



You care, we care

Information for carers and families of patients

Most adult inpatient wards have visiting hours of 7am to 8pm. Ask ward staff to give your loved one a **Your Stay in Hospital** booklet, which has information about what it's like on a ward.

You can also ask for a Carers Passport.

Outpatients and day treatment

Patients have the right under Care Quality Commission Regulation 9A to have a carer or family member with them at hospital appointments and for day treatment. This includes:

- a check up, for example for a long-term health condition
- a new problem
- an appointment to get treatment, for example chemotherapy
- an appointment to diagnose a health issue, for example an X-ray or MRI scan; or
- to have a small procedure that doesn't need an overnight stay.

In hospital

If your loved one does need to stay in hospital for some time or overnight, it means they are being treated as an inpatient.

Patients have a right for a carer or family member to visit them, and if needed, for them to stay during the day or overnight, for example if you are providing them with the essential support they normally rely on you for, or you are helping with essential personal care.

Ward staff will need your loved one's permission to share detailed information about their care with you, unless you are the named next of kin or have Lasting Power of Attorney.

We will involve you as much as possible in discussions about your loved one's care. Sometimes we may not be able to do this if there are concerns about their safety in your care.

If you are worried about the treatment of your loved one you should talk to a member of staff who is looking after them. If you are still worried you can phone the Call 4 Concern team on the relevant number for the hospital your loved one is in.

- **Kent and Canterbury Hospital**, Canterbury
Telephone: 07934 603208 (8am to 6pm daily) *voicemail with advice of who to call out of hours.
- **Queen Elizabeth the Queen Mother (QEQM) Hospital**, Margate
Telephone: 07934 603207 (24 hour service)
- **William Harvey Hospital**, Ashford
Telephone: 07955 320952 (24 hour service)

Leaving hospital

Carers have the right to be involved in decisions about their loved one's discharge plan, in particular when this will directly impact on the care or support they will need after discharge.

Your loved one may need extra support when they leave hospital, and you may not be able to provide all of this. So we need to involve you in deciding how this support will be provided, especially if you live with your loved one.

We will listen to any concerns you have and respect your choice to continue to care or to choose not to.

Who can I speak to?

- **East Kent Hospitals Switchboard**
Telephone: 01227 766877
- NHS Carers Direct: for confidential information and advice (<https://www.nhs.uk/conditions/social-care-and-support-guide/>)
Telephone: 0300 123 1053

Give feedback

- **Patient Voice and Involvement Team**
Telephone: 01227 868 605 (office hours or leave a voicemail)
Email (ekhuft.patientvoice@nhs.net)

Name of service or ward: _____

Ward / Clinic contact number: _____

Useful contacts for carers / families:

- **Kent County Council: Adult social care**
Telephone: 03000 416161 (Monday to Friday, 9am to 5pm)
Telephone: 03000 419191 (Emergency or out of hours)

- **Local support available**

- Carers' Support East Kent (<https://carersek.org.uk/>)
Telephone: 0300 302 0061
- Crossroads Care Kent (<https://www.crossroadskent.org/>)
Telephone: 03450 956 701
- Kent Young Carers (imago) (<https://www.imago.community/Children-and-Young-People/Kent-Young-Carers>)
Telephone: 0300 111 111

- **National support available**

- Carers UK (<https://www.carersuk.org/>)
Telephone: 0808 808 7777
- Carers Trust (<https://carers.org/>)
Telephone: 0844 800 4361

There may be other organisations that may be able to give you support as this is not a complete list. If you think we should include any other organisations, please contact us on 01227 868 605 or email (ekhuft.patientvoice@nhs.net), and we will update future lists.

This leaflet has been produced with and for patients.

Please let us know:

- If you have any accessibility needs; this includes needing a hearing loop or wanting someone to come with you to your appointment.
- If you need an interpreter.
- If you need this information in another format (such as Braille, audio, large print or Easy Read).

You can let us know this by:

- Visiting the Trust web site (<https://www.ekhuft.nhs.uk/ais>).
- Calling the number at the top of your appointment letter.
- Adding this information to the Patient Portal (<https://pp.ekhuft.nhs.uk/login>).
- Telling a member of staff at your next appointment.

Any complaints, comments, concerns or compliments, please speak to a member of your healthcare team. Or contact the Patient Advice and Liaison Service on 01227 783145 or email (ekh-tr.pals@nhs.net).

Patients should not bring large sums of money or valuables into hospital. Please note that East Kent Hospitals accepts no responsibility for the loss or damage to personal property, unless the property has been handed into Trust staff for safe-keeping.

Further patient information leaflets are available via the East Kent Hospitals' web site (<https://www.ekhuft.nhs.uk/patient-information>).

Reference number: COMM357

First published:
July 2024

Last reviewed:
July 2024

Next review date:
July 2027

Copyright © East Kent Hospitals University NHS Foundation Trust.