

**A guide to caring for someone
coming out of hospital**

Caring for carers



NHS
County Durham and Darlington



Is someone close to you coming out of hospital?

If you're going to be looking after someone on an unpaid basis who has recently come out of hospital you will be a carer. This booklet may contain information that you find useful.

Many of us don't see ourselves as carers; rather as a relative, partner, friend or neighbour.

Is someone close to you going into hospital for treatment, or are they in hospital now? Will you be looking after them on their return home? If so, you are a carer!

Following an admission into hospital you may have to make decisions about taking on caring responsibilities for the first time. If you are already a carer, your responsibilities may be about to change. You may have to make some very difficult choices and you should be allowed time to make important decisions.

These may involve things connected to:

- Your willingness and ability to take on caring responsibilities and to what extent
- Relationships
- Family support and responsibilities
- Employment responsibilities
- Education and training
- Financial implications of caring for yourself and the person you are caring for
- Other aspects of your life
- Sources of help and support, such as carer support organisations
- Social support that is available to you



Who to talk to

It is important that you have the opportunity to express your views and to be listened to. Throughout a hospital stay, staff should identify people who have or are likely to take caring responsibilities for a relative, partner or friend. If this applies to you, you should be involved in all stages of the discharge planning process and your own needs should be taken into account.

- Tell nursing staff if you are the main carer or will be taking on caring responsibilities for the person being discharged
- The person being discharged will need to confirm that you are taking on their main caring role following discharge and that they are happy to have their information shared with you. This should be recorded on the medical notes along with the next of kin
- You should be included in any discharge plans and your views respected and listened to

Sharing information

Hospital staff should ask the permission of the patient to share information with you. This will help to make sure you have:

- A discharge plan (both verbally and in writing)
- A care plan (if an assessment of social care needs has been carried out)
- Information about the medical condition of the patient
- Information about any medication the patient needs
- Information about what the caring role may involve
- Information about how decisions are made and procedures about reviewing or challenging them

Support for the carer

An admission into hospital can prove to be a life-changing time for you, as well as the person you care for. Each area in County Durham has a carers centre which offers independent support and advice to carers. They provide a sensitive and confidential service and they are able to work together with other local organisations including the voluntary sector and Durham County Council to promote and support your own needs. Contact details can be found at the end of this booklet.





Before hospital discharge

Prior to the discharge of the person you care for, hospital staff should have ensured everything has been planned to go smoothly. You may like to use the following checklist to make sure the person you care for is discharged appropriately.

- Has an assessment taken place – if social care needs have been identified?
- Have you been involved in assessments of the person you care for and have your own needs been considered? (see page 6 ‘Assessing the need for support’)
- Has a minimum 24 hours’ notice been given before discharge?
- Has transport home been arranged?
- Have any valuables or property been returned?
- Has any essential equipment been supplied or fitted and have you been shown how it works?
- Have you been given appropriate training, for example in moving and handling, rehabilitation methods?
- Have any medicines been supplied in advance?
- Have you been given information about symptoms to watch out for and where to get help if needed?
- If a care plan is in place – has this been shared with you?
- Have your wishes, feelings, and the care you intend to provide been fully considered?
- Do you have all contact names and numbers for social workers, physiotherapists, occupational therapists, care providers or other appropriate people?

Assessing the need for support

If you are caring for someone who has social care needs when they come out of hospital, a hospital social worker or someone from Durham County Council should visit them to carry out an assessment of their needs prior to discharge. Your own caring role should be explored as part of this assessment. This should lead to services/support being offered that meets the needs of the person you care for as well as your own. In addition, you may have a right to your own assessment as a carer and you should be informed of this.

There is a booklet available from Social Care Direct or your local carers centre 'Caring for carers – A guide to meeting your needs' that provides more information about your rights to a carer's assessment. You should be involved in the assessments of the person you care for, including those carried out by occupational therapists, physiotherapists and community nurses.

What to do if you are worried

A named person (usually a nurse) will have responsibility for the discharge of the patient. Talk to them about your worries or concerns. They can play a valuable role in keeping you informed.





What to do if you are not happy

If you are not happy with any part of the hospital discharge process, you can speak to the Patient Advice and Liaison Service (PALS). They offer help and information or practical support aimed at resolving any problems or difficulties you may experience. If you are still not happy, the hospital will have a complaints procedure. For more information on PALS see useful contacts section for further details.

Further information can be found on the NHS website at www.nhs.uk/england. Your local carers centre will also be able to help you.

After discharge

There are many different types of help the person you are caring for might need when they come out of hospital. These may be organised by the NHS or Durham County Council. Some health services are provided by the hospital (e.g. home visits from a physiotherapist, occupational therapist or speech therapist), but most are provided by community health services, often arranged by the GP. Remember, individual carers support can be provided by your local carers centre.

Young carers

Young carers are children or young people under the age of 18 who are caring for either another child, young person or an adult. There are two organisations providing independent support for young carers in County Durham. Details are listed in the useful contacts section of this leaflet.

Durham County Council contacts and information

Carers information on the Durham County Council website

www.durham.gov.uk/carers

Carers Emergency Support Service

This free-of-charge service, provided by Unique Homecare, is available to all adult carers and young carers of adults and would benefit carers in an emergency situation. Carers can register with the service so that prompt arrangements can be made for replacement care should they be unable to perform their usual caring role because of an emergency. Replacement care can be arranged through existing family or friend networks, or by trained care workers if required. To register for the service please contact the Carers Emergency Support Service on 01388 773884, or ask your local carers centre for details.

