#hello my name is…

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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

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- 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

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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

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New charter launched April 2019

Public facing version called "Do you look after someone"

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

Family Carers and Friends information leaflet

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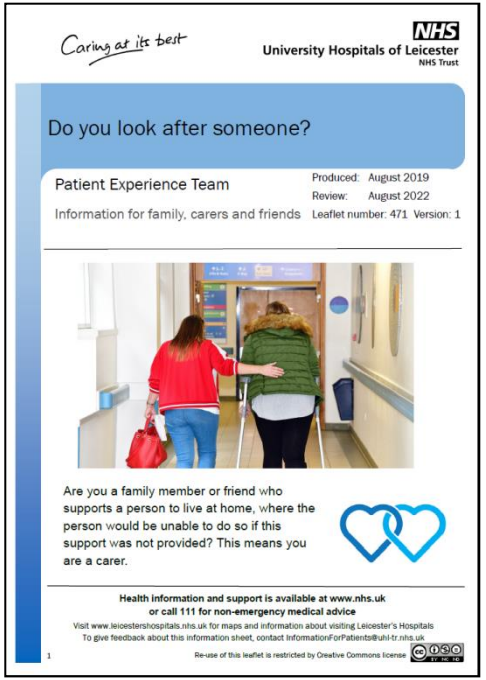
- Details about charter
- Buggy service
- Reduced car parking
- Support in the community
- Carers assessments



Caring at its best

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Do you look after someone?

Patient Experience Team
Information for family, carers and friends

Produced: August 2019
Review: August 2022
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 InformationForPatients@uhl-tr.nhs.uk

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Feedback

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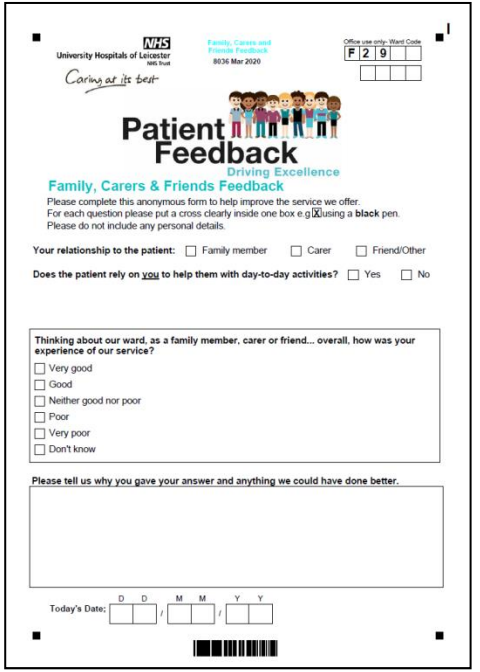
Feedback is collected from Family, Carers and Friends who come into Leicester's Hospitals
January 2019 to December Average FFT score was 92% recommended



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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: D D / M M / Y Y

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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 tank 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

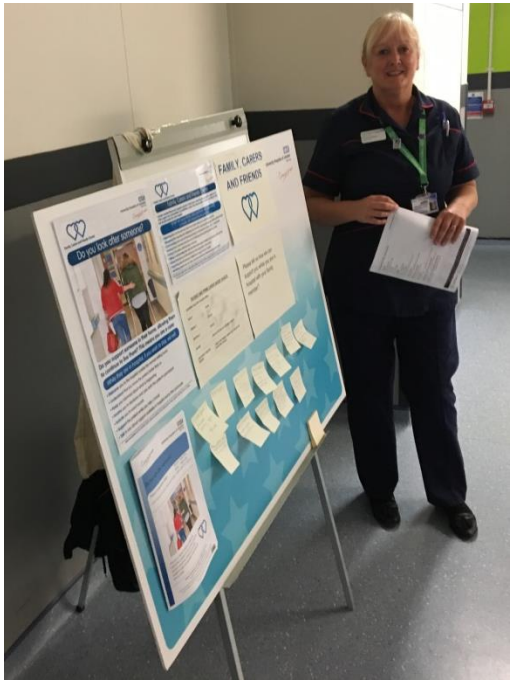
The quality of care and the relationships formed with patients and families are outstanding. It would be impossible to find a more dedicated and professional team.

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 complementary 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

Any Questions?

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