

# Information for patients and carers

## Carers Charter

We want to know what matters to you

A decorative graphic at the bottom of the page consisting of three overlapping, wavy bands of blue color, transitioning from a lighter blue at the top to a darker blue at the bottom.

## We welcome the carers of all our patients

Lancashire Teaching Hospitals NHS Foundation Trust welcomes and values the important support carers provide for their loved ones. We recognise that you know our patient better than us and that you want us to provide the very best care with compassion. We are committed to working in partnership with you.

Carers do not always hold the formal title of carer; however, they are an important person in the life of a patient who requires support with physical, emotional, psychological or communication needs.

By recognising the importance of you as a carer and the support you provide, we will ensure that:

- We identify you as carer for the patient as soon as possible
- We provide you with a carer's lanyard for identification
- You are valued and treated with respect by all staff
- Your opinions are listened to
- You are asked if you have had a carer's assessment as is your right under the Care Act 2014
- We provide advice and guidance about organisations that can carry out a carers assessment
- Young carers are supported and the value of your role recognised
- With the appropriate consent, we will provide information that is timely, appropriate and in an accessible format
- We listen, consult and involve you throughout the planning and care of the person you are caring for
- We involve you in discharge planning and provide information to support you and the patient following discharge regarding care, medication and any follow up treatment
- We ask 'What matters to you?' and take this into account

We understand at times you may request to stay within the hospital to be at the side of the patient you care for, please speak with the ward to see if this can be arranged. If you would like you may also request a folding bed which we have in stock to aid our relatives and carers.

To help support you, we also provide a Carer's forum that meets monthly. Here you can find help, support and information from our Trusts Patient Experience and Involvement Lead and NCompass' Participation and Engagement Officer, who meet in collaboration with Lancashire Carers Services.

Whilst on the ward we have a range of activities to suit every patient's needs. We also have access to iPads and most areas have access to television and radio services. Please let a member of staff know if you require any of these.

## Contact details

If you are a carer, please talk to our staff about the person you care for, they want to work with you. If you have concerns, please consider the Patient Advice Liaison Service (PALS) they can be contacted on telephone number: **01772 522972** or via email: [PALS@lthtr.nhs.uk](mailto:PALS@lthtr.nhs.uk)

Or our Patient Experience and Involvement Lead/Carers forum chair on telephone number: **07912 234577**.

## Sources of further information

[www.lancsteachinghospitals.nhs.uk](http://www.lancsteachinghospitals.nhs.uk)

[www.nhs.uk](http://www.nhs.uk)

[www.accessable.co.uk](http://www.accessable.co.uk)

[www.patient.co.uk](http://www.patient.co.uk)

[www.whatmatterstoyou.scot](http://www.whatmatterstoyou.scot)

[www.johnscampaign.org.uk](http://www.johnscampaign.org.uk)

[www.n-compass.org.uk/our-services/carers/the-lancashire-carers-service](http://www.n-compass.org.uk/our-services/carers/the-lancashire-carers-service)

All our patient information leaflets are available on our website for patients to access and download:

[www.lancsteachinghospitals.nhs.uk/patient-information-leaflets](http://www.lancsteachinghospitals.nhs.uk/patient-information-leaflets)

**Lancashire Teaching Hospitals NHS Foundation Trust is not responsible for the content of external internet sites.**

**Follow us on social media @lancshospitals**

**For the right to stay with people with dementia**

**For the right of people with dementia to be supported by their family or carers**



The Lancashire Carers Service works across the county providing support and information to adult carers (18+). Their service is delivered in partnership, N-Compass delivering in North and Central Lancashire and Carers Link

Lancashire delivering in East Lancashire. Our service supports carers to improve their own health and wellbeing.

Support available includes:

- Specialist 1-2-1 and group support
- Information, advice and guidance on a range of carer related matters
- 1-2-1 and group cognitive behavioural therapy
- Magazines twice a year detailing local groups, activities and courses
- Carer's assessments
- Support with planning for contingency or an emergency

- Support to access community and health and wellbeing services
- A 24/7 volunteer manned carers help and talk (CHAT) line
- Online digital platform to support carers (carers community network)
- Digital resources provided in partnership with 'Carers UK' including 'jointly' a care coordination app
- Volunteer befriending and sitting-in services
- Support for former carers
- Volunteering opportunities for carers, including volunteering for the CHAT line, befriending and sitting-in services
- Carers awareness briefings to other professionals aiming to increase the number of hidden carers identified and supported in Lancashire

Telephone Number: **0345 6887113**

Email: [enquiries@lancscarers.co.uk](mailto:enquiries@lancscarers.co.uk)

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team. If you want to stop smoking, you can also contact Smokefree Lancashire on Freephone **08081962638**

**Please ask a member of staff if you would like help in understanding this information.**

**This information can be made available in large print, audio, Braille and in other languages.**

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**Division:** Corporate

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