



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

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.



NHS
The Mid Yorkshire Hospitals
NHS Trust

 **Carers**
Wakefield & District
Helping Carers Care

wakefieldcouncil

- 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



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

NHS
The Mid Yorkshire Hospitals
NHS Trust

Information for visitors

5 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

Carer support workers

She put me in touch with the right people that settled my mind instantly – The service is exceptional

Staff

The project has helped us recognise the challenges carers can face

Relatives overnight stay rooms

We're massively grateful we could be accommodated in this way