

Gaddum ... Carers

Hi, I'm Gaddum.

Let's talk about

hospital admission and discharge.

When a loved one is in hospital it can be a stressful, confusing and sometimes an overwhelming time. Lots of different professionals are involved and hospital wards can seem very busy and maybe even intimidating. You may also be feeling pressure from the person you care for... such as wanting you to bring them home as soon as possible.

As a carer you are entitled to support and help to navigate through the hospital process to answer any questions you might have about the process.

If someone you care for is admitted overnight, you can inform the ward you are their main carer and ask that they keep you updated.

Discharge Process

This looks at whether the person you are looking after is eligible for any interim care, NHS continuing healthcare or NHS-funded nursing care or a care agency.

It can be a difficult time when your loved one is in hospital and it can be hard to keep track of information from hospital staff.

Try to write things down when staff phone you, or if you think of questions during the day. This will mean you can ask any questions when you have the chance and won't worry about forgetting them.

It's ok to admit it if you feel you need more support with any extra care needed at the discharge stage... there is lots of support available to help you and your loved one. The hospital social work team can talk you through the right means of support, regular care calls to help with their personal care, preparing meals, help them out of bed in the morning or take them to bed in the evenings. If you feel that you need further support or are struggling with the right equipment once they are discharged, you can call Adult Social Care to let them know on 0161 631 4777.

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Hints and tips

Make sure your contact details are listed as the next of kin/emergency.

Know your rights as a carer.

Keep a note of the updates you receive/questions that you want to ask.

Get contact details for the ward/staff who are managing your loved ones care/support.

Contact social care professional if the person you care for is discharged and you feel that you need more help.

Rights during a hospital stay

At Salford Royal hospital If you are a blue badge holder, you pay £2 for up to 6 hours of parking. Carers of young persons under 18, or individuals with additional support needs can park for free when supported by ward or department lead. You should go to the car parking customer care team in the Hope Building, main reception desk on level 1 for questions or how to apply for concessionary rates. Their phone number is 0161 206 4477. If your loved one is at a different hospital you should check with the parking team to see what discounts and concessions they have for carers.

If the person you care for is receiving benefits when they are admitted to hospital, it is important you contact the relevant benefit team to inform them the date they are admitted. If they are in hospital for 28 days or longer some benefits may be stopped until they are discharged.

You are entitled to attend any meetings that are held, so long as the person you care for consents to this.

It is your right to decide whether you want, or feel able, to continue to care for someone coming out of hospital. Anyone coming out of hospital should have a discharge assessment which will consider what support they need.

Do you need a break?

Only you will know what kind of break is needed, but if you need a short term respite break, or the assurance that there are regular breaks throughout the year for you. This can be raised with the discharge social worker and hospital team to make sure it is in place for you.

COVID-19 Restrictions

Due to Covid-19 restrictions hospitals are currently restricting visiting rights for friends and family. There are exceptions to this - if you have any questions, confirm with the ward staff.

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Visits to wards

If you are visiting, it is essential to wear a mask. You may be asked to wear further protective equipment that will be given to you on the ward. You may be asked to drop items off by the ward, for example if your loved one needs more clothes or medication. Head to Salford Royal's website for more information before you attend.

If your friend or family member does have a mobile phone you may be able to establish contact through the hospital ward's mobile handsets. There are often lots of families trying to speak to patients so it may sometimes be difficult to get through.

If you are admitted to hospital and provide care for someone

Consider what support needs to be put in place for the person you care for. If they live on their own and need 24-hour support they may need residential care for the time you are in hospital.

Other questions you may want to consider:

- Are there friends or family that live nearby who can support?
- Do they receive care calls that can be increased to make sure they have regular support from professionals?
- Do they have care on call?
- Do you have a carers emergency card?

If you are concerned they won't cope on their own, you can contact adult social care who will look at what extra level of support they need whilst you are in hospital on 0161 631 4777.