

Building a Carer Friendly Organisation

Paul Sanguinazzi, Ann Parkes, Jane Danforth
Nottinghamshire Healthcare NHS
Foundation Trust

@InvolveT1

We have developed and implemented an ambitious, transformational and comprehensive programme in partnership with our carers to build a carer friendly trust

positive
about organisational excellence

Nottinghamshire Healthcare NHS Foundation Trust

*A Strategy for Carers,
Families and Friends
2015-2018*



Caring for carers is everyone's business
This strategy will be revised July 2018



Involvement Team @InvolveT1 · 12 Jun 2017

Nottinghamshire Healthcare Carers Week Pledge 2017 @nottshealthcare

#CarersWeek2017 @CarersTrust ...

volunteeringexperience.wordpress.com/2017/06/12/not... via @InvolveT1



Nottinghamshire Healthcare Carers Week Pledge 2...

Nottinghamshire Healthcare NHS Foundation Trust will work with staff teams to complete year two of the Triangle of Care. In doing so, we will continue to improve how st...

involvementvolunteeringexperience.wordpress.com



Changed culture and practice through staff induction and development programmes


Nottinghamshire Healthcare
NHS Foundation Trust

The Triangle of Care and Carer Awareness Training 2018 Dates

The aim of this course is to increase Carer Awareness and familiarise staff with the Triangle of Care standards. This course has been co-produced with Carers.

Learning Outcomes
By the end of the session students should be able to:

- Define the contributions a Carer can make to the patient and staff team
- Discuss some of the common needs of Carers
- Identify some practical approaches and ideas for providing support to Carers and colleagues
- Plan areas for improvement to increase Carer awareness in the workplace

Please note that this is only half a day course from 9.30 am until – 1.00 pm

10th January 2018 Orange and Yellow Room, Duncan MacMillan House
17th April 2018 Orange and Yellow Room, Duncan MacMillan House
12th July 2018 Rooms 2 and 3, The Mike Harris Learning Centre, Rampton Hospital
12th October 2018 Orange and Yellow Room, Duncan MacMillan House

For more information please contact: angela.pemberton@nottsghc.nhs.uk
To request a place, please contact: learning.development@nottsghc.nhs.uk

 Therapeutic and Clinical Skills
 Learning and Organizational Development DEPARTMENT

Involvement Team Retweeted

Jane Danforth @JaneDanforth · 18 Oct 2017

Carer Experience #band2to4 @NottsHCLandOD Ann telling her story about being a carer for her grandson. Please listen to us @InvolveT1 #carer



Raised awareness through innovative films, the carers section on our website and increased social media presence

Home Families and carers Support and information

- Families and carers
- Support and information
- Carers' films
- Support groups
- Training
- News and events
- How we work with you

Support and information

Help and support in Nottingham City

- Carers' support from Nottingham City Council.
- Carers Hub

Help and support in Nottinghamshire County

- Carers support from Nottinghamshire County Council
- Carers Hub
- Visit the Nottinghamshire Help Yourself website to download the Carers Information Pack

Information from the Trust

- Quick Guide for Carers, Family and Friends [pdf] 179KB
- Information for carers of patients at Rampton Hospital
- Directory of carer support and involvement opportunities [pdf] 175KB

City Carer Support Service

The City Carer Support Service is here to support you if you talk adult mental health services. Support workers Jude and Emma



Nottingham City

- Nottingham City Council
- Carers Hub

Nottinghamshire County

- Nottinghamshire County Council
- Carers' Hub



Involvement Team @InvolveT1 - 12 Jun 2017
Nottinghamshire Healthcare Carers Week Pledge 2017 @nottshealthcare #CarersWeek2017 @CarersTrust...
tvolunteeringexperience.wordpress.com/2017/06/12/not... via @InvolveT1



Nottinghamshire Healthcare Carers Week Pledge 2...
Nottinghamshire Healthcare NHS Foundation Trust will work with staff teams to complete year two of the Triangle of Care. In doing so, we will continue to improve how st...
involvementvolunteeringexperience.wordpress.com

Involvement Team @InvolveT1 - 16 Jun 2017
Wells Road Family and Friends Forum carerspinion.org.uk/blogposts/597... via @careopinion



Wells Road Family and Friends Forum
The Family and Friends Forum met on 22.4.17. There were twelve friends and relatives who attended. Peer Review We talked about the Peer Review which is ha...
careopinion.org.uk

Involvement Team @InvolveT1 - 13 Jun 2017
Lovely event, thank you for coming Nina @NottsHealthcare



Nottinghamshire Healthcare @NottsHealthcare
We had a great time at our #CarersWeek event held by @InvolveT1. A chance for carers to meet each other and our staff, and give feedback

