

Your rights when someone you care for is coming home from hospital



When someone you care for is in hospital, you may want them home as soon as possible but also feel anxious about what needs to be in place to make that happen.

Their needs may have changed, or they may need additional support now.

You may need to consider the kind of support you can provide and other help that will be needed. For example, you may be able to help them with cooking, but both of you prefer someone else to support with personal care.

The Health and Care Act 2022 places a duty on NHS Hospital Trusts to make sure that you, as a carer, are involved in planning for the person you care for to leave hospital. Feel confident to ask questions and give your views.

It is important for everyone that the discharge is well planned. Working with the hospital team can help give you more control and ensure that you and the person you look after feel confident they can go home safely. Your views will make sure all aspects are considered.

How you should be involved

The hospital teams involved should ask whether you are willing and able to carry on with some level of caring once the person you look after goes home.

If the person you care for cannot go home safely with the level of support you can provide, other plans need to be agreed. As their carer, you should be part of those discussions and decisions.

Before discharge it may be useful to ask yourself:

- Have I been asked if I am willing and able to continue caring?
- Have I been offered a carer's assessment?
- Have I spoken to a member of the discharge team or been part of a discharge meeting?
- Have I received a care plan?
- Do I know about any medication the person I care for has now and any side effects?
- Do I know what referrals have been made for any treatment or support after they leave hospital, and who the contact people are?
- Is there a date for equipment to be installed and have I been shown how to use it?
- Have I received a detailed discharge letter?

So that the hospital recognises you as a carer and to ensure you both get what you are entitled to, you can get one of our carer's cards, see caringtogether.org/carers-card



Hospitals in Cambridgeshire and Norfolk also have their own carer's passports.

How we can help

We are here to help you with all aspects of the hospital discharge process. We are part of the Voluntary Sector Alliance in Cambridgeshire and Peterborough, in partnership with Age UK Cambridgeshire and Peterborough and Care Network. This means we have a single point of access for this support. Between us we can offer:

- Help with transport home.
- Ensuring their home is safe, warm, and clean for them to return to.
- Collecting and delivering food and urgent needs like prescriptions.
- Help to reconnect in communities.
- Having an emergency plan.
- Support and advice.

Caring Together Charity can also offer wider longer-term support. For example, our carer's card can also work for your emergency What If? Plan, which is helpful to have in case something happens to you.

To find out how to get a plan see our emergency planning fact sheet or caringtogether.org/whatifplan

For more information on the support we can offer or your rights as a carer please contact us.

You can also find other advice at:

Age UK

Hospital discharge factsheet
www.ageuk.org.uk/globalassets/age-uk/documents/factsheets/fs37_hospital_discharge_fcs.pdf

Carers UK

Coming out of hospital
www.carersuk.org/help-and-advice/practical-support/coming-out-of-hospital

Cambridgeshire and Peterborough Integrated Care System

Getting loved ones home from hospital
www.cpics.org.uk/news/getting-loved-ones-home-1839

See below for more information for carers and the main switchboard numbers for our local acute hospitals. They will transfer you to the discharge planning team. Each hospital also has a Patient Advice and Liaison Service (PALS) for confidential advice, support and information. Details are on their websites.

Addenbrooke's and The Rosie Hospitals

www.cuh.nhs.uk/about-us/quality-assurance-and-performance/how-we-look-after-you/information-carers

Tel: 01223 805000

Peterborough City Hospital

Hinchingsbrooke Hospital

www.nwangliaft.nhs.uk/information-for-carers

Tel: 01733 678000

Tel: 01480 416416

James Paget Hospital

www.jpaget.nhs.uk/media/369697/Information-for-Carers.pdf

Tel: 01493 452452

Norfolk and Norwich Hospital

www.nnuh.nhs.uk/patients-visitors/carers/how-we-support-carers

Tel: 01603 286286

The Queen Elizabeth Hospital

www.qehkl.nhs.uk/CarersHome.asp

Tel: 01553 613613

For more information please contact us

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caringtogether.org

 Caring
Together
Charity
No unpaid carer in crisis