



The Carers Lounge at Bedford Hospital

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What we are going to cover -

- ▶ Caring in the UK
- ▶ How Carers in Bedfordshire help
- ▶ Supporting carers in the hospital environment through the Carers Lounge





Think patient -Think carer

Patients have families – so patients have carers

People who provide unpaid care – personal, practical and emotional support to the patient

And lots of it!



Caring touches the lives of most of us

- ▶ We all need care or provide care to loved ones at some point in our lives
- ▶ The “Valuing Carers 2015” study published by Carers**UK** reports that **6.5million** people are now providing unpaid care in the UK.
- ▶ It also reports that over **1.6 million** people provide over **50 hours** of unpaid care a week
- ▶ And.....

Did You Know?

- ▶ **Unpaid carers save the government £132 billion per year** - that's close to the total annual cost of health spending in the UK, which is £134.1 billion
- ▶ **That's £362 million a day**
- ▶ **£15.1 million an hour**
- ▶ **And.....**



Did you know?

- ▶ Age UK report that over two thirds of carers believe their health has been adversely affected as a result of their caring role
- ▶ One study found that problems associated with the carer contributed to readmission in 62% of cases.
- ▶ Carers of people readmitted were more likely than other carers to:
 - be experiencing ill-health, fatigue and interrupted sleep
 - be conducting at least one intimate task
 - generally feel frustrated

Williams, E, Fitton, F (1991), 'Survey of carers of elderly patients discharged from hospital'. British Journal of General Practice

So supporting carers helps keep patients well and costs down!



A charity that provides unpaid family carers throughout Bedfordshire with help, support, advocacy and training according to their needs and wishes.





Some services Carers in Bedfordshire provides

- ▶ Home visits
- ▶ Telephone Befriending
- ▶ Benefits advice
- ▶ Counselling for Carers
- ▶ Training
- ▶ Developing strategies for dealing with problems
- ▶ Working with other agencies
- ▶ Providing social outlets for carers
- ▶ Supporting Young Adult Carers 16-24 years (The Hub)
- ▶ Supporting Carers helping those with mental health issues
- ▶ Supporting Sibling Carers and Young Carers
- ▶ Carers Breaks
- ▶ Quarterly magazine

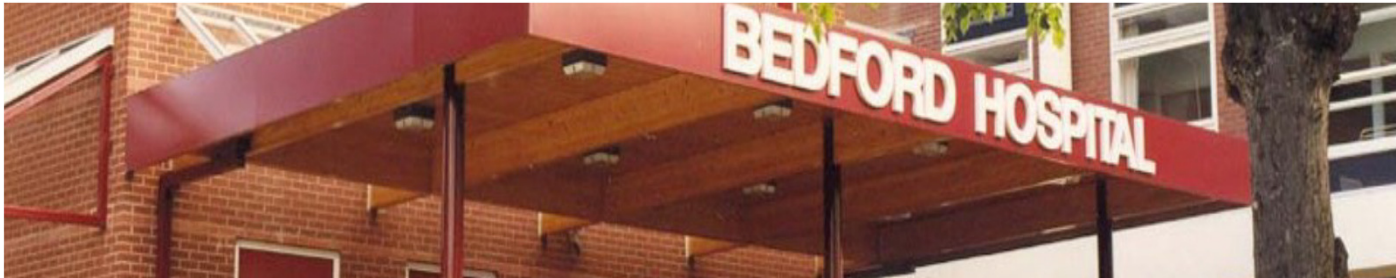


Supporting our community

We run a range of groups and events:

- ▶ **Parents Together** for parents of a child with a disability
- ▶ **Carers Rest** for carers of someone living with dementia
- ▶ **Carers Cafes:** monthly meetups for carers and the person they care for
- ▶ **Adult Carer** support groups, including targeted groups for carers of someone with a mental health condition
- ▶ **Young Carer** clubs, activities and a peer mentoring scheme





