

# FACT SHEET: Carers as Partners in Care

## Tips for Carers & Families to help!

When the person for whom you care needs to come to hospital (the patient), there are a number of things which will support both the patient and carer.

### Pre-admission / Admission

- Have staff identified themselves to you?
- Have you received the brochures:
  - "Patient Information & Privacy"?
  - "Rights and Responsibilities"?
- Has the patient given consent for information to be shared with you?
- Have you been identified as the patient's carer? (Your details should be in the medical record)
- Have you been asked about the patient's health issues? E.g. medications, falls, disabling conditions, dementia or delirium
- Have you been asked about the patient's social care and support issues? (including rural/remote, CALD or Aboriginal & Torres Strait Islander)
- Have you been asked about any carer issues?

### When in Hospital

- Have you been asked about ways to provide personalised care for the patient? (Top 5)
- Has the patient's progress been communicated to you?
- Have you been included in the treatment plan?
- Have you been included in bedside clinical handover and bedside rounds?

- Have you been informed of what you can do or who to talk to if you notice the patient is deteriorating?
- Have you been informed of the identified risks from falls and what can be done to minimise the risk of falls?
- Have you been included in discussions about how to prevent, and manage a pressure injury (if applicable)?

### Going home (discharge)

- Have you been involved in discharge planning?
- Have you been given a tentative date to coordinate the patient's requirements to transfer back into the community?
- Has any equipment needed for the patient been discussed with you?
- Have you been taught what you need to know as the patient goes home?
- Have you been given a clearly written medication list?
- Has transport home been discussed?

### Carer Needs

Have you been provided with information, such as:

- Carer Gateway (1800 422 737)
- Carers NSW (1800 242 636)
- Commonwealth Carer Respite Service (1800 052 222)
- My Aged Care (1800 200 422)
- Have you been informed about where to get tea/coffee and food?
- Have you been told about car parking?

*HNE Health has a range of information and resources available for carers. You can obtain these by asking HNE Health staff.*

