

Carer information: Staying overnight with us

NSLHD recognises that Carers provide care and support to a family member or friend who have a longer term illness, disability, mental illness or frail aged. NSLHD are able to provide some overnight accommodation for a family member, friend or other carer who would like to stay overnight with an adult patient.

Staying overnight

- Most wards should have access to a green Carer recliner chair
- Some infectious patients may not be able to have someone stay overnight. Please speak with nursing staff for more information.

Carer card

- If the ward can offer you an overnight stay, please ask nursing staff for a Carer ID card.
- Please keep your carer card with you at all times.

Linen

- Please ask staff if they can provide you with sheets, pillows and blankets.
- Make sure your personal items do not get mixed up with hospital laundry or get left in the bed/drawers.
- If you're bringing your own pillow, mark your name clearly.

Toilets and showers

- Carers staying overnight can ask nursing staff where showers and toilets are located for Carer use.
- You will need to bring your own toiletries.

Personal items

You are responsible for your personal items. Do not leave expensive items, phones, wallets or other valuables unattended. Please contact security if you have an enquiry about lost property.

At bedtime

- We ask you to be as quiet as possible between 10 pm and 6 am.
- Please use headphones for digital devices and keep light levels low.
- Please do not leave the ward between 10 pm and 6 am unless it is an emergency. If you do need to leave please let a staff member know.

Food and drinks

- Wards may have a kitchenette where you can make a cup of tea or coffee. Please ask staff if this is available
- Toast-making is not allowed.
- Do not share food with your patient without first seeking permission from the patients dietician or nursing staff.
- We may be able to provide meals for Carers staying overnight. Please discuss this with nursing staff to ensure your "Carers Meal" has been ordered. While staff will do their best we cannot guarantee we will be able to provide special diets such as gluten free, dairy free.
- You can bring in your own snacks.

Parking

- Please check with parking staff at the hospital you are visiting about whether a discounted rate is available.
- If you are eligible you will need to obtain an application for concession parking for patients and Carers from the NUM or ward Social Worker.
- Once you have completed the form and it is signed off, take this back to the parking station for staff to assist you with the concession parking.

Religious and cultural

Please check at the information desk about available chapels and any other religious and cultural requests.



General visitor information



Always wash your hands

Please use the handwash or sanitiser rub provided before entering a ward.



Please keep it down

For the comfort of other patients and visitors, please be quiet and keep the number of visitors to a minimum. Please ensure children are quiet on the wards and do not stay for long periods of time.



Meal times

To make meal times more comfortable for patients, meal times are quiet times in our hospital. Carers can help with meals, discuss this with the nurse.



Ward guidelines

Check the signs in your ward and be aware of the general visitor information in that unit (i.e. visiting times for other family members).



Interpreter

Interpreter services

If you require an interpreter please ask staff to organise this for you.



Visiting with kids

Children must be with a responsible adult at all times. Please do not bring children if they are unwell. Visiting children are not permitted to stay overnight.



In an emergency

In the very unlikely event of a hospital emergency such as a fire or bomb threat, please follow the instructions from hospital staff. Do not leave the ward until instructed to do so. Nursing staff will be responsible for your safety and there are strict emergency procedures in place to protect you.

Are you worried about the deterioration of a patient?

No-one knows the person you care for as well as you do.

Are you worried about a recent change in your family members condition?

Have you spoken to your nurse or doctor about this worrying change?

Have your concerns been followed up? Are you still worried?

If you're concerned, ask your nurse for a 'clinical review' and if you are still concerned you can call the switchboard on the bed-side or ward phone and ask for the REACH Team.

For more information, ask about the REACH program ward staff can assist you or you can find this information on our website.

REACH out. Together we make a great team.

For all questions or concerns contact the Carer Support Team

Telephone:  9462-9488  www.nscarersupport.com.au  **NSLHD Carer Support**