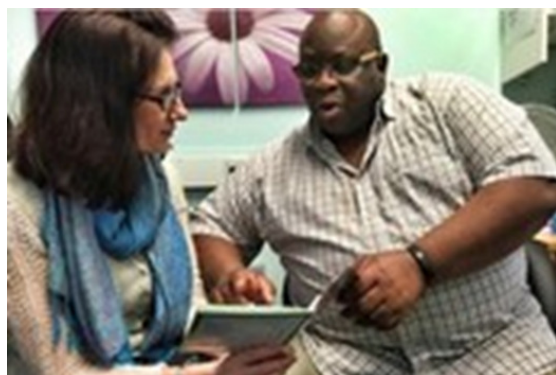
- ▶ Bedford Hospital NHS Trust has 403 beds
- ▶ An acute district general hospital committed to providing a caring and safe environment
- ▶ Provides services to over 270,000 people living predominantly in north and mid Bedfordshire
- ▶ One of the most ethnically diverse areas in the East of England, with up to 100 different ethnic groups living within its boundaries.
- ▶ The Trust's ethos is 'every patient matters'

Carer's Lounge at Bedford hospital

- ▶ We are accessible
- ▶ We are welcoming
- ▶ We provide a range of help and support including



Information and advice Welfare and benefit support



Emotional support and signposting carers



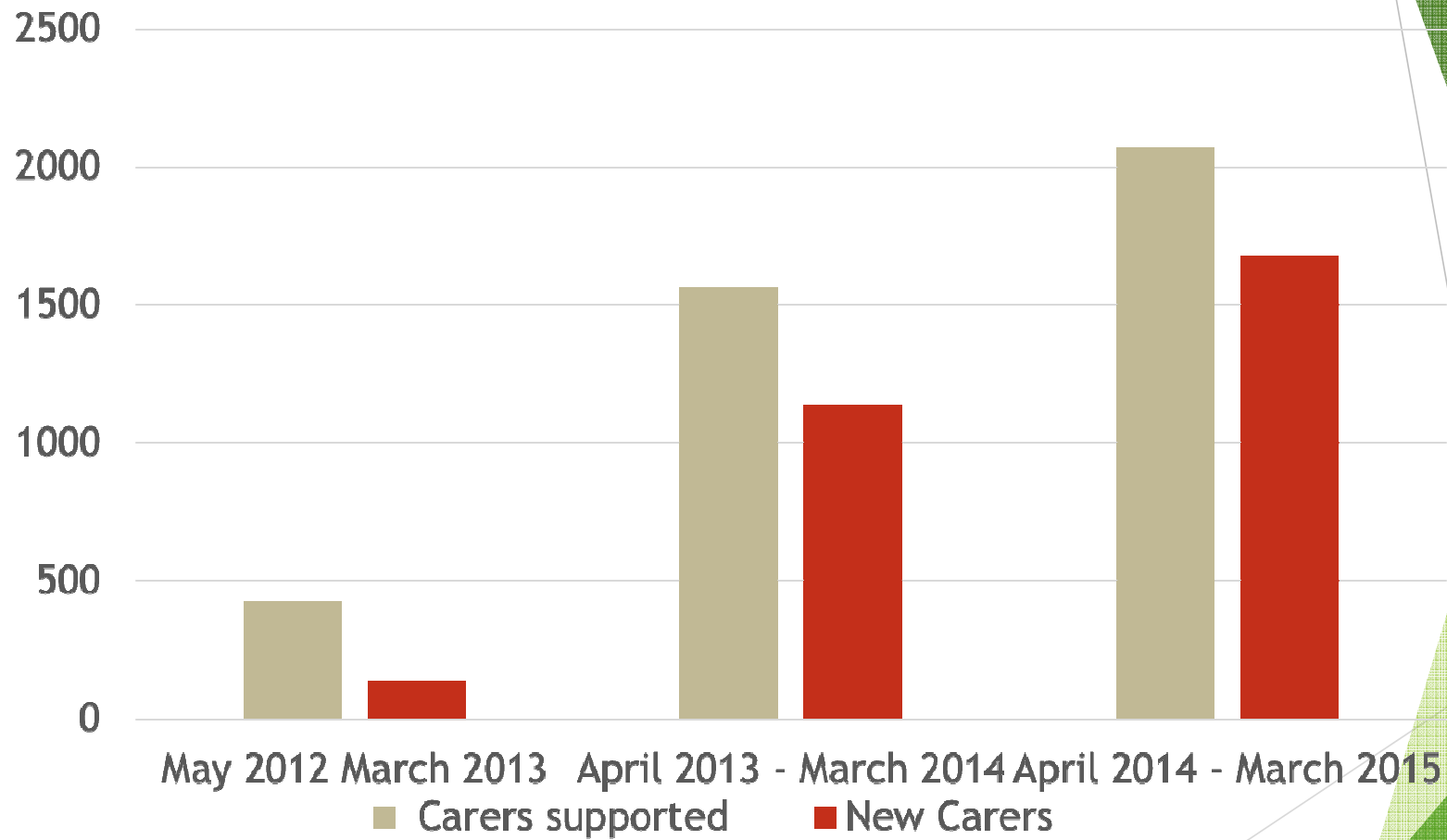
Information on funding care and Support through discharge planning



