



## Caring for Carers at ULHT

# Flexible visiting times

If you look after a vulnerable person and would like to continue to do so while they are in hospital, we are happy for you to visit them more flexibly in response to their individual needs.

A vulnerable person may be a child or they may be older, they may have a physical difficulty or mental health issue, they may have a learning disability or be affected by dementia.

Contact a member of staff to discuss what visiting times you think would work best for you and the person you care for.

We have a Carer's Badge that enables all of our staff to clearly recognise your caring role. Please speak to a member of staff or call PALS via

- Pilgrim: 01205 446243
- Lincoln: 01522 707071
- Grantham: 01476 464861

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# Carers Charter

## **All carers will be given information and support**

This means we will:

- Be involved in planning and agreeing the care plan for the person for whom you care
- Include you in discharge planning and provide information regarding care and medication
- Signpost you to relevant information and advice and enable you to get help from the carer support services
- Take a 'whole family' approach to supporting carers, recognising the needs of young carers
- Support our staff who have caring responsibilities

## **All carers will be identified at point of contact**

This means we will:

- Identify any carers as part of the admission process
- Ensure we inform you about our Carers Badges

## **All carers will be treated as an equal and expert partner**

This means we will:

- Respect your role as an expert in the care and support of the person who uses our services
- Respect carers' and patient confidentiality and work with you to overcome barriers to giving support and sharing information

## **All carers will be listened to**

This means we will:

- Listen to what you say and communicate clearly with you

## **Staff will understand the role of a carer**

This means we will:

- Ensure all our staff can identify carers and recognise their role as expert partners
- Enable our staff to respond quickly and flexibly
- Involve our staff in developing information, support and other services for carers
- Involve carers in training our staff.