



York and Scarborough
Teaching Hospitals
NHS Foundation Trust

Support for Carers

Information for unpaid carers, patients and relatives

Patient Experience Team

① For more information, please contact us:

Telephone 01904 721007 or email
yhs-tr.patientexperienceteam@nhs.net

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Introduction

This leaflet provides information for carers assisting a relative or friend during a hospital stay. It includes guidance on working with hospital staff, details about hospital processes, available facilities, and support services. Resources and contact information for further assistance during and after admission are also included.

Our commitment to carers

We recognise and facilitate the vital role carers play in supporting their relative or friend when they are in hospital.

Identification and recognition

- We will try to find and support you as early as we can.
- We will treat you as important team member in caring for someone.
- Your ideas and help will be respected.

Access to services

- We will make it easier for you to use hospital services.
- We will include you when making plans and decisions about the care of the person you look after.

Communication and inclusion

- We will talk to you in a way that is clear, kind, and easy to understand.
- We will listen to you and take what you say seriously when making decisions.

Staff awareness and training

- We will train hospital staff, so they understand what carers do and the problems they face.
- Staff will learn how to treat carers with kindness and respect.

Information and guidance

- We will give you the right information at the right time. This includes help to understand hospital rules, looking after someone, and where to find support.

Hospital processes

- We will make hospital systems easier for you to use and less stressful.
- We will ask you for your ideas and use them to make things better.

Wellbeing and facilities

- We will tell you about places in the hospital where you can rest and get snacks.
- We will also let you know about support for your feelings and wellbeing.

Before visiting the hospital

John's Campaign in our hospitals

John's Campaign is a national initiative that supports the carers of people with dementia, or any other patient who is deemed to be vulnerable, to continue to care for them when in hospital. Vulnerable patients can include people with a sensory impairment, communication need, autistic people, people who experience anxiety or other mental health condition(s), people who have a learning disability and people with other disabilities or complex needs.

John's Campaign allows a carer to take on the role of a 'care partner' and work with hospital staff to assist the patient. A care partner can be on the ward beyond normal visiting times and may provide support such as washing, dressing, eating, socialising, or giving medication. Care partners can access free car parking for 14 days by taking your Care Partner card to the appropriate car park office to register your vehicle.

We will support you to stay with the person you care for during 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. You can speak to the ward clerk on the ward to find out more.

To get a Care Partner card, speak to the ward clerk on the ward. Tell them you are a patient's carer and they will give you the Care Partner card. If you use the card to access free parking, you will need to ask for a new card every 14 days and re-register your vehicle at the appropriate car park office.



Hospital passports

All patients with complex care should complete a hospital passport with their carer. We have four different passports:

- Dementia and delirium - 'What Matters to Me'
 - Request a form from staff at the hospital
- Learning Disability - Learning Disability Passport
 - Request a form from the Learning Disability Liaison Service
- Autistic/Neurodivergent - Autism Passport.
 - Request a form from the Autism Liaison Service
- End of life care - Advance Care Plans.
 - Request a form from the lead nurse on your ward.

We accept Education, Health and Care Plans (EHCPs) and information from mental health teams, but we do not provide these.

A passport helps staff provide the best care for a patient. It can also help to provide care continuity and improve communication between patients, staff and departments. If you complete a passport, show it to the appropriate staff, including ambulance staff, if needed.

Passports should include the following information:

- The person's underlying conditions
- Medication
- Allergies
- Communication needs or preferences
- Food and drink preferences
- Usual routines
- Items or ways to help them feel more comfortable.

For those with dementia, we can put the forget-me-not symbol above a patient's bed to prompt staff to look for the 'What Matters to Me' document and to proactively engage with any carers. We will ask for consent before doing this.

Information when visiting the hospital

Travel and parking

Once you have been given a Care Partner card by ward staff, we offer free parking for you if it is needed. Please follow the instructions:

- Upon arrival to the hospital, park your vehicle in the visitor car park.
- Blue badge parking is available across Trust sites. Locations can be found on our website <https://www.yorkhospitals.nhs.uk/coming-into-hospital1/getting-here/car-parking/>
- Attend the relevant ID and Car Parking Office with your Care Partner Card, registration and length of stay. The team will then add you to the authorised user list. This will cover you for every visit until the expiry of your Care Partner card.
- The Care Partner card is valid for 14 days. You will need to ask for a new card from the ward every 14 days and re-register your vehicle at the appropriate car park office.

York Hospital

- ID and Car Parking Office, ground floor, multi storey car park
- Maternity Department (If you are a patient on this ward), rear entrance to the hospital.
- Information Desk, main reception, foyer of hospital.

