

CHESHIRE AND WIRRAL PARTNERSHIP NHS TRUST

CARER LINK STANDARD/PROCESS

Person Admitted

Primary carer identified in assessment.
(Check service users advanced statement to see if this includes any requested by service users regarding carers).

Carer Link Actively Seeks Carers/Relative
(Within 7 days of service users admission)

If carer/relative contact or visited ward

Carer link gather information.
Listen to carer and family, give them your time.
Give carer pack (with explanation).
Signpost to all facilities on the ward and who is involved in service users care.
Document same using checklist.

If carer or relative NOT visited or contact ward

Confidentiality

Carer link must obtain permission from service users before contacting or sending out further information.
(Within 7 days of service users admission)

Refused

Approach service users again.

Document all outcomes.

Agreed

Contact verbally or in writing.

Make appointment.
(if applicable)

Discuss information.

Document all correspondence.

Future appointments/on going care.

Carer links can signpost carers and relatives to the most appropriate person to:

- Arrange carers assessments
- Request to see Consultants
- Be involved/aware of planning and prepared for discharge
- Crisis facilities/contacts after discharge
- Ensure carers and family are aware of community facilities - refer to appropriate bodies.