

Policy for Unpaid Carers and Care Workers

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Equality Impact Assessment

North West Anglia NHS Foundation Trust (NWAngliaFT) strives to ensure quality of opportunity for all service users, local people and the workforce. As an employer and a provider of health care, NWAngliaFT aims to ensure that none are placed at a disadvantage as a result of its policies. To ensure fairness and consistency for all those covered by it regardless of their individuality this policy and the process under which it has been developed have therefore been assessed to identify the equality impact once implemented. The results are shown in the Equality Impact Assessment at Appendix 6.

DOCUMENT VERSION CONTROL SCHEDULE					
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2020 Version 1	Teresa Jude	30/04/2020	New policy	Quality Governance Operational Committee	29/04/2020

Summary of key points in this document:

- This policy sets out the Trust's commitment to work with Carers in partnership, to recognise, respect and value Carers for the work they do and the contribution they make to society
- The Trust recognises that Carers should be consulted and considered valuable partners in the provision of patient care, able to contribute and assist staff in meeting the needs of patients to enhance good quality patient care
- Involving a Carer from the moment of a patient's admission to hospital until discharge has been proven to improve quality of care, lead to improved patient outcomes and expedite discharge pathways
- This policy recognises the importance of ensuring the welfare of Carers to enable them to continue to provide high quality support to patients after discharge
- This policy sets out training and direction available to Carers to aid the discharge process
- This policy sets out the process for utilising the skills and knowledge of care workers in a clinical setting

Contents

Section		Page Number
1	Introduction	5
2	Purpose	5
3	Scope	5
4	Definitions	5
5	Support for Carers of Patients	6
6	Duties and Responsibilities	6
7	Identification of Carers	8
8	Information for Carers	8
9	Choices for Carers	9
10	Carer's Assessment	9
11	Carers as Partners in Care	10
12	Unpaid Carers' Support Agreement	10
13	Discharge Planning	11
14	Support and Training for Carers	11
15	Support and Training for Staff	12
16	External Care Workers in a Clinical Setting	12
17	Duties and Responsibilities	12
18	Information for Care Workers	13
19	Care Workers' Support Agreement	14
20	Discharge Planning	14
21	Support and Training for External Care Workers	15
22	Support and Advice for Trust Staff	15
23	Sharing Good Practice	15
24	Equality Mitigation Statement	15
25	Ratification	15
26	Distribution	15
27	References	15
	Appendices	
	Appendix 1 – Unpaid Carers' Support Agreement	17
	Appendix 2 – Carers Information Leaflet	18
	Appendix 3 – Care Workers' Support Agreement	19
	Appendix 4 – Patient's Charter	21
	Appendix 5 – Compliance Monitoring Table	23
	Appendix 6 – Equality Impact Assessment	24
	Appendix 7 – Quality Assurance Checklist	25

Policy for Unpaid Carers and Care Workers

1. Introduction

The Trust is committed to working with Carers to ensure that a partnership approach is taken in which a Carer's role, expertise and understanding of the patient's needs are recognised and taken into account.

The Policy for Unpaid Carers and Care Workers sets out a range of tool at the disposal of staff in supporting Carers of patients and managers in supporting staff with care responsibility.

The Trust endeavours to implement best practice for Carers in line with the Carers' Charter (Appendix 4) and external guidance from government, charities and representative groups.

2. Purpose

This policy sets out the organisation's commitment to value Carers as partners in the provision of care and the processes used to support cares within the Trust as patients, Carers of patients or as staff members with a care responsibility.

3. Scope

This policy applies to all North West Anglia NHS Foundation Trust (NWAngliaFT) employees and volunteers regardless of hours worked or working patterns.

4. Definitions

Carer: The Care Act 2014 defines a Carer as an adult who provides or intends to provide care for another adult (an "adult needing care"). An adult is not to be regarded as a Carer if

- a) the adult provides or intends to provide care under or
- b) by virtue of a contract, or as voluntary work.

Parent Carer: An adult delivering care for a disabled child for whom they have parental responsibility is known as a Parent Carer.