Scarborough Hospital

- ID and Car Parking Office, main reception, foyer of hospital.
- ICU (If you are a patient on this ward), second floor, south entrance of the hospital.
- Maternity Department (If you are a patient on this ward), third floor, south entrance of the hospital.

Bridlington Hospital

- Information Desk, main entrance, foyer of hospital.

Information on support with transport can be found on our website <https://www.yorkhospitals.nhs.uk/coming-into-hospital1/getting-here/travel/> For more information, please speak to a member of the care team.

Admissions, including A&E (Emergency Department)

If A&E feels overwhelming for you or someone you support, watch our short patient video for tips on what to expect and how to stay comfortable. What to expect when visiting the emergency department (<https://www.youtube.com/watch?v=oEsBrZ9IkPY>).

Admission can take time. If your relative or friend arrives via A&E, they might go to other departments for tests before moving to a ward.

If they require admission, staff will try to secure a bed as soon as possible, but busy periods may cause delays. A member of staff will keep you updated.

They may stay in a temporary ward until a bed is available on the right ward. Ask staff if you have questions about their progress.

If you are unable to care for a pet belonging to your relative/friend, there are organisations that can assist.

In York, Age UK provides support (<https://keepyourpet.co.uk/>).

The Cinnamon Trust offers support across the region (<https://cinnamon.org.uk/>).

Visiting the ward

Please do visit the person you care for regularly but avoid attending in large groups to prevent overwhelming them and other patients. You could consider staggering your visits on different days.

Some areas of the hospital apply special requirements when visiting e.g. Maternity ward and Children's wards. Please visit the website for more information
<https://www.yorkhospitals.nhs.uk/your-visit/visiting/>

Please feel free to talk to the ward staff about how you can be involved—whether that is lending a helping hand at mealtimes, assisting with personal care, or offering comfort through a hand massage or moisturising.

You can usually take your relative or friend out of the ward for fresh air or a change of scenery, using hospital gardens or outdoor spaces if the weather permits. Always inform ward staff before leaving. Taking a patient off hospital grounds is generally not allowed; consult the ward staff in advance if this is necessary.

Carers are respectfully requested to consider the needs of all patients within the ward. At times, carers may be asked to step away from the bedside to ensure privacy for other patients.

We also ask that noise is kept to a minimum to support a restful environment for everyone.

You may see different staff such as doctors, nurses, ward clerks, porters, and healthcare assistants. Staff have different uniforms so patients and visitors can tell who's who. Visit the Trust website for help with identifying the different staff.

<https://www.yorkhospitals.nhs.uk/coming-into-hospital1/whos-who-on-the-wards/>

Information on being smokefree for patients coming into hospital for treatment

Our hospital sites are smokefree, so you will not be able to smoke during your time with us. To help you manage this we have a specialist team of Tobacco Dependency Advisors who offer patients personalised support and Nicotine Replacement Therapy products (NRT). With their support and the right NRT products they can help you to manage your nicotine dependency. Not smoking means they will recover quicker and better.

We ask everyone in our care if they smoke. If you do, we will ask one of the advisors to come and talk with you on the ward. They will support you and make sure you get NRT to help manage your nicotine withdrawal. If you decide to use this moment to stop smoking the advisors will support you with this. Some people prefer to manage their time in hospital with temporary abstinence from tobacco, both are fine.

If patients have managed without smoking when they have been with us, the advisors can arrange continued support once they leave hospital, so they can remain smokefree once they are home.

Bringing items

A list of suggested items to bring for a hospital stay is available on our website:

<https://www.yorkhospitals.nhs.uk/your-visit1/coming-into-hospital/>.

Other items you might want to bring in could include:

- Assistive aids such as the person's glasses, hearing aid(s), dentures or communication tools.
- Mobility aids they rely on and use at home.
- Meaningful items or items that will offer comfort.
- A pillow or blanket if reassuring or helpful.
- Activities depending on the persons interests.
- Familiar foods, unless advised otherwise.

If possible, please label belongings with the person's name and let the ward staff know when items are brought in or taken out.

You might find it helpful to take photos of important items, such as glasses or hearing aids. This can make it easier to identify and recover them if they ever go missing. Please do not bring:

- Valuables or things that are irreplaceable. (Bring copies of photos rather than originals).
- Jewellery, including loose rings and large amounts of money. Please take these home to keep them safe.

If you notice any belongings are missing, inform the ward staff as soon as possible to help.

Contacting the hospital

Contacting the ward

The best time to contact the ward is after 2pm. This is after mealtimes and doctors' rounds.

Please avoid calling at mealtimes: breakfast 7.30am-9am and lunch 12 noon-1.15pm.

