

If you are an unpaid carer a family member, a friend, or a neighbour supporting someone during their hospital stay and discharge, this leaflet is for you. We understand that caring for someone during their stay in, and discharge from, hospital can be challenging, emotional, and sometimes overwhelming. This leaflet is designed to help you and inform you of your entitlements and therefore empower you. However long you have been in your caring role, you are not alone, and your contribution is vital!

Changes Plus Ltd is an award-winning organisation set up by a service user and expert by experience. In 2024/2025, Changes Plus Ltd coordinated an IMPACT Network on involving people with lived experience in strategic decision-making. The IMPACT Network was attended by a range of people, including those drawing on services, unpaid carers and healthcare professionals. The Network decided to focus on **safe hospital discharge** and how people could become involved in order to improve their journey through this process.

WHAT WE CAN DO AS PATIENTS, SERVICE PROVIDERS AND CARERS



Report issues as soon as they arise, while they are still fresh in your mind and while others still remember. Keep records.



Don't be afraid to speak and be heard. If no one is told about mistakes, they may never know they've made them.



Ask for updates. Don't be put off.



Value yourselves and those you love and care for.



Seek advice and support; don't try and deal with things alone.

WHERE TO REPORT AN ISSUE

PALS: Patient, Advice, and Liaison Service



If you have any concerns regarding your care, PALS encourages patients, families, and carers to speak with the staff involved in your care. They should firstly speak with the department/ward manager, and if they are still unhappy, PALS can be a facilitator.

PALS can:

- advise and support patients, relatives and carers.
- signpost to other NHS services
- listen to your concerns, suggestions or feedback.
- help resolve concerns quickly on your behalf by liaising with other staff.

PALS does not replace the formal NHS complaints procedure, and any person wishing to pursue a formal complaint can call 01925 662281 or email whh.complaints@nhs.net.

Ward Manager



How to identify your ward staff

NHS staff wear distinctive uniforms to highlight their role and responsibility, making it easy for patients and visitors to identify them.

CQC (Care Quality Commission)



If you have experienced or seen poor care from a health care service, you have a right to complain to the organisation that provided or paid for the care.

In the first instance, you should contact the service provider. **All health and social care service providers must have a complaints procedure that you can ask to see.** This will tell you how to make a complaint and also provide all the necessary contact details.

Please remember the amazing work done by staff and always treat them with the respect they deserve.