

## POL019 CARERS' RIGHTS AND RESPONSIBILITIES POLICY

**EXPECTED OUTCOME**  
**CARER' RIGHTS AND RESPONSIBILITIES REFLECT NATIONAL POLICY**

### POLICY

Toowong Private Hospital acknowledges the capabilities of families and non professional carers, (hereafter called 'carer') and recognises the contribution they make to the support and care of people with mental health problems and mental disorders.

### THE RIGHTS OF CARERS INCLUDE:

- **CARERS INVOLVEMENT** - All carers have the right to advocate on behalf of a patient at the patient's request, or to advocate on behalf of other carers or consumers. This can be achieved by providing constructive feedback about improving the quality of services provided at the Hospital through a formal correspondence process.
- **COMMENTS AND COMPLAINTS** – All carers have the right to receive information about how to lodge a complaint, to make comment or initiate complaints and receive a prompt response with regard to any aspect of the patient's treatment and care, with the consent of the patient, where appropriate.
- **IDENTIFICATION OF PERSONNEL** – All carers have the right to know the identity and professional status of individuals providing services and care for their relative or friend.
- **LEAVE FROM THE HOSPITAL** - Where the carer is intended to take some responsibility for the patient during day or overnight leave, carers have a right to be involved in decisions regarding leave.
- **MEDICAL INFORMATION** – Carers have the right to ask questions and to obtain information and education to support their relative or friend. This information should be communicated in terms that can be reasonably understood and with respect to patient confidentiality and privacy.
- **ACCESSIBILITY** - All carers have the right to place limits on their accessibility and availability to the patient including visits, telephone, email etc.

- **PARTICIPATION IN TREATMENT OPTIONS**

- The carer may participate in the treatment planning, delivery and coordination of care, including progress review of the patient. This should be done with the patient's consent and as planned with their treating psychiatrist and other members of the clinical team.
- It is expected that the carer should cooperative with the treating psychiatrist, nursing and allied health clinical staff.
- The carer may provide information to the treating psychiatrist and clinical staff, which is deemed relevant to the assessment and treatment of the patient.

- **PRIVACY AND CONFIDENTIALITY** – All carers have the right to privacy as defined by legislation.

- Carers have the right to be interviewed in surroundings designed to assure reasonable privacy and any discussion about the patient's care and treatment will be conducted discreetly.

- **RESPECT AND DIGNITY** – All carers have the right to be treated in a manner that is considerate and respectful, acknowledging personal dignity and values, responsive to cultural and linguistically diverse backgrounds or special needs.

- **SECOND OPINION** – Carers may seek further opinions in consultation with the patient, about the diagnosis, care and treatment of their relative and friend. It is the patient and carer's responsibility to organise this.

- **SUPPORT SERVICES** - All carers have the right to be made aware of, and referred to services and support for carers, where appropriate.

## THE RESPONSIBILITIES OF EVERY CARER INCLUDE:

- **ABSENCES FROM HOSPITAL** – Where the carer is intended to take some responsibility for the patient during day or overnight leave, carers have a responsibility:
  - To accompany the patient to and from the Hospital and to ensure that the patient notify the nurses station of their departure and return.
  - Observe Hospital policy in relation to hours of the departure and return.
  - Understand that the carer and the patient are responsible for the patient's care, health and safety from the time of departure from the Hospital.
  - Carers and patients have the responsibility of delivering all medication to the Nurses' Station on return from leave to ensure that no medication is kept in patients' rooms.
  - Where a patient is hospitalised under the *Mental Health Act 2016*, the carer must comply with legislative requirements in regard to absence and/or leave from the Hospital.
- **ALCOHOL AND PROHIBITED SUBSTANCES** – The possession and/or consumption of alcohol, non prescribed medication or illicit drugs is prohibited within the grounds of Toowong Private Hospital. It is also the carer's responsibility that such substances are not consumed by the patient whilst temporarily absent from the Hospital which may conflict with treatment or medication. Consumption of such substances whilst absent from the Hospital should be reported to nursing staff. The use of such substances may potentially result in discharge.
- **COMMUNICATION** – Carers should acknowledge patients have the right to choose the level and type of communication with any member of their family, friends and the general community.
- **CONTACT** – Carers have a responsibility to respect a patient's right to say who may be informed of, or who can be involved in the treatment and care, or to withdraw their consent for contact with family, carers or friends at any time.

- **PROVISION OF INFORMATION** – All carers have the responsibility:
  - To provide to the best of their knowledge, accurate and complete information about the patient’s presenting problem/s, past illnesses, previous hospitalisations, medications, and other matters relating to the patients health and treatment.
  - To report on unexpected changes in the patient’s condition if appropriate, to the treating doctor or nursing and allied health staff.
  - To seek information from the treating doctor and the clinical team where appropriate, about the carers expectations regarding the patients treatment and management.
- **REFUSAL OF TREATMENT** – All carers have a responsibility to respect the right of the patient to refuse treatment or not to comply with their treating Doctors recommendations. Carers should accept that the patient then takes responsibility for accepting the consequences of their own actions.
- **RESPECT AND CONSIDERATION** – All carers have the responsibility for being considerate and respectful of the patient, other patients, all Hospital personnel and visitors. All carers have the responsibility to respect and care for Hospital property with respect and care.
- **SAFETY** – Carers have the responsibility for ensuring, as far as possible, their own and others’ safety both inside and outside of the Hospital and its grounds. This includes the responsibility for reporting any hazards at the facility, which may compromise the health and safety of others.
- **SMOKING** - All carers have the responsibility of ensuring they do not smoke within the Hospital’s facilities and grounds and for five metres beyond the Hospital’s boundaries. This requirement applies to all smoking products including regular cigarettes and devices commonly known as electronic cigarettes.
- **THREATENING BEHAVIOUR** - All carers have the responsibility to accept and comply with zero tolerance of aggression towards staff and/or other patients and understand that unacceptable behaviour may result in being asked to leave the grounds.
- **VEHICLES** –The Hospital cannot accept responsibility for the loss or damage to vehicles parked in the Hospital grounds.

## REFERENCES/LINKS

Toowong Private Hospital will function in accordance with all relevant Legislation, Regulations, Industry Standards and Codes of Practice. TPH utilise the external Private Hospitals Association of Queensland (PHAQ) Matrix.

Access to related policies, forms, or other documents may be found by undergoing a Radix DM search by ID, Title, Library Group, document content or saving criteria.

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