If your relative or friend does not have capacity (the ability to make decisions about their care), the person who is recorded as next of kin, or has Power of Attorney, will be the main point of contact for information and questions about their care.

You may not always be able to speak to your relative or friends' doctor. However, nurses on the ward can give you the latest information.

If there is uncertainty about who should receive information about your relative or friend, staff will confirm this with your relative or friend, or their next of kin or person who has power of attorney. A password may be used to ensure information is shared correctly. Speak to staff if you think this is necessary.

Contacting specialist teams

Admiral Nursing Team

These are registered nurses who have specialist knowledge of dementia care. The team provides support to family carers and people living with dementia throughout their life, particularly during complex periods of transition. The team take referrals from unpaid carers or staff. Email Yhs-tr.admiralnurseteam@nhs.net.

York Hospital

Telephone: Ruth Mahon on 07833 287356

Rachael Barron on 07876 131299

Availability: Monday – Friday, 9am – 5pm

Scarborough Hospital

Telephone: Shelley Cooper on 07967 850258

Rachael Barron on 07876 131299

Availability: Monday – Friday, 9am – 5pm

Learning Disability Liaison Service

If you have a learning disability, the Learning Disability Liaison Nurses can support you to access the healthcare you need. If you have to come to hospital, please contact Georgina or Kate, and they will find out how to make you feel comfortable in hospital. They can make plans and get information for the hospital staff.

York Hospital:

Georgina Cherry, telephone 07917 184539

Email georgina.cherry2@nhs.net

Availability: Tuesday – Friday, 9am - 4:30pm

Scarborough Hospital:

Kate Sleightholme, telephone 07795 126473

Email kate.sleightholme@nhs.net

Availability: Monday – Thursday, 9am - 4:30pm

Autism Liaison Service

If you are autistic or identify as neurodivergent, our autism liaison practitioners can support you, or them to access the healthcare you need. This service covers Bridlington, Scarborough, York, and Selby.

York Hospital

Alex, 07823 547880

Yhs-tr.AutismLiaisonService@nhs.net

Availability: Monday – Friday, 9am - 4:30pm

Scarborough Hospital

David, 07823 548343

Yhs-tr.AutismLiaisonService@nhs.net

Availability: Monday, Tuesday, Thursday, Friday, 9am - 4:30pm

Alzheimer's Society

We provide a wide range of expert information for people with dementia, carers, family, friends and health professionals at York Hospital. The type of things covered can include getting a diagnosis, types of dementia, emotional and practical support, legal and financial information and choosing a care home.

Please note, this service is not available at Scarborough or Bridlington Hospital.

Email: yorkservices@alzheimers.org.uk

Telephone 01904 929444

Availability Wednesday 1-5pm

York Carer's Centre

York Carer's Centre offer advice and support to carers when the person they cared for is in hospital and in the weeks following their discharge from hospital. We can support you with:

- Talking to healthcare professionals.
- Planning for discharge.
- Advice about local services and benefits.
- Registering with York Carers Centre.
- Arranging a Carer's Assessment.

Please email: carersoutreach@yorkcarerscentre.co.uk

Telephone: 01904 715490

Palliative Care Team

The Palliative Care Team provides care and support for people at any stage of a progressive, life-limiting illness; this includes the management of symptoms (which may include pain). The goal of palliative care is to achieve the best quality of life for patients, their families and carers.

You can find out more on our website:

<https://www.yorkhospitals.nhs.uk/our-services/organdonation/a-z-of-services/palliative-care/>

York Hospital Specialist Palliative Care Team

Telephone 01904 725835

Availability: Monday - Friday, 8am – 4pm

York Community Specialist Palliative Care Team

Telephone 01904 777770

Availability: Seven days a week, 8.30am – 4.30pm

Scarborough Hospital Specialist Palliative Care Team

Telephone 01723 342446

Availability: Seven days a week, 8am – 4pm

Lead nurse for end-of-life care

Telephone 01723 385204

Discharge

Staff will talk to you about your ability and readiness to provide care at home before discharge so that planning can be done thoughtfully.

While discharge planning takes place ahead of time, sometimes things may move quickly once funding or care arrangements have been made.

You can ask staff when everything will be ready for your relative or friend's discharge.

Medication and further information

Medication may not be ready immediately. If the person you care for is ready to leave, you can return later to collect it.

Individuals and their carers should receive information relevant information on discharge. This information will include instructions on how, when, and who to contact for further support or details. Please ask if you feel there is anything else you need.

Transport

If the person you care for needs a wheelchair for discharge, please bring one if possible. Hospital wheelchairs are available at reception. However, these must be returned to the hospital before you leave. A porter or other member of staff can assist you if needed.

