





## **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](http://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](mailto:moorfields.patient.experience@nhs.net)







**Moorfields Eye Hospital NHS  
Foundation Trust**  
City Road, London EC1V 2PD  
Phone: 020 7253 3411  
[www.moorfields.nhs.uk](http://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](mailto: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](http://www.nhs.uk/choiceinthenhs)

