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.
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
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
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
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.

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.

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.

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 complementary of the care she has received and she does not mince her words.

Friendly staff makes the patient and family member feel welcome.

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.

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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
Any Questions?