Within this policy Parent Carers are considered in the same way as Carers

Non-Parent Carer: An adult responsible for care of a disabled child for whom they do not have parental responsibility is known as a Non-Parent Carer (grandparents, etc.)

Within this policy Non-Parent Carers are considered in the same way as Carers

Young Carer: A Carer under the age of 18.

Young Adult Carer: Carer aged between 16-25 years of age.

Care Worker: A person employed externally to the Trust (either as a professional or volunteer) who provides care.

Adult Needing Care: A person over the age of 18 who due to illness, disability, a mental health problem or an addiction, cannot cope without support.

Many people definable as Carers do not recognise themselves as such and therefore may not seek help and support. They may be unaware of the additional legal protections offered to them by the Children and Families Act 2014 and Care Act 2014.

Some Carers may consider themselves parents, children, partners, friends or neighbours simply doing what is needed, or what they consider to be their duty or responsibility. Some may not wish to be labelled as a Carer. This does not change their entitlement to support.

5. Support Carers of Patients

The Kings Fund estimates approximately 10% of the population provide care for a relative, friend or neighbour in need of support on an unpaid basis and this figure is rising considerably with an aging population and constraints in Community care. Estimates suggest 3 in 5 people will be Carers at some point in their lives and at any time around 7,000,000 people are Carers in the UK.

Carers are estimated to save the UK government £132 billion per year. The Trust recognises the vital role that Carers play in ensuring the health and well-being of those in their care.

6. Duties and Responsibilities

Medical Director and Chief Nurse

- Delegated responsibility to ensure that the Trust provides a healthcare service to the local population that is accessible, safe and responsive to the needs of patients and recognises the value of Carers in the provision of that service.
- Ensure policies, processes and monitoring are in place to provide assurance to the Trust Board that the Trust is meeting its obligations to support the needs of Carers and involve them as partners in care.

Clinical Staff

- Actively seek to understand a person's situation and whether they would be classifiable as a Carer (whether they choose to acknowledge the label themselves or not)
- Recognise the opportunity a Carer presents in improving patient care through insight and experience of an individual's needs
- Use the knowledge of Carers to develop and contribute to a patient's plan and continuity of care.

- Acknowledge the benefit of Carers in reducing a patient's anxiety, particularly patients with additional needs, such as patients with dementia and learning disabilities.
- Recognise a Carer's right to decline to provide care.
- Ensure Carers are fully consulted and involved in planning the discharge of the patient in accordance with safeguarding practices.
- Acknowledge Carers may become exhausted and feel unable to cope with the continued responsibility of caring for a friend or family member.
- Be aware of services available to Carers including:
 - Carers' Advisor
 - Specialist Nursing teams
 - Open visiting
 - Concessionary car parking
 - Put-up beds
 - Volunteer or chaplaincy companion
 - Refreshments (Drinks only)
 - Carer's passports
- Recognise Carers may require additional support identified via a Carers Assessment and signpost to third sector support services or refer to the Trust's Carers' Advisor and/or a Specialist Team
- Where an intervention is identified, ensure Carers are involved in the assessment process, in accordance with safeguarding practices.
- Identify the limitations of the Carer's knowledge and skills to care for the patient post-discharge and facilitate training to meeting identified needs.
- Flag the patient as having a Carer on eTrack
- Identify a key point of contact for the Carer whilst in hospital

Non-Clinical Staff and Volunteers

- Recognise and support Carers as partners in caring for patients
- Signpost Carers to support services as available or refer to the Carers' Advisor
- Provide compassionate and supportive service to Carers
- Identify a key point of contact for the Carer whilst in hospital

Carers

- Identify themselves as Carers at the earliest opportunity
- Provide staff with appropriate information about a patient where required
- Identify to staff where a care responsibility exceeds the Carer's knowledge or skill level

- Carry out tasks as agreed under the individual Partnership Agreement for Carers
- Undertake recommended training
- Raise concerns about own welfare with staff

Carers Advisor

- Identify unpaid Carers within the Trust
- Provide initial support
- Signpost to relevant services for further support and/or assessment
- Raise the profile of Carers within clinical teams ensuring appropriate support and engagement is offered

7. Identification of Carers

Carers need to be identified as soon as possible in an episode of care so that their role in supporting the patient can be acknowledged from the outset and their needs addressed within the plan of care. This can be recorded in the Unpaid Carer's Support Agreement (Appendix 1)

Some patients may lack the capacity to identify their own Carer therefore staff may need to approach visitors/Social Services/specialist staff or the patient's GP to gain information on the care arrangements in the patient's home.

