



hello my name is...

Family, Carers and Friends Charter

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@UHL_DOE

The review process

- A period of Extensive engagement with undertaken, with carers, family members, patients, staff and community carers organisations
- Leicester's Hospitals cover a diverse population, every effort was made to ensure feedback represented all communities.



Co-production process

- The feedback received was shared with an expert panel, consisting of carers, carers organisations.
- Feedback gave a new perspective on the key issues for carers



A decorative wavy line at the top of the slide, transitioning from purple on the left to blue, green, yellow, orange, and red on the right.

Highlights from feedback and the panel

- The charter needs to be about carers
- Not all family members recognise themselves as a carer or wish to be called a carer
- The wording needs to be simple for all to understand
- The Trust needs to welcome carers not allow them



Family, Carers and Friends Charter

Do you look after someone?



Do you support someone in their home, allowing them to continue to live there? This means you are a carer

While they are in hospital, if you wish to stay, we will:

- **Welcome** you to the hospital outside the normal visiting hours
- **Understand** that you know the patient better than us
- **Keep** you informed about what is happening
- **Involve** you in decisions and care (with the patient's permission)
- **Include** you in ward rounds
- **Support** the patient while you take a break
- **Talk** to you about support available in hospital and in the community

Only one person by the bedside will be allowed outside of the visiting hours unless agreed with the nurse in charge.

New charter launched April 2019

Public facing version called “Do you look after someone”

To highlight to staff and aid
Communication, there is a
sign to go into the bed
space.



Family Carers and Friends information leaflet

- Details about charter
- Buggy service
- Reduced car parking
- Support in the community
- Carers assessments




University Hospitals
of Leicester
NHS Trust

Caring at its best


University Hospitals of Leicester
NHS Trust

Do you look after someone?

Patient Experience Team Produced: August 2019
Review: August 2022
Information for family, carers and friends Leaflet number: 471 Version: 1




Are you a family member or friend who supports a person to live at home, where the person would be unable to do so if this support was not provided? This means you are a carer.



Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice

Visit www.leicestershospitals.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact information@patientsexperience.nhs.uk

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Feedback

Feedback is collected from Family,
Carers and Friends who come into
Leicester's Hospitals
January 2019 to December Average
FFT score was 92% recommended



University Hospitals
of Leicester
NHS Trust

University Hospitals of Leicester NHS Trust *Caring at its best* NHS Trust
Family, Carers and Friends Feedback
8036 Mar 2020
Office use only - Ward Code
F 2 9
Patient Feedback
Driving Excellence
Family, Carers & Friends Feedback
Please complete this anonymous form to help improve the service we offer.
For each question please put a cross clearly inside one box e.g. using a black pen.
Please do not include any personal details.

Your relationship to the patient: Family member Carer Friend/Other

Does the patient rely on you to help them with day-to-day activities? Yes No

Thinking about our ward, as a family member, carer or friend... overall, how was your experience of our service?

Very good
 Good
 Neither good nor poor
 Poor
 Very poor
 Don't know

Please tell us why you gave your answer and anything we could have done better.

Today's Date: / /

The nurses put my husband at ease-explained things to him and made him laugh. He was worked up about things but they were patient with him.

Friendly staff makes the patient and family member feel welcome

The care and attention that has been taken throughout this process for my mum has been 100% professional and caring. I can't thank the staff and Sister Sophie Sheldon enough for making this so good for us.

All staff give good care and attention to there patients family members can sit with patients without feeling in the way. All the staff are very hardworking

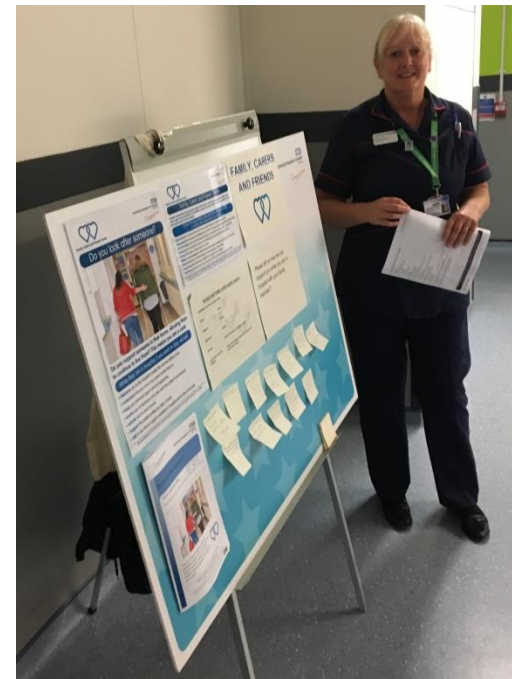
The quality of care and the relationships formed with patients and families are outstanding. It would be impossible to find a more dedicated and professional team.

Mum has been extremely well cared for-we have been kept up to date with what's been happening and are very grateful. Mum is very complimentary of the care she has received and she does not mince her words.

The staff were professional and extremely friendly. They were approachable and able to answer any concerns that we as patients and spouse/carer had. The whole experience was a credit to the ward staff concerned

Further Engagement

Wonderwall to collect feedback from family members and carers in the hospital about the charter and moving forward.



Future plans

- 15 step challenge – looking at the clinical areas from a family members/carers point of view
- Family members and carers afternoon tea – to find out what is important to them



JOIN US AND SHARE WHAT MATTERS TO YOU
FAMILY & CARERS AFTERNOON TEA

LOCATED AT DEVONSHIRE PLACE
78 LONDON ROAD, LEICESTER, LE2 0RA
CAR PARKING IS AVAILABLE
2:00PM - 4:30PM
WEDNESDAY 1ST APRIL 2020

Are you a carer or a family member with a caring role?
We recognise that coming into hospital can be a worrying time, therefore we want to ensure that services for families and carers in our hospitals are developed with your involvement. Our meaningful activities team will be available to support anyone should they need it to enable you as a family member and/or carer to join the discussion and share views on what matters most.

If you would like to join us you can provisionally book your attendance before 20/02/20 by emailing PatientFeedbackMailbox@uhl-tr.nhs.uk or call 0116 258 5384.



Any Questions?

