

**At a Glance – OUH Carers Policy****It is the policy of the Trust that:**

- carers are identified as soon as possible in the patient pathway.
- carers are made to feel welcome in all Trust environments and are involved as much or as little as they wish to be in the care and treatment of the cared for.
- carers are able to access 'carers' passports' (ID) which help identify them to staff and indicate the need for reasonable adjustments to be made to ensure they can continue any provision of care they wish to give.
- carers will have a say in service developments and are recognised as representatives of those with a range of additional support and healthcare needs.
- any additional support needs of carers (British Sign Language, language interpreting, Easy Read documents) will be identified and reasonable adjustments will be made to enable them access to services and information.

The presence of a carer's passport on admission can offer great opportunities for earlier identification and signposting for further support.

There are Carer Liaison Workers, within the Trust who work to support staff in supporting carers. Staff can signpost carers to this additional support and they can be on hand to help a carer through the referral process or can signpost to additional support services provided by Carers Oxfordshire.

If an individual presents with a carer's passport or is identified and registered as a carer through the official referral routes, then staff should be making reasonable adjustments for the carer whilst the patient is on site.

Those holding a carers passport can be permitted reasonable adjustments to allow them to maintain care/contact with the person they care for. These arrangements must be discussed and agreed with the ward team on admission to manage expectations and establish communication.

This can include:

- access to the ward outside of typical visiting hours
- involvement in the patient's care in hospital as much or a little as they want to
- involvement in the discussions and consultations around that patient's care, plans for discharge and further support.

The Trust is to consider and support where possible in making the visit to hospital as easy and stress free as possible.

There are concessionary permits available for patients and visitors that are valid in staff car parks.

Visitors to, or carers of, longer stay patients, (those who are seriously ill and /or are staying more than five days), may purchase a long stay permit. This enables parking

in staff car parks (not visitor car parks) for any time of day for seven consecutive days including the day of issue. The current charge is £10.00 per ticket. Forms are available from ward staff.

Carers who are on the wards in attendance of an adult or child patient may not have the time or chance to access food for themselves. Wards will work with the carers and the catering teams to ensure that carers have something to eat and remain hydrated.

All reasonable requests will be catered for if evidence of the individuals' carers status can be provided. Food vouchers are not currently an option.

### OUH Carers Policy - Key Standards

- **Standard 1:** All carers will be recognised, identified, involved, informed, respected, and supported, as partners in care throughout the patient pathway.
- **Standard 2:** If a patient identifies as a carer or cared for, this should then be discussed, shared with consent, and recorded for those involved in their care or the person that they care for.
- **Standard 3:** All staff should recognise the expertise and experience of carers and work in partnership with them to achieve the best outcome for the carer and the cared for.
- **Standard 4:** Acknowledgement of the carer's passport and reasonable adjustments should be made for carers to ensure they are involved in the care of the patient as much as they wish to be, and have been signposted to any additional support needed.
- **Standard 5:** Confidentiality must be maintained with consent to share information sought, in line with the Caldicott principles, prior to sharing information.
- **Standard 6:** From the first point of contact with the Trust to the last - from referral to outpatient appointments to admission, and right through until discharge - a patient's home situation and care support needs should be taken into account when decisions about care and treatment plans are being made. Where appropriate, and with the patient's consent, the person's carer should be involved and consulted at each stage.
- **Standard 7:** OUH understands that carers may be admitted as patients themselves and so may require advice and support regarding their expected recovery and the contingency plan they have in place to reduce the impact this may have for the person they care for.
- **Standard 8:** If staff have any concerns about the wellbeing, welfare, or safety of a patient in their care who is cared for or a carer themselves, they should share these concerns with their line managers and safeguarding teams in the Trust.
- **Standard 9:** Line managers should speak to individual staff to identify any caring role performing by that member of staff outside of their work to establish any support request by the department/ Trust in line with legislation for carer's rights in the workplace.