A Carer's status should be reviewed during the patient's stay in hospital to confirm the continued suitability of the Carer in relation to the patient's condition. Carer information should be documented on e-track and the patient's notes after discussion with both the patient and the Carer, and considered in discharge planning.

Regular discussions (weekly, or more frequently if required) identifying the Carer's willingness and capacity to undertake or continue a caring role should be conducted privately and away from the patient.

Staff should support Carers to understand and recognise the extent of their caring role so that their needs as Carers can be assessed and supported.

A Carer should be urged to inform their GP of their caring responsibilities so they can offer vital check-ups, vaccinations, flexible appointments and visits.

8. Information for Carers

Carers require information on how the Trust will support them and work in partnership with them. Carers may also require information on the condition and progress of the patient for whom they provide care to help them continue in their caring role and prevent failed discharges or readmission.

Disclosure of personal information about the patient may be made only with the patient's consent. It should be recognised that patients may change their mind and

agree or refuse consent at any time. Where the patient is found not to have the capacity to make such a decision staff will implement safeguarding practices.

Where appropriate and agreed, Carers should be provided with information in a format which is appropriate to them about:

- The medical condition of the patient
- The patient's likely continuing care needs
- The discharge plan
- How to get help and support via a Carer's Assessment through local authorities.

All Carers should be signposted and provided with information leaflets about their rights and how they can access support. This includes:

- The right to a Carer's Assessment and local providers of Carer's Assessments
- The right to a Carer's passport
- Information on sources of support such as Carer organisations or self-help groups

Carers should also be informed about:

- Their right to access interpreters, if required; further information is available in the [Interpreting and Translation policy](#)
- How to challenge decisions and access the Patient Advice and Liaison Service (PALS)
- How feedback on their experience will positively support the Trust in developing its services for Carers. Encouraging Carers to complete the "Friends and Family Test" or "Message to Matron" forms

9. Choices for Carers

Carers are entitled to exercise their choice as to how much, if any, caring they are willing to provide. They must be provided adequate time and information to make this decision. Clear guidance must be provided in the following areas:

- Personal implication of taking on, or continuing, the role of being a Carer
- What levels of responsibility to accept, recognising personal boundaries and constraints
- The broader implications for their family and friends

10. Carer's Assessment

Carers have a right to a Carer's Assessment under the Children and Families Act 2014 and Care Act 2014. This is the responsibility of the local authority and may be undertaken by a third party. This is an assessment of the Carer's needs (not the patient) as a means of identifying additional support for their wellbeing.

Staff should ensure that Carers are provided with information on how a Carers Assessment may support them by signposting to the Carers' Advisor.

11. Carers as Partners in Care

The Trust recognises that Carers are experts in a patient's personal care and may have useful knowledge in respect of a patient's individual care and needs, their likes and dislikes, their medical history, their allergies, medicines and any important cultural beliefs. Staff are required to listen to and respect their views.

Where Carers wish to continue to deliver care to the patient during their stay in hospital, an open discussion should take place between staff and the Carer and an agreement reached on the boundaries of what is expected of hospital staff and what is safe for a Carer to do in a hospital setting. This can be documented in an Unpaid Carers' Support Agreement (Appendix 1).

Carers should be viewed as partners in care at all stages of the patient's journey, but particularly when planning for discharge home. Carers should be fully involved in making decisions and not just informed of what is to occur.

Staff should not assume a Carer's willingness to undertake care responsibility based on the Carer's gender, relationship to the patient or if a Carer has previous professional role within a health care setting.