Involvement Team @InvolveT1 - 16 Jun 2017
How Family Work Changed Our Lives. ...
tvolunteeringexperience.wordpress.com/2017/06/16/how... via @InvolveT1 #CarersWeek @nottshealthcare @familywork123 @CarersWeek



How Family Work Changed Our Lives. There is hope...
During Carers Week we are sharing stories of hope, courage and challenge carers face every day. Mum and Daughter Ginny and Hannah Slack have a remarkable...
involvementvolunteeringexperience.wordpress.com

Tackled issues that carers raised (e.g. information sharing, crisis information) with carers



Crisis Resolution and Home Treatment Team (CRHT)
Nottingham City & County South

Adult Mental Health



WHO WE ARE:

The Crisis Teams provide a 24 hour, 7 day a week community service to adults from the age of 18 who require intensive daily support and who may otherwise need a hospital admission. We are not a 999 service.

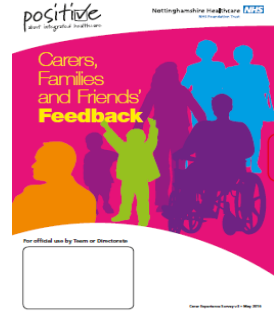
We are a multi-disciplinary team of consultant psychiatrists, junior doctors, a clinical psychologist, non-medical nurse prescribers, community psychiatric nurses and support workers. We are based at Highbury Hospital in Nottingham.

Our aim is to provide intensive home support as hospital. We also help with earlier discharge from stay by providing intensive home support for a short stay or others due to a person's mental state.

WHAT IS THE REFERRAL PROCESS?

We receive referrals from GPs and other mental health professionals when there is a concern about the person or others due to a person's mental state.

If we have accepted a referral for you, we will arrange an appointment for an initial assessment within 4 - 2 weeks. The assessment will be done by a doctor or nurse. We will ask questions to identify your needs. A family member is welcome to attend to support you. They can also provide information to help us. This assessment takes about 30 minutes.



What is a carer?

A carer is someone who spends time providing unpaid support to a family member, partner, friend or child. They could be caring for someone who is ill, frail, disabled, has learning disabilities, a mental illness, substance or alcohol problem. The caring may include help with personal care, medication, cooking, shopping, housework and giving emotional support.

The importance of sharing information:

We recognise that:

- The sharing of information between staff and a carer is vital to the care and treatment of our service users (patients)
- A carer is often the person that knows the service user best
- The wellbeing of a carer can be greatly improved if they are part of a supportive team

It may help carers to deal with difficult situations if they are given information about care plans, health conditions, medication and dealing with a crisis. Other information is available at: www.nottinghamshirehealthcare.nhs.uk/families-and-carers

Information that can be shared:

- Confidentiality never prevents contact between staff and carers and never prevents staff from receiving information. Carers are entitled to expect to:
 - be able to communicate with staff
 - be able to give information to staff and receive general information about health problems, treatments and medications
 - be given advice on what information, help and support is available
 - be given an explanation of why specific information can't be shared
 - be given advice on how to cope with stressful situations
 - know who to contact in the Trust to express concern about the service user, especially in an emergency or out of hours

Barriers to the sharing of information:

Healthcare is a partnership between service users, carers and professional care staff. Sometimes there can be difficulties with confidentiality and sharing information. When a service user wishes to withhold information these wishes must be respected by staff. It is essential that carers are informed of this.

Normally healthcare staff cannot give carers significant new information about the service user unless the service user agrees.

The duty of confidentiality may be lawfully breached:

- when statute law so requires
- in the public interest – typically when you think it is necessary to avert a risk of serious harm to individuals (including the service user) or the public generally
- for the benefit of a service user lacking capacity at the time of consenting to disclosure

Good practice to overcome the barriers:

There are a number of actions that can help overcome these barriers.

Staff should ensure where possible that:

- Carers are routinely identified at first contact/assessment
- The issue of confidentiality is discussed with the service user (and the carer, where appropriate) at an early stage when they are not acutely ill to agree what information about them may be shared and with whom
- They encourage service users to understand the benefits of sharing appropriate information with their carer
- Issues regarding confidentiality are clearly recorded in the service user's notes to and should always be checked to see what information can be shared
- They explain to carers that they have a duty of confidentiality to their service users
- They regularly review decisions about information sharing and contact with a carer



Supported and informed carers through guides, information, support groups and forums

Quick Guide for Carers, Families & Friends **2018-21**

Nottinghamshire Healthcare NHS Foundation Trust

Are you a carer who supports someone using Nottinghamshire Healthcare services?

A carer is: Someone of any age who provides regular, unpaid support to another person who could not manage without help. You may be a partner, friend, relative or neighbour or a young carer under the age of 16. Our Trust website has information to help you.

www.nottinghamshirehealthcare.nhs.uk/families-and-carers

The Trust is a member of The Triangle of Care (partnered with The Carers Trust). One of the six elements of The Triangle of Care is that staff are 'carer aware' and trained to work with carers, families and friends.



