

Support after discharge

The local authority is the point of support for all carers. Please consult with your own local authority for more information or ask the ward staff to help you with this.

Giving us feedback

It is important for us to know how well we are supporting carers at the Royal Berkshire NHS Foundation Trust. Please complete a Carer's Survey and let us know what we've done well and how we might need to improve. This QR code will open the survey, or ask a member of ward staff to give you a paper copy.



Leaving hospital

It is important that you tell us if you think you might be struggling to maintain the same level of support for the patient that you did prior to their stay in hospital. If you tell us, we will support you to contact your relevant carers support provider. Please speak to ward staff who will contact the Carers' Lead for more advice, if needed.

Further information

There is more information for carers on our website, including a comprehensive *Information for Carers booklet* that includes information on confidentiality, safeguarding and power of attorney. Visit www.royalberkshire.nhs.uk/patients-and-visitors/accessibility/carers-support or scan the QR code.



Contact us

If the person you are supporting is in hospital now, and you have already spoken to ward staff, but you still have concerns please contact our Carers' Lead, Karen O'Leary. Tel: 07824 343236

Email: Karen.oleary4@nhs.net.

This service is available three days a week so you may need to leave a message and Karen will get back to you.

If you need to speak to someone sooner, or raise a concern, please contact our Patient Advice and Liaison Service (PALS) on 0118 322 8338 or via email:

Rbb-tr.PALS@nhs.net

This service is open Monday to Friday 9am-4pm, phone lines open 10am-3pm.

If your concerns are urgent and regarding the clinical care of the person you are supporting, please contact our Call4Concern service on 0777 475 1352 (24 hours).

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you would like this information in another language or format

RBFT Patient Experience Team, October 2026
Next review due: October 2028



Are you a Carer or Care Partner?

What it means to be an unpaid Carer or Care Partner – information for family and friends

What is a Carer?

The NHS definition of a Carer is anyone (including children and adults) who look after a family member, partner or friend, who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care provided is unpaid.

If you think you are a Carer...

It is really important that you tell us if you think you are a Carer. There is support available for you in the hospital and in the community.

All carers are entitled to a Carer's Assessment. This is an assessment of the Carer's needs so that they can continue to support the person who depends on them. This assessment will be arranged by the local authority in the community, but we can help advise you on how to request this assessment.

Our Carers' Charter

This charter outlines our absolute commitment to identify and support unpaid carers as soon as possible. It helps you to understand what you can expect from our staff, and how you can help us to provide the best possible care for your loved one.

Support in hospital

If you are a **Carer** and need to stay with the person you are supporting while they are in hospital, we will offer you a **Carer's Passport** and **Carer's ID badge**.



Carers' Charter



The Royal Berkshire NHS Foundation Trust is committed to recognising the valuable role of Carers and working with them as partners to deliver excellent patient care

A Carer is anyone, including children and adults, who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.
NHS England, Commitment to Carers

Our Carers' Charter is based on our Trust CARE values and outlines what you can expect from us and how you can help us

What you can expect from us:

- C** Carers will be identified as early as possible and you will be central to the care planning, delivery of care and discharge for the person you care for (with their consent).
- A** Acknowledgement of the vital contribution and lived experience of Carers. We will ensure you are aware of your rights to a Carers Assessment.
- R** Respect and recognise the knowledge you have gained about the person you care for. Reassurance that we will care for your loved one as you would reasonably expect us to.
- E** Ensure you are aware of support available to you by signposting you to support organisations that are relevant to your Carer needs.

What we expect from you:

- C** Complete a Carer feedback survey (scan the QR code) so we can learn from your experience and, if necessary, make improvements.
- A** Always speak to us if you have any concerns. You may need to arrange an appointment to speak with a specific member of staff, but there will always be someone available to listen.
- R** Recognise the pressures our staff are working under while trying to deliver excellent care to every patient, and show them respect; even if you are feeling under a lot of stress.
- E** Ensure you tell us if you need additional support in your role as a Carer; we can signpost you to help and support.



Signed:

James Blythe, Chief Executive Officer

Katie Prichard-Thomas, Chief Nursing Officer

Alison Drew, Associate Chief Nurse, Patient Experience

August 2026, Review August 2028

Compassionate Aspirational Resourceful Excellent

The Carer's Passport will help you have a conversation with clinical staff about how you are willing and able to support the patient, taking account of what the patient wants, while they are in hospital. We value this expertise and thank you for it.

We will include you in decisions and we can offer you some practical support depending on your needs.

What is a Care Partner?

The person you are supporting may not need the support of a carer but might still want you to support them during their hospital stay. In this situation, we will welcome you as a Care Partner. This means you will have a practical role to provide additional support to the patient. It could be physical and/or emotional support, according to patient's needs.