



UHL Carers Charter

Helping to keep patients, families and carers together



Caring at its best

A carer is a friend or family member who gives their time to support a person in their home, to an extent that the person could not remain at home if this care was not provided.

A carer may receive a carers allowance, but not a wage and the care that they are giving will significantly affect their own life.

Leicesters Hospitals promise to look at how we can help you in your caring role, with consent from the patient, during your time in hospital by:

Identifying Carers on the Wards	Offering Carers an Involvement Form
<ul style="list-style-type: none"> • Carers will be offered identification in ward areas; this will alert the clinical teams and promote communication 	<ul style="list-style-type: none"> • This will identify areas of support needed by carers • Identifying the levels of involvement that carers require
Ensure open channels of communication	Providing Essential Information
<ul style="list-style-type: none"> • Involving carers in care and discharge planning • Giving carers regular progress updates • Ensuring both patient and carer are prepared for discharge home 	<ul style="list-style-type: none"> • Information directing carers to support in the hospital, organisations and support groups in the community

- **Carers will have open visiting, especially during protected meal times**
- **Carers will be offered refreshments on the ward drinks rounds**
- **Carers can use the hospital restaurant at break times**
- **Information regarding car parking fees, reductions**
- **Carers will be offered an information leaflet**
- **Identification sign will be displayed in bed space or in the patient notes**
- **Stay with Me supports and welcomes a designated family member or carer of patients with dementia to remain in hospital outside of visiting hours, to provide essential reassurance and support**