What can carers expect from a Care Co-ordinator or Lead Healthcare Professional member of staff?

- To involve you in the care plan for the person you look after where possible. A care plan is a written agreement. It describes the support that someone using our services will receive including what to do in a crisis.
- To give you information about the opinion of the person you care for and advice on how to manage it.
- To give you information about support for you as a carer, including information about carers assessments. Please note: Not all healthcare professionals are aware that a carer may be involved. Please tell your GP and healthcare professional looking after the person you care for if you have not done so already.

If you are a carer this is what you can expect:

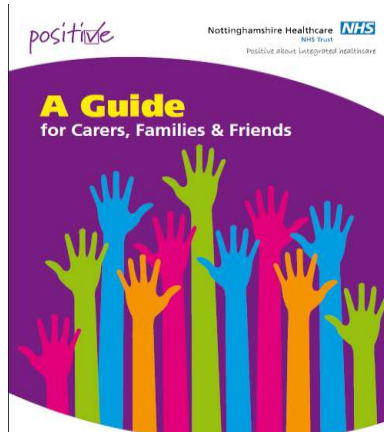
- To be recognised and valued as a carer and to be treated with dignity and respect.
- To be given information you need and any support that is available.
- To find out about your rights to a carers assessment.
- Your own health needs to be recognised.
- To be included (with permission) in the planning and delivery of treatment and care, including preparation for discharge.
- To be offered a choice to be involved in the planning and evaluation of our Trust services.



Help in a crisis

- If a crisis happens in office hours call the care co-ordinator or lead healthcare professional. Local mental health teams have a duty service if your named worker is not available.
- Outside of office hours, you should be given contact information. Please ask your lead healthcare professional if you are unsure who to contact or what to do. See our website for more information www.nottinghamshirehealthcare.nhs.uk/help-in-a-crisis

A Guide for Carers, Families & Friends



Nottinghamshire Healthcare NHS Trust
Positive about integrated healthcare

For people caring for someone with a mental health condition or affected by substance misuse

positive
Nottinghamshire Healthcare NHS Trust
Positive about integrated healthcare

Carer's Group
For family, friends and supporters.

Last Friday of every month
10 am - 12pm
The Involvement Centre,
Duncan Macmillan House,
Porchester Road,
Nottingham, NG3 6AA

Are you supporting someone with a illness?
Do you want someone to talk to who what you are going through?
Why not come along to our group
We are a friendly welcoming group would love to meet you.




Dates for the group

November	FR
December	FR
January	FR
February	FR
March	FR
April	FR

For more information call Jude on 0115 9560841/ 07 or Emma on 07788386309

Welcome to the Carers Information Pack



Rampton Hospital values the support and contribution of carers. We work hard to provide you with all the information you need, when you need it.

A carer can be a relative, a friend, or someone who cares for a person in the Hospital. This information pack has been designed by carers and staff who have experience of Rampton Hospital. It has been given to you so that you can keep together any information you are given.

Whilst it may seem that there is a lot of information to take in all at once, we hope this pack will help you access the information you need at the right time for you.

There are films to support this pack, they are located at <https://www.nottinghamshirehealthcare.nhs.uk/visitors-guide-to-rampton-hospital>. Or you can request a DVD copy to be posted to you.

If you have any questions or are looking for more detailed information please do not hesitate to contact either your relative/ friend's social worker or the Visitors Centre.

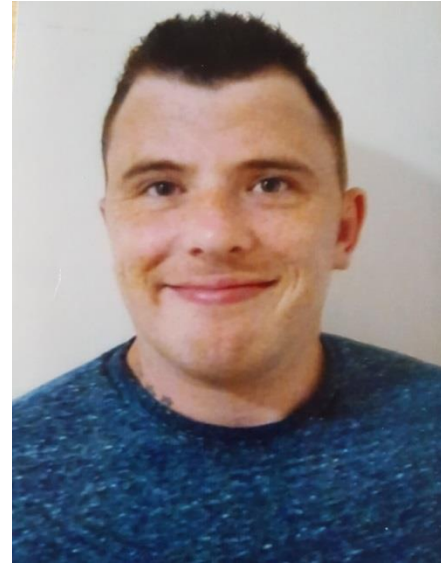
Images: Front Cover
In 2012 carers visiting Rampton Hospital were asked to design and create a mosaic to mark the Hospital's centenary year. The finished mosaic can be seen in the Hospital's main reception.

Ensured that all our 100 plus mental health teams have evidenced that they have improved their involvement of, support for and communication with carers





Ann Parkes
Involvement Volunteer/Carer



Guy