



Information for patients
and carers

Carers Charter

We want to know what
matters to you

We welcome the carers of our patients in our hospitals and on our wards

Lancashire Teaching Hospitals NHS Foundation Trust welcomes and values the important support that carers can provide for their loved ones. We recognise that you know the person best and want us to provide the most compassionate, kindest care possible. We are committed to working in partnership with you to understand how we best support our patients.

Carers are people who care for people. They may, but do not always hold the formal title of carer, and are an important person in the patient's life who offers physical, emotional or psychological support to patients with varied physical, psychological or communication needs.

By recognising the importance of you as a carer and the support you provide we will ensure that:

- We identify you as carer for the patient as soon as possible.
- You are valued and treated with respect by all of our staff.
- Your opinions are listened to.
- We will ask if you have had a carer's assessment as is your right under the Care Act 2014.
- We will provide advice and guidance about organisations that can carry out a carers assessment.
- Young carers are supported and the value of your role recognised.
- With the appropriate consent, we will provide information that is timely, appropriate and in an accessible format.
- We will listen, consult and involve you throughout the planning and care of the person you are caring for.
- We will involve you in discharge planning and provide information to support you and the patient following discharge regarding care, medication and any follow up treatment.
- We will ask 'What matters to you' and remember this.

Notes

Contact details

If you are a carer, please talk to our staff about the person you care for, they want to work with you. If you have concerns please consider PALS if your concerns are not resolved.

Patient Advice Liaison Service (PALS) can be contacted on 01772 522 972.

What Matters To You www.whatmatterstoyou.scot

Lancashire Teaching Hospitals NHS Foundation Trust supports



Lancashire Teaching Hospitals NHS Foundation Trust is not responsible for the content of external internet sites.

Please ask if you would like help in understanding this information. This information can be made available in large print and in other languages.

Lancashire Teaching Hospitals is a smoke-free site

On 31 May 2017 Lancashire Teaching Hospitals became a smoke-free organisation. From that date smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking including Nicotine Replacement Therapy to help manage your symptoms of withdrawal.

If you want to stop smoking you can also contact the Quit Squad Freephone 0800 328 6297.

Department: PALS
Division: Nursing
Production date: May 2017
Review date: May 2020

