

Your views are very important to us and we always aim to learn from the care and service we provide. If you have any concerns please let us know as soon as possible by speaking to a member of staff, Ward Manager or the Matron.

Alternatively, you can call our Patient & Family Support Team on 0151 600 1517 or 1639 who will be happy to help.

## Care Partner Programme

Being involved with your  
family and friend's care in hospital

Information for family, friends and carers



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Our priority is our patient's recovery.

However, we know that relatives, friends and carers play a critical role in caring for people at home. We want to learn and benefit from your valuable skills and experience.

Please do not feel that we are placing an extra burden on you. Your health and wellbeing is important to us as well.

Thank you for your help and support.

**Notes**

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**Introduction**

In our hospital we are keen to support people who want to be involved in the care of their relative or friend during their time in hospital. This can help the patient to feel more secure in an unfamiliar environment such as a busy hospital ward or unit.

You may already be involved in caring for your relative or friend at home and may have a lot of knowledge and experience about their likes and dislikes and what feels comfortable for them.

If you would like to be involved in your relative or friend's care, please speak to one of the nurses on the ward who will be happy to talk to you about how you can be more involved.

Your relative must give their consent (if they are able) for you to care for them in hospital, we call this our **`Care Partner Programme`**.

Staff will discuss with you the following:

- What care do you usually give at home?
- Have you been trained in delivering any care?
- What do you feel you are or are not able to do?
- Whether the patient has any special equipment at home which may be brought in to support them during their stay.
- When you would be able to help – at mealtimes for instance.

They will also explain to you:

- How much care you can **safely** be involved in.
- Any limits or restrictions because of your relative's or friends current illness.

The staff will check with you regularly to see how you are feeling and whether you wish to have more or less involvement. You can always change your mind if you are finding it too much.

### **On your first visit**

We will ensure you are comfortable and safe around the ward we will talk to you about the following:

- Location of facilities such as family room, toilets etc
- Hand washing and basic infection control procedures
- The requirement for 'bare below the elbow' in clinical areas such as wards, units and clinics
- Consideration of other patients' privacy and dignity so that male and female patients are in separate areas.
- What level of care you can provide, for example moving and handling.

- Meals – ensuring that the patient has the correct nutritional needs for their condition
- Confidentiality – relatives and friends may be asked to leave the ward at handover and during ward rounds involving other patients

### **Each time you come to the ward or unit:**

- Please report to the nurse caring for your relative.
- Tell the staff when you are leaving and update them about your relative's or friend's condition
- Staff will ensure you are offered a drink if you are there for a few hours.