

Carers Passport

Information for carers



Introduction

It is recognised that there are 74,000 unpaid Carers across Leeds, some of whom contribute to providing care and support when the person they care for becomes a patient in hospital. At Leeds Teaching Hospitals, we are working together with the West Yorkshire Association of Acute Trusts to support Carers in their caring role.

The Carers Passport that has been provided to you along with this leaflet, helps staff to recognise your relationship to the patient, to support you both during this time and also provide you with some well-earned discounts while on Leeds Hospital sites.

A member of ward staff will have a conversation with you about how much you'd like to / or are able to care for your loved one whilst they are in hospital. This information will be documented on a Carers Conversation Sheet which includes aspects of care such as personal care, medication and mealtimes.

You don't necessarily have to show your passport to be involved in care and treatment plans and flexible visiting; however we do ask you show your passport with proof of identification for the discounts we are offering, details of which can be found in this leaflet.



Discounted parking

We would like to offer a discounted parking rate so you are able to stay with your loved one for as long as you like, without worrying about parking charges.

For parking at LGI, Seacroft, Chapel Allerton and Wharfedale hospitals, simply select the lowest tariff on the ticket machine and display the ticket on your vehicle dash board with one of your carer passports.

Please keep the other passport on your person. For the multi-storey car park at St James's, take a ticket on entry as normal and when you are ready to leave, visit the Car Park Office by the exit and pay the lowest tariff (card payments only).



The most up to date tariffs can be viewed on the Leeds Teaching Hospitals website - <https://bit.ly/3vVaLrM>

Refreshments

We recognise that having a cuppa while you care for your loved one can be comforting and can be seen a sociable activity.

We are therefore offering free refreshments from the tea trolley at the same time that these are offered to patients.

Please ask our catering staff if you would like a drink.



Discount in our restaurants

Taking a break from your caring role is important and we encourage you to take breaks from caring for your loved one on the ward.

We are offering you **20%** off hot main meals in our restaurants as well as **10%** off all hot drinks (except speciality teas).

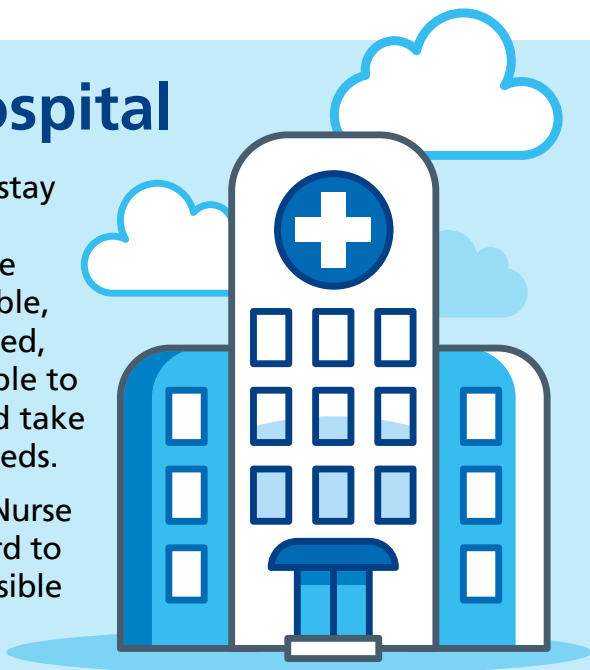


The discounts apply to all outlets serving hot main meals in the LGI, Chapel Allerton, Wharfedale and Seacroft Hospitals. In St James's hospital, the discounts apply at the Bexley restaurant and the Gledhow serving hatch. Unfortunately, we are unable to offer discounts at Costa Coffee.

Stay in Hospital

You may be able to stay with your loved one overnight, if they are very young, vulnerable, emotional or confused, providing you are able to safely stay alone and take care of your own needs.

Please speak to the Nurse in Charge of the ward to find out if this is possible for you.



Flexible visiting

Carers are invited to be with patients if this is possible. Where wards do not have open visiting or where visiting is restricted for example at mealtimes, carers may still be able to visit.

Please speak to the Nurse in Charge to discuss flexible visiting as you will be caring for your loved one, which will be helping the staff too.



Involvement with care plans

We will make every effort to ensure carers are included in conversations about care, treatment and future plans.



We hope this goes a little way to show you that Leeds Teaching Hospitals really value carers and are very grateful for the support you provide to your loved ones and to our staff.

Please contact the PALS team if you require any support with this leaflet.



patientexperience.leedsth@nhs.net



0113 206 6261

We have over 30 website links to various organisations and charities that may be able to support you and provide helpful information.

You can find these by visiting:
<https://bit.ly/3utsjsV> or scanning the QR code.



What did you think of your care?

Scan the QR code or visit bit.ly/nhsleedsfft

Your views matter



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