



Supporting carers, making a difference

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Carer statistics

In **Surrey** alone:

108,000 carers

- **60,000** of which juggle work and care
- **18,400** provide 50+ hours of care per week

Nationally:

- **87%** of carers say caring has had a negative effect on their mental health
- **83%** say it has negatively affected their physical health

Set to increase with increased activity within the hospital and more patients with multiple and complex needs

SASH

Acute trust

691 beds

535,000 population served
in east Surrey and Sussex

- Recognise the **valuable role** caregivers, family and friends can play in emotional and physical wellbeing of patients during an inpatient stay
- The **impact** caring can have on carers
- Keen to see how we could **improve** how we collaborate and work with carers and see how we could better support them

Three strands

Across the whole Trust:



**Open
visiting**



**Carers
passport**



**Carer
awareness**

Open visiting


Aims: keep their loved one mentally and physically as strong as they can be; improve communication and assist in a better managed discharge from hospital

- **Supported** by chief nurse and medical director
- Across all adult **inpatient wards** (excl. ICU/HDU)
- **Encourages** active collaboration and engagement: staff with carers/family and carers/family with the person they are visiting



Open visiting

- Piloted
- A pre-implementation consultation period
- A post-implementation evaluation
- Some tweaks (PDSA cycle)
- Open visiting guidance document sets out our aspirations and how we aim to meet the needs of every patient
- Reinforced by phone and web messages, plus digital screens



Surrey and Sussex Healthcare NHS Trust

Supporting our patients: open visiting guidelines

We aim to deliver the best possible care for our patients and we know carers, family and friends can play a key role in caring for and supporting their relatives/friends during a hospital stay. 'Open visiting' is about what we aim to do for as many patients as possible, but please understand that there are certain wards, certain diagnoses and certain patients where our professional judgement may be that more privacy, more rest, or less visitors are needed. This would be a clinical evaluation and should be respected for the wellbeing of the patient.

These simple guidelines will help us to ensure that the needs of every patient are met. We ask all visitors to work with us to make this a success for everyone.

For visitors

Please inform a member of the nursing staff who you have come to visit when you arrive.

We aim to complete personal care by 11am and most ward rounds will take place in the morning.

A ward round can be enhanced by having a key person present who can be involved in discussions, give information and help the patient and their wider family understand what has been discussed. If the nominated person would like to be present for the weekday ward round they would be welcome. Also, most doctors can give an appointment at set times in their working week for longer discussions with other family members and a member of the nursing team can arrange this for you.

If you would like to help your relative/friend to get ready for the day then do please visit in the morning.

If you are not planning to be involved in either of these then visiting after 11am will reduce the likelihood of being asked to leave the bay whilst we attend to patients.

It may not be a patient's regular doctor who cares for them at weekends. At the weekend doctors will make every effort to answer questions but it may be that input is needed from the specialist team. The ward team can arrange for you to speak to a doctor in the week.

It's vital our staff are fully focussed on key tasks so we politely ask you not to interrupt them when they are in the middle of either ward or drugs rounds, or are attending other patients, unless it is an emergency.

We start to settle patients for the night from 8pm - we ask you to respect the need for all our patients to sleep. We are unable to accommodate overnight visits unless the circumstances are exceptional, so if you wish to stay later than 8pm please discuss this with the nurse in charge. We may politely ask visitors to leave if our staff feel that it is in the best interests of the patients in the ward.

Days can feel very long when you are in hospital and it will help patients to recover if they remain active, both mentally and physically. Visitors can help in lots of different ways so when you come to visit please consider doing some of the following:

Putting people first
Delivering excellent, accessible healthcare

February 2017

Carers passport


Aims:

- to recognise and appreciate the **value of carers** - experts by experience
- to **reduce the cost** of visiting
- additional permission to **help, support** and **be involved** in whatever capacity they would like



The passport provides:


- Multi-entry **capped parking**
- Staff **discounts** in restaurant and refreshments on ward
- Includes **consent**:
 - From patient to issue passport
 - From carer to be put in touch with carers support

Surrey and Sussex 
Healthcare NHS Trust

The Carer's Passport and consent to refer to Carers Support


A guide to supporting unpaid* carers

*excluding the carer's allowance or other benefits



A carer is someone who spends a significant proportion of their time providing unpaid support to family or friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Putting people first
Delivering excellent, accessible healthcare



Carer awareness

- Underpinning these is **raising the profile** of carers
- The need to recognise, **value**, **involve** and **support** carers
- And **embrace the role carers, family and friends play** in helping us to deliver the highest quality care we can to their loved ones