Carers mailing list

The Durham County Council carers mailing list is a list of people in County Durham who are currently unpaid carers. By joining the mailing list, carers in County Durham have chosen to receive information about services and support for carers, including a free quarterly newsletter called 'The Carers Echo', packed with interesting and informative articles and sent directly to them. Mailing list members will also be given the opportunity to share their views about carer related issues and this information will then be used to influence and improve new and existing services.

There is no charge for receiving The Carers Echo or being on the mailing list. Durham County Council carefully selects the information to be used in the carers mailing list. You will receive only information relevant to helping you as a carer and your details will not be used for any other purpose.

To join, please complete the application form, which can be found in the centre of this booklet. For more information, telephone 0191 370 8838.

Community Information Online

Durham County Council's Community Information Online database offers information to help people find the services and organisations that will help them enjoy a better life. The database, which is free to access, contains information on a range of charities, businesses and services which may be available locally, including organisations which offer advice services, equipment and adaptations, respite or short break care and holiday opportunities.

For further information visit www.durhamcommunity.info or visit your local library. Your local County Durham library can offer free internet access and library staff will be able to help you access Community Information Online.

Social Care Direct

Social Care Direct is the first point of contact if you feel you need help or support with any aspect of your daily living. Social Care Direct can contact the appropriate people to arrange an assessment of your needs. They can also give advice and information about other sources of help that might be available to you.

E-mail: scd@durham.gov.uk

Tel: 0845 8 50 50 10

Fax: 0191 383 5752

Minicom: 0142 988 4124

Text: 0778 6027280

Further contacts and information

Carers centres

Carers centres in County Durham offer a wide range of local, practical and emotional support to carers. Contact your nearest centre for more information.

Derwentside 01207 502688

Durham and Chester-le-Street 0191 387 1991

Durham Dales - Teesdale 01833 630202

Durham Dales - Wear Valley 01388 451400

Easington 0191 586 9134

Sedgefield 01325 313123

Barnardo's Young Carers – East Durham and Derwentside

Tel: 0191 300 1266

E-mail: youngcarersed&d@barnardos.org.uk

DISC Young Carers Support - Sedgefield, Durham,

Chester-le-Street, Teesdale and Wear Valley.

Tel: 0191 384 2785

E-mail: youngcarers@disc-vol.org.uk

NHS Direct

Tel: 0845 46 47

www.nhsdirect.nhs.uk

Confidential healthcare advice and information 24-hours a day.

PALS (Patient Advice and Liaison Service)

County Durham PCT:

North (covers Durham, Chester-le-Street and Derwentside)

0800 195 7998

East (covers Easington and Sedgefield) 0800 328 7507

South (covers Darlington, Teesdale and Wear Valley) 0800 783 5774

The Princess Royal Trust for Carers

The Princess Royal Trust for Carers - the largest provider of comprehensive carers support services in the UK.

The Princess Royal Trust for Carers

Unit 14, Bourne Court

Southend Road

Woodford Green

Essex

IG8 8HD

www.carers.org

Tel: 0844 800 4361

E-mail: info@carers.org

Carers' UK

This organisation provides information and advice on all aspects of caring for both carers and professionals.

www.carersuk.org

Tel: 0808 808 7777

Crossroads Caring for Carers

Provides support for carers by giving them a break from their caring responsibilities.

www.crossroads.org.uk

Tel: 0845 450 0350

Local offices:

The Dales

- Galgate, Barnard Castle DL12 8HA
- 1 Kensington, Cockton Hill Road, Bishop Auckland DL14 6HX
- Croft Street, Crook DL15 8QF

Derwentside

- 1 Woodland Court, Greencroft Industrial Park, Annfield Plain, Stanley DH9 7BF

Durham and Chester-le-Street

- Hopper House, Atherton Street, Durham DH1 4DL
- 129 Front Street, Chester-le-Street DH3 3BL

Easington

- Essington House, Essington Way, Peterlee SR8 5AZ
- Caroline House, St John's Square, Seaham SR7 0JR

Sedgefield

- Council Offices, Green Lane, Spennymoor DL16 6JQ
- 21/27 Upper Beveridge Way, Newton Aycliffe DL5 4EB

Local offices are open Monday - Thursday 8.30am to 5.00pm and Friday 8.30am to 4.30pm.

How to access Social Care Services

To get in touch for the first time about services in this booklet contact:

Social Care Direct

Telephone:

0845 8 50 50 10

Textphone:

01429 884 124

Text Messaging:

07786 027 280

E-mail:

scd@durham.gov.uk

Website:

www.durham.gov.uk

For your convenience, or if you don't wish to use your own telephone, you will find the addresses of local offices, on page 11 which you can visit to make a phone call to Social Care Direct.

Please ask us if you would like this document summarised in another language or format.

العربية (Arabic) (中文 (繁體字)) (Chinese) اردو (Urdu)

polSKI (Polish) ਪੰਜਾਬੀ (Punjabi) Español (Spanish)

বাংলা (Bengali) हिन्दी (Hindi) Deutsch (German)

Français (French) Türkçe (Turkish) Melayu (Malay)

altformat.awh@durham.gov.uk

0191 370 8838



Braille



Audio



Large
Print

Adults, Wellbeing and Health, Marketing and Information Team, 2009 AWH2719

Images: Durham County Council and careimages.com