



York and Scarborough  
Teaching Hospitals  
NHS Foundation Trust

# John's Campaign

For the right of people with dementia to be supported by their carers (Care Partners)

## About John's Campaign

John's Campaign was founded after the death of Dr John Gerrard in 2014, by his daughter Nicci Gerrard.

It aims to help family or friends who usually care for a loved one with dementia to continue doing so if they are in hospital.

Find out more: [www.johnscampaign.org.uk](http://www.johnscampaign.org.uk)

We recognise the importance of working in partnership with carers, respecting the knowledge and skills they bring. If a carer is willing, able and wants to continue to support a loved one in hospital, we will do our best to enable this.

We offer flexible visiting hours for carers of people living with dementia, delirium or any other adult patient who is deemed vulnerable and would benefit from the support of their carer. Carers may provide support such as washing, dressing, eating, socialising, or taking medication and are known as Care Partners. You will be offered a Care Partner card which denotes that you are undertaking flexible visiting.

We will support you to stay with the person living with dementia throughout their hospital admission, but it is important that you also look after yourself. Our aim is to build a trusting relationship with carers, so you are also able to spend time away from the ward. If required, we will ensure that you have access to both a drink and something to eat.

We ask carers to recognise the needs of all patients in the ward. Carers may be asked to leave the bedside if another patient requires privacy. Please make it easy for other patients to rest by keeping noise to a minimum.

If you have any questions or concerns about your loved one's care please ask to speak to the nurse in charge, who will listen and try to help. You can also ask to speak to the matron. If you have problems which can't be resolved by these people, you can call the Patient Advice and Liaison Service (PALS) on 01904 725137 or email them at [yhs-tr.PatientExperienceTeam@nhs.net](mailto:yhs-tr.PatientExperienceTeam@nhs.net).

## **What Matters to Me**

We encourage all patients living with dementia, together with their carers, to complete the 'What Matters to Me' document as soon as possible after admission. This tells our staff about their needs, preferences, likes, dislikes and interests.

It enables our staff to see the person as an individual and deliver care that is right for them. It can also help to provide continuity and avoid problems with care or communication.

## Forget-Me-Not Flower Symbol

We offer the forget-me-not symbol above a patient's bed to indicate to all staff that they have dementia. This should prompt staff to look for the 'What Matters to Me' document and to proactively engage with any carers. We will ask for consent before using the symbol.

## Concessionary Car Parking

We offer free parking for Care Partners if required, once you have been given a Care Partner card, please follow the instructions below for free parking:

- Upon arrival to the hospital park your vehicle within the visitor car park.
- Attend the relevant ID and Car Parking Office with your Johns Campaign identification (Care Partner card), vehicle details including registration and length of stay. The team will then add you to the authorised user list.
- After the above process has been completed the Automatic Number Plate Recognition (ANPR) system will recognise your vehicle upon entry and exit moving forward with the barriers raising automatically for you.
- This is valid for up to 14 days, if you require longer this will need renewing.

## **Locations concessionary parking can be actioned are as follows:**

### **York Hospital**

- ID and Car Parking Office, Ground Floor, Multi Storey Car Park
- CCTV Control Room, First Floor, Multi Storey Car Park.
- ICU, South Entrance to York Hospital.
- Maternity Department, Rear Entrance to York Hospital.
- Information Desk, Main Reception, Foyer of York Hospital.

### **Scarborough Hospital**

- ID and Car Parking Office, Main Reception, Foyer of Scarborough Hospital.
- CCTV Control Room, Second Floor, South Entrance of Scarborough Hospital.
- ICU, Second Floor, South Entrance of Scarborough Hospital.
- Maternity Department, Third Floor, South Entrance of Scarborough Hospital.

### **Bridlington Hospital**

- Information Desk, Main Entrance, Foyer, Bridlington Hospital.

## Support for carers

These local organisations provide support for carers:

### **York Carers Centre**

01904 715490

[enquiries@yorkcarerscentre.co.uk](mailto:enquiries@yorkcarerscentre.co.uk)

### **Selby and District Carers Count**

0300 012 0415

[selbydistrict@carerscount.org.uk](mailto:selbydistrict@carerscount.org.uk)

### **Support for Carers (Scarborough and District)**

01723 364808

[info@scarboroughsupportforcarers.org](mailto:info@scarboroughsupportforcarers.org)

### **Carers Plus Yorkshire**

(Covers Ryedale, Scarborough, Whitby, Bridlington, Hambleton and Richmondshire)

01723 850155

[admin@carersplus.net](mailto:admin@carersplus.net)

### **Alzheimer's Society (York and Scarborough)**

01904 567701 or 01723 500958

[york2@alzheimers.org.uk](mailto:york2@alzheimers.org.uk) or

[scarborough@alzheimers.org.uk](mailto:scarborough@alzheimers.org.uk)

### **Carers' Resource Harrogate**

01423 500555

## **Dementia Forward**

We are an experienced and established team supporting people with dementia and those who care for them through a range of services. We can support you whether you have a diagnosis, are worried about memory problems or care for someone affected by dementia. Please browse our website ([www.dementiaforward.org.uk](http://www.dementiaforward.org.uk)) to find out more about what we offer, or call our helpline (Monday to Friday, 9am to 4pm) for support, advice and a listening ear from a member of our team. Helpline number: 0330 0578592.

## **Teaching, training and research**

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

## **Patient Advice and Liaison Service (PALS)**

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email [yhs-tr.patientexperienceteam@nhs.net](mailto:yhs-tr.patientexperienceteam@nhs.net).

An answer phone is available out of hours.

## Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website:

<https://www.yorkhospitals.nhs.uk/coming-into-hospital1/patient-information-leaflets/>



Owner	Caroline Johnson, Deputy Director of Patient Safety and Governance
Date first issued	February 2014
Review Date	June 2025
Version	4 (updated May 2025)
Approved by	Dementia Improvement Group and Patient Experience Steering Group
Document Reference	PIL1056 v4.1
© 2025 York and Scarborough Teaching Hospitals NHS Foundation Trust. All Rights reserved.	