

# **PENNA Awards 2022**

## **The Co-Production of a Regional Carer Passport Category: Support for Caregivers, Friends & Family**

**Ali Germain-Martin**

**Liverpool University Hospitals  
Foundation Trust**

**Yvonne Mahambrey**

**St Helens and Knowsley  
Teaching Hospitals NHS Trust**



**Liverpool University Hospitals**  
NHS Foundation Trust



**St Helens and Knowsley  
Teaching Hospitals**  
NHS Trust

# Aim of the Project

- As part of our commitment to working together with carers as expert partners in care,
- We will create an information and support document for carers that is consistent across hospitals Trusts in the Cheshire and Merseyside regional Network.



# How it all began...

**Harmonisation of LUHFT documentation following Merger in October 2019**

**The Patient Experience Team were reviewing the Trusts two Carers Passports, developed on each site.**

**St Helens and Knowsley Hospital Trust were also reviewing their carers Passport and so we worked collaboratively to agree a version that could be used at both Trusts**

**We engaged with carers and carer associations across the area and facilitated engagement events to understand what carers needed to support them**

**We presented the project to our colleagues in the Merseyside & Cheshire HOPE network and began to co-produce a regional resource**



## Regional Collaboration

It was agreed that from the patient and carer perspective, it was essential to coproduce a passport that was recognised at all Trusts across the area.

This would ensure that patients and carers could visit different Trusts for a range of treatments and specialties but have a consistent level of support

---



# CARERS TRUST

Knowsley Carers  
Centre

“I think a key point is that carers are treated as partners and the co-production of the passport acknowledges this”



Liverpool University Hospitals  
NHS Foundation Trust



St Helens and Knowsley  
Teaching Hospitals  
NHS Trust



*"We need to be part of the discussions before discharge... only we know whether it can work"*

“We are the ones who know and understand them better than anyone. So, we need to be there, and we need to be included”

(Carer)



"If I wasn't  
there... I think  
he would die"

(Carer talking about her adult son)



**“Why did you get involved in this project?”**

**“I got involved with the Carer Passport as I wanted the carers to have a voice that was listened to. It was also important to get some uniformity across different hospitals and be involved with some decisions about the person we cared for.”**

**Doreen (carer)**

**“As a long term carer for my husband I needed to be involved in his care in hospital. Particularly information sharing. I was interested in the idea of a Carer Passport from the beginning. Information sharing is the pivotal advantage of the passport”**

**Muriel (carer)**

# The final document

Some of the carers who took part in the engagement, requested that their photographs be used in the final document rather than stock pictures initially used.

The Passport was successfully launched across the region, in all participating Trusts across Merseyside and Cheshire Regional Network in November 2021 to coincide with National Carers' rights day.



Liverpool University Hospitals  
NHS Foundation Trust



St Helens and Knowsley  
Teaching Hospitals  
NHS Trust



 **Liverpool University Hospitals**  
NHS Foundation Trust

This card has been issued as I am a carer for a patient on ward \_\_\_\_\_ (Ext \_\_\_\_\_).

The passport enables me to visit outside usual visiting hours and have drinks when they are offered on the ward.

Any queries regarding use of the Carers Passport should be directed to the Ward Manager.

# How can the Carer Passport benefit patients and carers?

- Ensuring patient's individual needs and preferences are understood
- Ensures carers can be present with their loved one to provide emotional support and reassurance when they are frightened and anxious
- Supporting communication, helping the patient to understand and make sense of what is happening
- Encouraging compliance with treatment regimes
- Ensuring the carer can support and encouragement with eating and drinking
- Including the carer in discussions around care and discharge plans
- Making the offer from the Hospital explicit

# How the Carer Passport can help staff



Having carers present will reduce patient agitation and distress

Carers know the patient better than anyone and can alert staff of any changes

Carers can support mealtimes

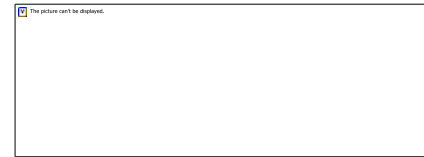
Carers can encourage compliance with treatment regimes

Carers can be involved in discussions to support discharge and ongoing plans of care

# Carers Partnership agreement

---

- **The agreement is part of the passport**
- **Staff simply complete the patient and carer/s names**
- **Sign and complete their designated role**
- **Retain a copy**
- **Give a copy of the agreement and a Carer passport card with the ward contact details to the Carer**



**As a carer  
what  
difference do  
you think a  
Carer  
Passport will  
make?**

**“The passport gives a carer a voice and gives us some respect from the hospitals. It enables us to carry on being involved with the person we are caring for even when they are in hospital. This can sometimes take pressure off the nursing staff and make a real difference when arranging discharges.**

**Having a passport that is used at all the hospitals also helps the carer and staff know what is expected from both sides”.**

**Doreen (carer)**

**“The Carers Passport will make a vital difference to both carers and NHS staff by the medium of relevant information sharing.”**

**Muriel (carer)**

# Next steps

Feedback from all areas regarding this passport has been positive including:

- Improved individualised care
- Increased recognition of carers as equal partners in care
- Greater carer involvement in discharge discussions
- The passport has been shared with Carer Organisations, GP Surgeries and Nursing Homes across the area
- It has been promoted by the Alzheimer's Society, Dementia Support Groups and Barnardo's Young Carers
- The National Heads of Patient Experience (HOPE) Network have endorsed the passport and have expressed interest in introducing the passport as a nationally recognised document.



# Introducing Wendy & Jake



- **Jake is 22 years old**
- **Jake has Down's Syndrome and was born with two holes in his heart and chronic lung disease.**
- **He was dependent on oxygen until he was 4 years old**
- **Jake lives at home with his Mum ,Wendy and has a close relationship with his sister Natalie who is 34.**
- **Wendy is Jake's main carer**
- **Jake and Wendy are passionate about sharing their experience and working closely with us to be involved in improving care**

Wendy & Jake





“One person  
caring  
about another  
represents life's  
greatest value”

(Jim Rohn)



**Any questions?**