



Hospital based carer support

Michelle Turner – Hospital based carer support worker Maria Green-Lynch – Health Improvement Specialist (Carers' Champion) Tamsyn Wright – Patient Experience Project Manager

Striving for excellence

An Associated Teaching Trust

Why the initiative

• The Trust's vision is to ensure that patient experience of care is excellent each and every time. The Trust recognises unpaid carers as an enormously important asset in achieving this.



• A working partnership was established with Wakefield Council and Carers Wakefield & District. This forms part of a wider district 'system wide' approach to improving outcomes for carers.

What we did

Range of initiatives co-produced with carers including:

- Hospital based carer support workers
- Enhancing support for working carers
- Family, Friends and Carer's Charter and passport
- Carer awareness training for staff



- Promotion of support for carers on Visitor information boards
- Carer friendly spaces (Hub, overnight stay facilities , refurbished Emergency Department rooms, Oak Leaf suite, MY spaces)

What we did

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"I was at my wits end. I'd just been told mum hadn't long to live. Michelle saw I was upset and invited me into the office based at Level E Pinderfields. She was FANTASTIC. I felt alone, so upset but was quickly made to feel supported and calm. Michelle put me in touch with the right people in the hospital which settled my mind instantly. This service is exceptional and what carers need 100%."

What we did



'Emma was very helpful. She was a wonderful support at a very difficult time and provided the information we needed.'

The Mid Yorkshire Hospitals

O Information for visitors



Striving for excellence

Impact

- There has been an improved awareness of carers needs
- Improved patient, carer and staff experience
- Average of 39 carers referred for support each month, with an average of 100 contacts a month
- Increasing numbers of 'new' carers registering with Carers Wakefield & District
- Increasing use for the Carers UK digital resource