Value
carers



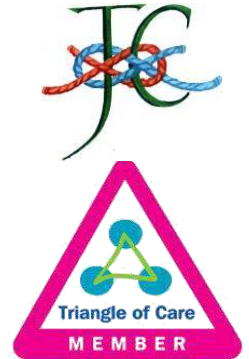
Involve
carers



Support
carers

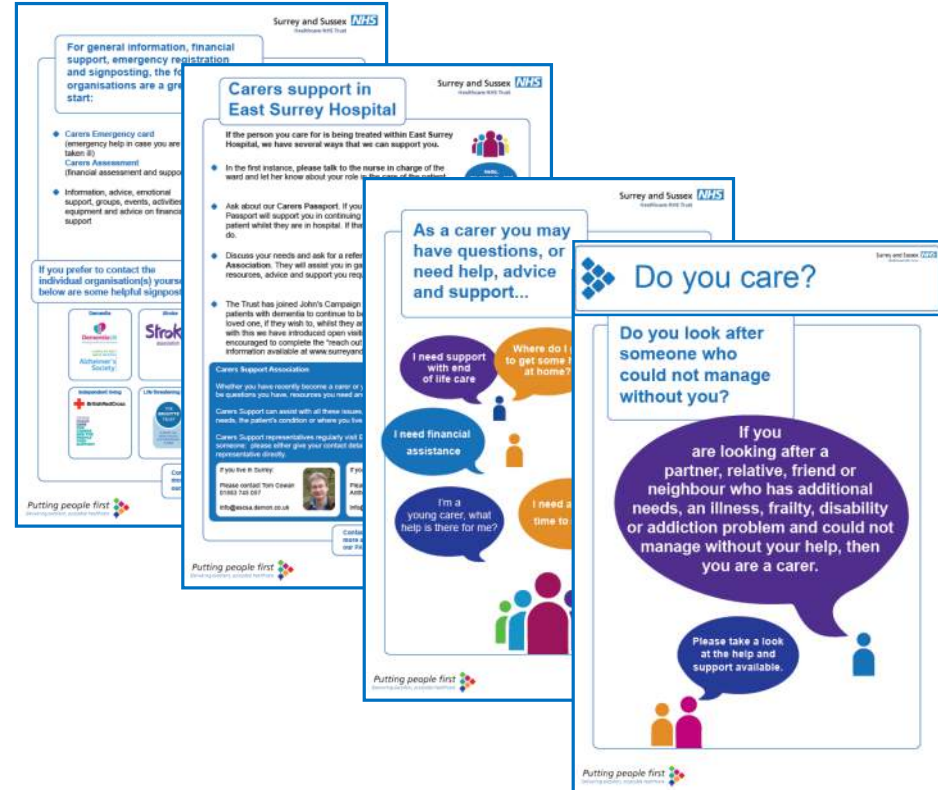
Reinforcing the message

- Work closely with Carers Support in Sussex and Surrey onsite
- Carers strategy and steering group
- Signed up to **John's campaign** and the triangle of care
- Carers network meetings
- Link nurses
- Regular visits to wards
- Attend audit days and staff meetings, including therapists



Reinforcing the message to visitors

- ‘Do you care?’ posters draw visitors in and provide practical signposting
- Information on website



Carers passport - comments

... The first 24 hours were stressful. During this time I was given a little gift which really lifted my spirits – a Carers Passport.

I was recognised as a carer by staff. Not to mention the fortune it saved me in parking charges. Best of all it highlighted me to Carers Support West Sussex.

It wasn't until my husband got into East Surrey that I felt really appreciated as his carer.



Visitor comments: Open visiting

Open visiting hours was a brilliant surprise. I was able to be there to help care and assist him with his needs ... This really helped to make me feel more settled ...I could be more involved

The open visiting times were a godsend... I was able to speak on my aunt's behalf with the doctors during their rounds

I was able to support my mother much better

Comments from partners

*There has also been an **extensive programme** of raising carer awareness across the hospital. This has led to more than three times the number of carers identified and now receiving support.*

Mary Hellyer, Carer Services and Locality manager, West Sussex Carers Support

*(The) Carers Passport has been **highly valued** by carers and allows not only for recognition of their role but also provides discounted parking and food.*

Debbie Hustings, Carers Lead NHS East Surrey CCG

*This initiative has benefited in **improved communication** and access to consultants. Carers, family and friends are the experts and decision makers.*

Nicola Shopland, divisional chief nurse, medicine

