



# FAMILY, FRIENDS & CARERS' CHARTER

The Mid Yorkshire Hospitals NHS Trust is committed to improving care for patients. Ensuring we value the important role that carers play is vital in achieving this. By listening to carers' knowledge about the person they care for, involving carers in decisions about the patient's care whilst they are in hospital, we hope to ensure that carers feel **valued, involved and informed**. This Charter explains what you can expect from us the Trust and what we would like from you in return.

|                 | YOU CAN EXPECT OUR STAFF TO:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | WE WOULD LIKE FAMILY, FRIENDS & CARERS TO:                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <b>VALUED</b>   | <ul style="list-style-type: none"> <li>Identify and recognise your role as a partner in care, whether you are here having treatment yourself or the person you give support to is in hospital</li> <li>Have a 'whole family' approach to supporting carers, including young carers</li> <li>Establish whether or not you feel you are in need of additional support.</li> <li>Provide support which is tailored to your needs</li> <li>Enable you to access comfortable, dedicated time-out spaces whilst the person you care for is receiving in-patient care</li> <li>Enable working carers to access Wi-Fi and plug sockets to work whilst in hospital settings.</li> </ul>                                | <ul style="list-style-type: none"> <li>Talk to the nurse in charge if you have any questions or worries</li> <li>Inform staff of any forward planning arrangements e.g. Advanced decisions, Enduring or Lasting Powers of Attorney.</li> <li>Understand that personal information about the person can only be discussed with their prior consent unless specific circumstances apply.</li> </ul>                                                                                                              |
| <b>INVOLVED</b> | <ul style="list-style-type: none"> <li>Actively involve you from the point of admission in the preparation and planning of care in hospital and in managing care once the person you care for is discharged</li> <li>Listen to what you say and communicate clearly, without jargon</li> <li>Work with you to overcome barriers to giving support and sharing information, respecting carer and patient confidentiality</li> <li>Involve you in developing information and support for carers</li> <li>Enable access to private spaces for conversations with professionals</li> <li>Support you in arranging alternative care for the person you provide care/support for if you are in hospital.</li> </ul> | <ul style="list-style-type: none"> <li>Inform staff of any specific needs of the person you give support</li> <li>Speak to nursing staff if you wish to be involved in supporting any care needs of the person whilst they are in hospital, according to patient preferences and individual needs</li> <li>Understand that there may be times you are asked to temporarily leave the ward.</li> <li>Seek agreement from the nurse in charge if you wish to visit between the hours of 10pm and 8am.</li> </ul> |
| <b>INFORMED</b> | <ul style="list-style-type: none"> <li>Support you to access a Carers Passport and facilities such as our family support rooms and Relative Overnight stay rooms, in line with John's Campaign</li> <li>Signpost you to relevant information and advice, e.g. Carers assessments, local Carers support organisation or the hospital based Carer Support Workers (where available)</li> <li>Signpost you to the Carer's UK Digital Resource.</li> </ul>                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>Ask staff about any available support you feel you may need whilst the person you care for is in hospital or once they are discharged</li> <li>Ask for any information to be repeated, explained or written down.</li> </ul>                                                                                                                                                                                                                                            |