7315

Text phone: 07584 445 400

Email: Pals@homerton.nhs.uk

If you require this information in other languages, large print, audio or Braille please telephone the Patient Information Team on 0208 510 5302 or email: patientinformation@homerton.nhs.uk

National Organisations

Young Carers

T: 0207 480 7788

W: www.youngcarers.net

Hackney Young Carers

T: 020 7554 5554

E:

hackney.youngcarers@actionforchildren.org.uk

Useful contacts

London Borough of Hackney

Carers Services T: 020 8356 5054

W: www.hackney.gov.uk/carers.htm

City and Hackney Carers Centre

T: 0208 533 0951

W: www.carers.org/local-service/hackney

London Borough of Haringey

Carers Support Team T: 0208 489 3420

www.haringey.gov.uk

The Princess Royal Trust Haringey

Carers Centre T: 0208 489 8220

W: www.carers.org

London Borough of Islington

Islington Carer's Hub T 020 7561 5517 or

Freephone T 0800 085 1141

W:

www.islingtoncarershubs.wordpress.com/support/

Camden and Islington Carers' Support:

T: 0207 7445 8554

Young Carers Project T: 0208 348 4660

Produced by: Patient Experience

Corporate

Homerton University Hospital NHS
Foundation Trust

Homerton Row, London E9 6SR

T: 020 8510 5555

W www.homerton.nhs.uk

E: enquiries@homerton.nhs.uk

Reviewed: December 2014
Review date: December 2016

Information for carers

This leaflet provides information for carers of patients admitted and / or receiving care from Homerton Hospital services.

Admission to hospital/accessing community services/outpatients

Carers are encouraged to make themselves known to the reception staff or nurse so we can do our best to meet your needs.

To help us develop the care plan we will carry out an initial assessment of the patient's/client's needs. We welcome your involvement in all aspects of their care.

Working in partnership with you is very important as it helps the healthcare team (nurses, physiotherapists, occupational therapists, doctors, community staff and social services) gain a better understanding of the patient's/client's care needs.

Keeping in contact

Please give us your contact details and the best time to contact you as soon as possible.

We will give you the phone number for the service or ward. Please speak to the manager, sister/ charge nurse or nurse in charge if you have any queries or wish to speak to another member of the team.

It is our Trust's policy to encourage carers to be involved in planning the patient's/client's care. Staff will discuss with you the care needs and your level of involvement as the carer. They will do their best to include your established routines.

In-patient

On admission you will be asked how much you want to be involved in continuing to care for the patient. Staff will work with you whatever you would like to do. At times it may not be possible for you to provide all the care that you would like. In this case staff will discuss this with you and explain why a different approach has become necessary.

In cases of a seriously ill patient and /or those with emotional trauma, carers may be allowed to stay overnight. This is at the discretion of the nurse-in-charge.

Leaving hospital

A new level of care may be required on leaving hospital. You may feel unsure about being able to provide this. Please discuss any concerns with the healthcare team so they can support you.

The healthcare team will discuss with you the plans and date of discharge. They will provide any support and training you may need in preparation for leaving hospital.

A discharge letter will be given when leaving hospital. This outlines the reason for admission, treatment, medication and care after discharge. A copy is also sent to the patient's GP.

Training needs

We can offer training for additional skills that have been identified or are needed. Please do not put yourself or the patient/client at risk by using equipment that you are not familiar with

or have not been trained to use. Ask a member of staff who will be happy to advise you.

Carer's support

Our carer's support specialist can offer further advice and information including benefit advice and details of support services available in the community. If you would like to speak to the carer's support specialist please call 0208 510 8817.

If you are a new carer please talk to a member of staff. You may not have considered yourself as a carer until now and may have concerns about coping with a new situation.

You are entitled to have a carer's assessment carried out by a social worker. If needed a meeting can be arranged.

Confidentiality

Please appreciate that for reasons of confidentiality staff cannot discuss the patient's medical details without having their consent. When consent is not possible we will take into account the patient's/client's best interests.

Bi-lingual Health Advocacy (interpreters)

We have an in house bi-lingual health advocacy service for patients and carers who do not speak English. Please let the health care team know if this would be helpful and they will arrange an advocate to assist you in your communication with health care staff.