Working together

- ▶ Bedford Hospital and Carers in Bedfordshire work together to provide:
 - ▶ Carers access to benefits and welfare advice
 - ▶ Information on funding care
 - ▶ Support through discharge planning
 - ▶ Support through the emotional and difficult process of care planning
 - ▶ Emotional Support to carers
 - ▶ Signposting
 - ▶ Continuing the support in the community

Since we launched



Working together


- ▶ Since the Lounge opened in 2012, 5653 carers have been contacted
- ▶ 4252 who were carers unknown to any other health or social care service and may otherwise have remained unidentified.
- ▶ Carers were informed of their right to a Carers Assessment and offered benefits advice.
- ▶ Carers feedback informed a Carers Charter and Carers Information Pack which were launched in the hospital to provide carers with knowledge of what is available and their rights.

Think patient -Think carer

Working together

- ▶ The average age of carer using the Lounge has been over 65
- ▶ Common conditions were stroke, mental illness, heart disease, COPD and dementia
- ▶ 62% were women and 38% were men

Think patient -Think carer

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- ▶ Others are following our initiative
 - ▶ Carers in Bedfordshire opened a Lounge in the Luton and Dunstable Hospital in September 2015
 - ▶ Lounges have also been opened in Stoke Mandeville, Milton Keynes, Lister Hospital, Kettering and Watford Hospitals

Think patient -Think carer

Carers Testimonies

- ▶ *“You brought me back to life after my wife went into care”*
- ▶ *“you helped so much it touched my life and I know that my daughter felt the same. Thank you for allowing me to spend precious moments with my daughter”.*
- ▶ *“..... I felt like I’d been hit with a bomb. At the beginning I just needed a place to talk things through, and have a good cry - I don’t know where I could have done this if the lounge hadn’t been there”.*
- ▶ *“the Carers Lounge had been a life saver and a valuable asset”*

Testimonies form hospital staff

- ▶ "... someone is on site, no appointment is required. It's not about talking to some anonymous person on the phone. The carers lounge offers the chance for someone to speak to the carer face to face when help is most needed."

Safeguarding Vulnerable Adults Lead Nurse

- ▶ " A great service for signposting"

- ▶ "...a safe place for carers to go to when they need help or even just someone to talk to. This allows us to get on with 'treating the patient' knowing that someone else is looking after the carers well-being"

Learning Disabilities Support Nurse

How is your hospital reaching carers?

- ▶ While the patient is in hospital?
- ▶ During the discharge process?
- ▶ In recovery and rehabilitation at home?
- ▶ Maintaining treatment and care?
- ▶ Attending outpatients appointments?



▶ **Think Patient**

▶ **Think Carer**

▶ **Think Carers Lounge**