

We understand that being a carer for a family member or friend can be rewarding yet challenging. This leaflet aims to support carers for patients at Moorfields in the best way possible by answering any questions you may have as well as providing further information and details of support services available.



- A carer is someone who provides help and support to
- a partner, child, relative, friend or neighbour who could not manage
- without their help.
- A carer may not realise that they are a carer and can struggle
- to tell someone that they are finding it difficult to cope.
- A carer can be any age, including a child or young person under
- the age of 18.



We know it can often be difficult to provide support to someone close to you, especially if you feel unsupported yourself. Moorfields recognises the vital role that carers play in supporting people who use our services and we ensure that your details as a carer are recorded within the patient's record. Recent legislation, including the Care Act 2014 and the Children and Families Act 2014, aims to make sure carers receive the support they need to help them look after their own health and wellbeing. This includes a carers assessment.





Carers Assessment

A carer's assessment is free for anyone over the age of 18 who cares for an adult and will help to identify what support you might need as a carer. The person you care for can attend your assessment with you if you are both happy with this.

You can request a carers assessment by contacting adult social care in the area that you live or you can ask a member of staff to refer you.

Carers of people with dementia

If you care for someone with dementia, staff at Moorfields can provide help and advice whilst the person you care for is at the hospital. We can offer you a "This is me" document, which is a simple and practical tool that helps staff to support people with dementia by offering reasonable adjustments to the persons care. You can also contact the hospital in advance and ask to speak to the ward or clinic staff to discuss any extra needs.



Moorfields has signed up to Johns Campaign to pledge commitment to supporting the carers of people with dementia. This involves allowing carers to stay with their loved ones in hospital (where possible) and supporting them to be involved in the care provided to people in hospital if they so wish.

Carers of people with learning or physical disabilities

If you care for someone with a learning or physical disability, staff at Moorfields can provide support and advice whilst the person you care for is at the hospital. You can either contact the hospital in advance and ask to speak to the ward or clinic staff or speak to them on arrival. We can also provide you with a Hospital Passport, which helps staff to support people and offer the correct reasonable adjustments to manage their care.





Young carers

A young carer is anyone under the age of 18 who is providing care for a parent, sibling or close family member. Please let the staff know if you are a young carer (or being cared for by a child or young person) when you arrive at the hospital and we will listen and help to support you.



Young carers have the right to an assessment by children's social care to decide what help and support might be needed. You can contact children's social care in the area that you live or you can ask a member of staff to refer you.

Further advice and support is available at www.nhs.uk - search for 'young carers help'.

Sharing information with carers

Our staff will be happy to give you general information about conditions and treatments. If you are worried about the person you care for, you can speak to staff to share your concerns. Please note that personal information about the person you care for is confidential unless they have said that it can be shared with you. Staff will work with you and the person to reach a suitable arrangement where possible. Our staff will respect the confidentiality of the person who may not wish for certain information to be shared.

Getting involved

We are keen for carers to take an active part in decisions affecting the planning and delivery of services for both carers and patients. If you are interested in being involved in patient and carer activities at Moorfields, please speak to a member of staff or email: moorfields.patient.experience@nhs.net



Further advice and support



Carers Direct helpline

0300 123 1053



Carers UK
www.carersuk.org

0808 808 7777



Royal National Institute of Blind People-RNIB
www.rnib.org.uk

0303 123 9999



Age UK
www.ageuk.org.uk

0800 055 6112



Alzheimers society
www.alzheimers.org.uk

0330 333 0804



Mencap
www.mencap.org.uk

0808 808 1111

To find out what services for carers are local to you please go to carers.org

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**Moorfields Eye Hospital NHS
Foundation Trust**
City Road, London EC1V 2PD
Phone: 020 7253 3411
www.moorfields.nhs.uk

Moorfields Direct telephone helpline

Phone: 020 7566 2345
Monday-Friday, 8.30am-9pm
Saturday, 9am-5pm
Information and advice on eye conditions and treatments from experienced
ophthalmic-trained nurses.

Patient advice and liaison service (PALS)

Phone: 020 7566 2324 or 020 7566 2325
Email: moorfields.pals@nhs.net
Moorfields' PALS team provides confidential advice and support to help you with
any concerns you may have about the care we provide, guiding you through the
different services available at Moorfields. The PALS team can also advise you on
how to make a complaint.

Your right to treatment within 18 weeks

Under the NHS constitution, all patients have the right to begin consultant-led
treatment within 18 weeks of being referred by their GP. Moorfields is committed to
fulfilling this right, but if you feel that we have failed to do so, please contact our
patient advice and liaison service (PALS) who will be able to advise you further
(see above). For more information about your rights under the NHS constitution,
visit www.nhs.uk/choiceinthenhs

