

Is there wheelchair access and disabled parking?

Yes. Wheelchair access and parking is available outside of the Trelawny and Tower Block receptions.

Is there any help available when we arrive at the hospital?

Yes. The League of Friends volunteers offer support and are able to wait with your relative/charge while you load and/or park your car.

Can I visit if the hospital has an infection control warning in place?

Yes. Visiting can be arranged out of hours and during restricted visiting times. We understand the importance of familiar faces and contact between the patient and carer. This can be arranged on an individual basis.

Discharge

Good communication between patients, carers and staff is vital to ensure the patient's safe discharge from hospital. Carers and family members will be involved in discharge planning from an early stage.

Carers can be present during medical and nursing rounds, if appropriate, to aid patient discussions and help represent their patient's views.

Complex discharges may involve a discharge planning meeting where carers play a vital role.

If you would like this leaflet in large print, braille, audio version or in another language, please contact the General Office on 01872 252690

Useful contact numbers

Acute Liaison Service for Learning Disabilities and Autism – Support for patients with a learning disabilities and autism in hospital.

Tel: 01872 254551

Cornwall Carers Service

If you are looking after someone this service can offer help, information and guidance. This includes how to access a carer's assessment, financial support and breaks away from your caring role.

Tel: 0800 5878191

www.cornwallcarers.org.uk

Cornwall Face2Face

This is a befriending service for parents caring for children with additional needs. The service is provided by other parents who have had similar experiences.

Tel: 01872 271721

Email: info.fof2fc@gmail.com

Alzheimer's Society

Supporting/signposting for carers of people with dementia.

Tel: 01872 277963

Kernow Young Carers

Support young people and children who are caring for an adult family member or friend. The service helps to make their caring role a more positive one.

Tel: 01872 321486

www.kernowyoungcarers.org

Information for carers



The Royal Cornwall Hospitals NHS Trust recognises that carers play an important role in the continuing care of many of its patients following discharge, effectively picking up their health and other care needs in the community.

By implementing best practice, the Trust aims to promote the health and independence of carers.

We will achieve this by:

- identifying and recognising carers of all ages including young people or children caring for family members
- ensuring carers are aware that they have certain rights, including the right to a carer's assessment
- allowing them to make choices about their caring role
- actively seeking the patient's permission to share information with their carers
- involving carers in the patient's discharge planning
- offering relevant support
- monitoring their experience and satisfaction through surveys and carer organisation feedback
- identifying and supporting patients with a caring responsibility
- keeping carers informed of the patient's condition
- helping carers to access the help and support specifically designed for them in their caring role
- offer a carer's passport to support them in their carer's role.

Useful information

Mental Capacity Act

The Mental Capacity Act (2005) provides a statutory framework to empower and protect vulnerable people who are not able to make their own decisions.

A lack of mental capacity may be due to:

- a stroke or brain injury
- dementia
- a learning disability
- a mental health problem
- substance misuse
- unconsciousness and/or confusion.

Consent

The Mental Capacity Act (2005) and the Disability Act (1995) emphasise the importance of supporting an individual's ability to consent to care or treatment. This may involve extra time, communication aids or environmental factors.

If an individual over the age of 16 has been assessed and lacks capacity, carers or relatives are not legally responsible for signing a consent form on their behalf. However, they will be involved in making a 'best interests' decision.

Best interests decisions

If a patient lacks mental capacity and a best interests decision needs making, carers, relatives and others with an interest in the patient's welfare must be consulted for their views about the patient's wishes, feelings, beliefs and values.

Frequently asked questions

Can I stay?

This is decided on an individual basis. If it is decided that you can stay overnight a reclining chair or bed (if there is room) can be arranged with the ward.

However, you should not feel obliged to stay.

Can I help care?

Yes. Please discuss with the ward staff what care you would like to give and what help you need from them.

Our clinical and nursing staff are responsible for providing personal and nursing care to our patients and you should not feel obliged to give this type of care.

Carers play a vital role with support, communication and knowledge about the patient and we welcome this expertise.

Can I bring in our own equipment?

Yes. It is important that patients have familiar belongings and equipment with them. However, infection control issues need to be considered.

Please discuss this with the ward and therapy staff before bringing equipment in.

Where can I get refreshments?

Practical arrangements such as parking, breaks and refreshments can be arranged with the ward staff. This is agreed on an individual basis.