



# HOSPITAL DISCHARGE: A GUIDE FOR CARERS



**Advice and Guidance for Carers when the person  
you care for is being discharged from hospital**

**When the person you care for has a hospital admission, it can be a concerning time. As a Carer, you may find you have new responsibilities, are dealing with new services and experiencing new challenges.**

This guide is designed to support you as a Carer for someone in hospital, to outline your rights, introduce you to support available and aims to make the discharge process as smooth as possible.

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## OUR COMMITMENT TO CARERS

At South Tees Hospitals NHS Foundation Trust, we recognise and value the role carers have in the health, comfort and wellbeing of our patients.

The Trust defines a Carer as a person of any age who provides help and support to a parent, child, partner, relative or close friend because of their illness, frailty or disability. The care they provide is unpaid.

The Multidisciplinary Team should talk with Carers about their role when their loved one is admitted to hospital or when they come into contact with any of our services. They will establish what contribution Carers normally have and what they would like to be involved with whilst the person they care for is in hospital.



# CARERS TOGETHER: CARERS INFORMATION AND SUPPORT IN HOSPITALS SERVICE



## Carers Together

**Carers Together Foundation is an organisation dedicated to improving Carers' quality of life.**

It can be a worrying time when the person you look after is in hospital. You may be concerned about how you will look after them when they return home.

The *Carers Information and Support Service in Hospitals* is on hand to support you before, during and after a patient's discharge from hospital, to ensure that you can take on, or continue, your caring role.

The service can help with any issues carers may face, including finances, health problems, housing, training, employment, taking a break from caring or concerns about the person they care for.

Contact Carers Together for more information:



**TELEPHONE 01642 488977**

**07483 906934**



**EMAIL**

**[info@carerstogether-rc.org.uk](mailto:info@carerstogether-rc.org.uk)**



**WEBSITE**

**[www.carerstogether.co.uk](http://www.carerstogether.co.uk)**

## WHAT CAN I EXPECT FROM HOSPITAL STAFF?

- Recognition and respect of your role
- To be listened to and involved in the decisions about the person you care for (with their consent)
- The opportunity to express your views
- To be given the information and advice you need
- Courtesy at all times, understanding that the situation is stressful for you and the person you care for

## WHAT MIGHT HOSPITAL STAFF EXPECT FROM ME?

- Any relevant information about the person you provide care for
- Help in communicating with the person if they have communication difficulties
- A contact number for you as a Carer
- Understanding that personal information about the person you care for will only be discussed with their prior consent
- If you don't understand something, don't be afraid to ask for it to be repeated, explained, or written down



### **Things to Consider**

**Do staff know I am the main Carer?**

**Do they have my contact number?**

**How should I contact the ward?**

**Is there a main contact Nurse or Doctor?**

## THE CARE ACT AND YOUR RIGHTS AS A CARER

**The Care Act 2014 is an important piece of legislation which ensures Carers have equal rights to support as the person they care for.**

The Care Act gives rights to Carers including:

- A focus on promoting Carer wellbeing
- A duty of local authorities to prevent, reduce or delay need for support, including the needs of carers
- A right to a Carers Assessment
- A right for any eligible needs to be met
- A duty to provide information and advice to Carers in relation to their caring role and their own needs

### What is a Carer's Assessment?

As a Carer, you have the right to a Carer's Assessment. You don't have to have an assessment, but you should be offered one alongside any general advice and support. A Carer's Assessment is an opportunity to discuss the help you need to maintain your own health and wellbeing and to balance caring with other aspects of your life, such as work and family. If caring is having a significant impact on your wellbeing, the assessment may suggest you are entitled to social care support.

A carer's assessment should be completed as soon as practicable after discharge or may be undertaken before caring responsibilities begin if this is a new caring duty or if there are increased care needs.

## THINGS TO CONSIDER

- If the person you care for lacks capacity to make decisions about treatment and care and has a registered Lasting Power of Attorney (LPA) for health and wellbeing, and you are an attorney, then staff should involve you so you can make decisions on their behalf. If you are not the registered attorney, staff must make a 'best interests' decision on the person's behalf and should consult you as a carer.
- As a carer you should be asked if you are willing and able to carry on caring. If you are not able to do so, the discharge plan must reflect this and highlight the agreement and consent for both you and the person you care for.
- If the person you care for needs any further care, for example Occupational Therapy support, equipment, paid home help or district nurses, you should be informed of this.

## GOING HOME: TRANSFER OF CARE

We aim to ensure hospital stays are as short as possible, and that people are supported to return home to recover, regain their confidence and maintain their independence. Sometimes people have differing needs once they leave hospital but some common routes after discharge are:

1. People need minimal or no further help after discharge
2. May benefit from some short-term support to recover at home before being assessed for any longer-term needs
3. Would benefit from some short-term support to further recover in a residential setting, before an assessment of further needs
4. Need ongoing nursing care

## NOTES & REMINDERS

As a Carer, you should be informed of the discharge plan for the person you care for. The Multidisciplinary Team will be the main team of clinicians involved in the care of the person you care for while they are in hospital. If the discharge plan involves support at home, equipment, or a stay in a residential setting after discharge, several teams and services will be involved in arranging things. These may include the Hospital Social Work team, Occupational Therapists, District Nurses, Community Care providers and voluntary/charitable services.

The space below is for you to keep a note of the names of people/teams you speak to. It can be a busy and confusing time for you, with lots of people making contact and it may help you keep track of things.

Name of Staff	Team	Contact Details	Their role/what they are doing



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### PATIENT EXPERIENCE TEAM

The James Cook University Hospital North Entrance,  
Marton Road,  
Middlesbrough,  
TS4 3BW



**TELEPHONE** 01642 854807

**FREEPHONE** 0800 0282451

Monday to Friday, 9:00am to 4:00pm



**EMAIL** [stees.patient.experience@nhs.net](mailto:stees.patient.experience@nhs.net)



### CARERS PLUS (NORTH YORKSHIRE CARER SERVICE)

Carers Plus Yorkshire,  
2 Omega Business Village, Thurston Road,  
Northallerton  
DL6 2NJ



**TELEPHONE** 01609 780872

(Hambleton & Richmondshire)

01723 850155

(Scarborough, Whitby, Ryedale)



**EMAIL** [admin@carersplus.net](mailto:admin@carersplus.net)



**WEBSITE** [www.carersplus.net](http://www.carersplus.net)



### THE JUNCTION (YOUNG CARER SERVICE)

The Junction Foundation supports young carers (under 18s) in Redcar & Cleveland and Middlesbrough

Station Road  
Redcar  
TS10 1AN



**TELEPHONE**     01642 756000



**EMAIL**             [info@thejunctionfoundation.com](mailto:info@thejunctionfoundation.com)



**WEBSITE**          [www.thejunctionfoundation.com](http://www.thejunctionfoundation.com)



### STOCKTON ADULT CARERS SUPPORT SERVICE

Support and information for adult Carers in Stockton



**TELEPHONE**     01642 524494



**EMAIL**             [carerssupport@stockton.gov.uk](mailto:carerssupport@stockton.gov.uk)



# CarersTogether

supporting and connecting carers in local communities



## South Tees Hospitals NHS Foundation Trust



**Website: [carerstogether.co.uk](http://carerstogether.co.uk)**

**Email: [info@carerstogether-rc.org.uk](mailto:info@carerstogether-rc.org.uk)**

**Telephone: 01642 488977**

**Mobile/Text/WhatsApp: 07767 117556**