You can find short stay drop off and pick up parking bays along the main entrances to the hospitals.

When being discharged by ambulance, only two items, example carrier bags, including walking aids, may be taken. If there are additional belongings, these should be collected prior to the person's discharge.

Hospital transport has a 90-minute pickup window, so a 10am pickup could occur between 9:15am and 10:45am. It often transports multiple passengers and may make additional stops before the person you care for arrives home.

Support for you

If you would like a hot or cold drink, please ask staff on the ward. There are also comfortable rest areas and some quieter spaces throughout our hospitals, such as courtyard gardens and indoor café areas, if you wish to take a moment to relax.

Carers Emergency Cards

Carers for adults over 18 can register for a free emergency card, which ensures a care plan is activated if the carer is unable to provide support. This alerts healthcare professionals and guarantees the person cared for will receive necessary assistance in the carer's absence.

In York find out more via York Carers Centre at: Carers Emergency Card | York Carers Centre. Or contact 01904 715 490 or enquiries@yorkcarerscentre.co.uk.

In North Yorkshire, find out more via North Yorkshire Council at: Carer's emergency card | North Yorkshire Council.

In East Riding, contact Your Life Your Way: <https://www.yourlifeyourway.uk/>; telephone: 01482 396500 or email: ercarers@eastriding.gov.uk.

Carers assessment

All carers can get a carer's assessment from York Carer's Centre. This assesses your caring role, its impact, and any support you may need.

York: <https://yorkcarerscentre.co.uk/adult-carers/ask-for-a-carers-assessment-of-need/>

North Yorkshire: Carer assessment | North Yorkshire Council (<https://www.northyorks.gov.uk/adult-social-care/help-and-support-carers/carer-assessment>)

East Riding: Your Life, Your Way - Adult carer's assessment ([yourlifeyourway.uk](https://www.yourlifeyourway.uk))

Home from hospital

Home from Hospital is a free service for anyone over 18 who has been in hospital, A&E, or had a day procedure. It offers short-term help such as shopping, collecting prescriptions, phone or home visit support, and coordination with health and social care professionals.

North Yorkshire:

The Home from Hospital service for North Yorkshire, including Whitby, is managed by Carers Resource and is for North Yorkshire residents over 18. Find out more: <https://www.carersresource.org/hospital-related/home-from-hospital/>

People may self-refer or be referred by a health professional. The service is provided with Carers Plus Yorkshire in Scarborough and Ryedale.

East Riding:

The East Riding Home from Hospital service, including Bridlington is delivered by Carers Plus. Find out more at: <https://www.carersplus.net/ourservices/home-from-hospital>.

A healthcare or social care professional must refer patients. If you believe this service could help your relative or friend, please ask a ward nurse to arrange a referral.

York:

Available for those 60+ only. The service is provided by Age UK. You can find out more at: Age UK York | Home From Hospital by phoning 01904 726191 or emailing ageukyork@ageukyork.org.uk.

Local carers organisations

Local carers organisations offer free information and support to carers of all ages.

- York Carers Centre
Website: <https://yorkcarerscentre.co.uk>
Email: enquiries@yorkcarerscentre.co.uk
Telephone: 01904 715490
- Carers Plus Yorkshire – covers Ryedale, Scarborough, Whitby, Bridlington, Hambleton and Richmondshire.
Website: <https://www.carersplus.net>
Email: admin@carersplus.net
Telephone: 01723 850155
- Carers Resource - Scarborough and Ryedale
Website: <https://www.carersresource.org/>
Email: staff@carersresource.net
Telephone: 01723 850155
- Carers Centre - Hambleton and Richmondshire
Email: info@hrcarers.org.uk
Telephone: 01609 780872

- Parent Carer Forum York – York
Website: Parent Carer Forum York
Email: connect@pcfyork.co.uk
Telephone: 01904 715490
- Your Life Your Way – East Riding
Website: <https://www.yourlifeyourway.uk/>
Email: ercarers@eastriding.gov.uk
Telephone: 01482 396500

Get involved

If you are an unpaid carer and would like to be involved in this carers improvement work, you can contact the Patient Experience Team on:

- yhs-tr.PatientEDI@nhs.net
- 01904 725556

You can register your interest to take part in our yearly unpaid carers experience survey by using the details above.

Scan the QR code to provide feedback on your experience as an unpaid carer accessing our service. If you would prefer a paper copy of the survey, please request one by contacting the Patient Experience Team.



Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact the patient experience team on 01904 721007 or email yhs-tr.patientexperienceteam@nhs.net.

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.

An answer phone is available out of hours.

Space for your notes and questions

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:

www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/

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