

Carers as partners in care

Issue 1 May 2013

Would you like to help us?

We would like to hear from carers who would like to be involved with the work we are doing.

You can do this by:

- contacting us with your general feedback and experiences
- joining our Carers Reference Group
- taking part in consultations about potential service changes
- being involved in interviews, focus groups or completing a carers diary, as part of the evaluation of our carers project.

Become a volunteer and help us provide information and support to carers within the hospital sites.

What do you get back?

- The opportunity to meet new people and connect with your local community
- Develop new skills
- Raise your self esteem and confidence
- The opportunity to make a difference
- Payment of reasonable out of pocket expenses.

Please contact Karen Hurley, acute trusts manager, for further details on 07825 299112 or karenh@carersupportcentre.org.uk

Dear reader,

We have been listening to what carers have told us and wanted to let you know what we have done and how you can continue to make a difference.

University Hospitals Bristol NHS Foundation Trust (UH Bristol) is committed to including and supporting carers as partners in the delivery of safe, effective quality care in our hospitals.

Our vision is that carers will be universally recognised and valued as being fundamental to the delivery of care and services at UH Bristol.

What have we done?

Engaging carers is an ongoing activity which we remain committed to with our partners at the Carers Support Centre, our Carers Reference Group and colleagues at North Bristol NHS Trust (NBT).

Listening to our carers



Emma Harris, carer liaison and development worker

You said: “We feel undervalued during admission and discharge”

We have changed the admission documentation to reflect the role which carers play.

A carer liaison and development worker has been appointed and from January 2013 has been working on wards 4, 7 and 23 to support carers and staff, particularly around the discharge process.

A Carers Information Scheme is being rolled out across the Trust. Our aim is to communicate much better with carers and understand how involved you want to be in providing care and what support needs you have.

Carers’ week event in June

We are holding an event to celebrate carers, dementia and volunteering weeks on **Tuesday 4 June** from **1:30pm until 4:30pm**. Local partner organisations will be providing information and advice to carers and staff. Please come and join us in the **Queens Building (Level 2), King Edward Building entrance** and in the **atrium of the Bristol Heart Institute**.

Where can I get more support and/or information about carers issues?

The Carers' Support Centre
0117 965 2200
www.carerssupportcentre.org.uk

Bristol Black Carers
0117 314 4664
www.bristolblackcarers.org.uk

Bristol & Avon Chinese Women's Group
0117 935 1462
www.bacwg.co.uk

Dhek Bhal
0117 955 6971
www.dhekbhal.org.uk

Kwads: supporting drug and alcohol affected families
0117 953 3870
www.kwads.org.uk

Bristol Parent Carers
0845 642 0124
www.bristolparentcarers.org.uk

South Gloucestershire Parents & Carers
07827 322358
www.sglosparentsandcarers.org.uk

Carers Direct
0808 802 0202
www.nhs.uk/CarersDirect

Listening to our carers



You said: “We want staff to understand us and the important role we play as partners in care”

By the end of March 2013, approx. 3,000 staff had received carer awareness training. From May 2013, this training will be extended to ward-based and dementia befriending volunteers: we hope that this will enable more ‘hidden carers’ to be identified through volunteers’ work with patients on wards.

Our Carers Charter, which we have jointly signed with North Bristol Trust, underpins our commitment to working in partnership with carers. From June 2013 this will be displayed in all lift lobby areas across the Trust.

You said: “We need more information and support”

We have provided information on our website (www.uhbristol.nhs.uk) and at the carers support centre (www.carerssupportcentre.org.uk)

We will be publishing a new leaflet for carers in June 2013, which will be displayed alongside our Carer Charter posters.

You said: “We want to feel that we are listened to and our views are taken into account. We want to have a voice in the changes that the Trust makes in relation to carers and patients”



We set up a Carers Reference Group which helps us look at changes we need to make. The group has provided feedback on many different work areas, such as visiting hours, dementia care and discharge planning.

The group also helped us work on our Carers Charter.

In March 2013 a new Carers’ Strategy and action plan was approved by the Trust’s Patient Experience Group, to continue the work we have already started.

For any further information please contact Karen Hurley, acute trusts manager, on 07825 299112 or karenh@carerssupportcentre.org.uk