



Cardiff and Vale University Health Board
Unpaid Carers Information Service

Bwrdd Iechyd Prifysgol Caerdydd a'r Fro
Gwasanaeth Gwybodaeth i Ofalwyr Di-dâ

Getting help in hospital

Hospital Appointments

If you have more than one hospital appointment, try arranging them for the same day. Contact details will be on the appointment card or letter.

Caring for someone in hospital

If the person you care for is in hospital, you can be involved in their care or let the hospital staff take charge. It is important that you discuss your wishes with the staff. If you do want to help, ward staff can let you know what you are able to do. Please be aware that you can change your mind at any time. Staff will ask you to complete a Carers Agreement to ensure there is no miscommunication.

Occasionally you may not be able to be involved in supporting the person you care for whilst they are in hospital, due to unplanned issues on the ward, which include sickness bugs or a flu/Covid outbreak, although staff will explain this to you if it happens.

Hospital Discharge

Discharge planning starts as soon as the person you care for is admitted to hospital. Let hospital staff know as soon as possible that you are their carer, or may be taking on the caring role when they leave hospital.

An action plan outlining what, who and how care is to be provided, called a discharge plan, will be drawn up. It ensures everything is in place by the time the person you care for is ready to leave. The ward staff should involve you in decisions about discharge.

The discharge plan may include:

- The expected date of discharge and what will happen when leaving
- Any assessments required
- Arrangements for transport home
- Any care package, equipment or changes to the home agreed
- Contact with health professionals or outpatient appointments

If you have concerns about the support agreed or do not quite understand or remember what you have been told, talk to the person organising the discharge. Staff should ask you what care you are willing or able to provide. If you have not been asked, or if you do not think your needs are being taken into consideration, tell the ward staff and if necessary, ask them to contact the hospital social work department.

If the person you care for requires discharge directly to a care home, under Cardiff and Vale UHB's 'Choice Protocol', you are entitled to be fully involved throughout the process.

Age Connects run a free hospital discharge service for people over 60 years old. This is in addition to, and does not affect, any other support you are offered. You can contact them on 029 2068 3600.

Information, Support and Advice

Barry Hospital, University Hospital Llandough and University Hospital of Wales have Information and Support Centres that provide a range of advice and information and support.

Contact the Information and Support Centre Manager by telephone: 07973715912, email pe.cav@wales.nhs.uk or visit one of the Centres - <https://cavuhb.nhs.wales/patient-advice/patient-experience/information-and-support-centres/contact-us/>



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We are here to help



Suzie Becquer-Moreno
Carers Lead



Sarah Davies
Information and Support Centre Manager

Tel: 029 21845692



Email: pe.cav@wales.nhs.uk



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