Care provision must always be by consent and Carers asked if they are willing or able to cope with any or all caring responsibilities at every stage of the patient's journey and diagnosis.

A training needs analysis of the Carer's skills and knowledge should be carried out by clinical staff as part of discharge planning.

Subject to the outcome of the training needs assessment, provision should be made for training of the Carer to benefit continuity of care and admission avoidance.

12. Unpaid Carers' Support Agreement

An Unpaid Carer's Support Agreement is a written agreement, completed in partnership with nursing staff, the Carer and the patient (where possible). The agreement helps to define the partnership between the Carer and staff and should provide clarity about responsibilities and individual needs. An Unpaid Carers' Support Agreement may include details of:

- Open visiting
- Respecting dignity and privacy of other patients on the ward
- What aspects of personal care the Carer is comfortable to provide
- What aspects of personal care hospital staff will provide
- Whether the Carer can be involved in supporting the patient i.e. with nutrition and hydration, washing or administering medication

- Whether the Carer should be present when the patient is examined, receiving treatment or is in consultation with the doctor. This must be agreed with the patient and a consent form signed, or it is considered in the patient's best interest.
- What information about the patient's condition should the Carer report to staff
- To what extent the Carer will be involved in decision-making regarding the patient's care, treatment and discharge
- Who the Carer should speak to if he or she has concerns about the patient or his or her own treatment as a Carer, including any Safeguarding issues.

13. Discharge Planning

Carers should be involved at all stages of discharge planning and should be considered an active member of a multi-disciplinary team for this purpose. This may include:

- Predicting the date of discharge and sharing this with the Carer from the outset
- Discussing and agreeing practical preparations for discharge home
- Agreeing the date and time of discharge and giving the Carer sufficient notice of discharge
- Ensuring that any equipment or alterations to support safe discharge are in place before discharge takes place. (If a significant delay is anticipated the Carer should be advised that the patient may need to go into interim care while the alterations are undertaken or equipment provided)
- Ensuring the Carer has sufficient knowledge and skill to safely care for the patient, including on medication, equipment, patient handling and changes in the patient's condition/and care needs that may affect the Carer
- How to access support and information after discharge
- Details of follow-up appointments.

14. Support and Training for Carers

Carer's own needs must be recognised, and staff should take into account:

- Whether the Carer has other commitments, including work and other caring responsibilities including children
- The Carer's cultural, racial or religious background that might affect perception of the Carer's role
- Relationship of the Carer to the patient
- The Carer's ability to manage the role such as the health or disability of the Carer

Any additional training required will be supported by the community services

Carers should be provided with information about the Trust Carers' Advisor, specialist staff and local Carers' organisations.

Carers should be encouraged to undertake a Carer's Assessment

The Trust actively seeks the views of Carers and local organisations to inform both policy and strategic development of services at the Carer's Co-production Group which is hosted at Trust different sites on a two-monthly basis.

Information on dates and locations can be sought at www.nwanliaft.nhs.uk

15. Support and Training for Staff

Training on the processes and policies to provide responsive services alongside Carers is available by contacting the Trust's Carers Advisor on 01733 677997 (Internal: 204 7997)

16. External Care Workers in a Clinical Setting

Many patients benefit from the continuity of care provided by their own, external, care staff. Appropriate integration of a patients care staff in the clinical pathway can improve care quality and patient experience, reduce readmission rates and expedite discharge.

17. Duties and Responsibilities

Clinical Staff

- Recognise the opportunity a Carer Workers presents in improving patient care through insight and experience of an individual's needs
- Use the knowledge of Carer workers to develop and contribute to a patient's plan and continuity of care.
- Acknowledge the benefit of Carer Workers in reducing a patient's anxiety, particularly patients with additional needs, such as patients with dementia and learning disabilities.
- Recognise the Care Worker as an equal partner in the delivery of care to a patient
- Ensure Carer Workers are fully involved in planning the discharge of the patient in accordance with safeguarding practices.
- Identify facilities for Carer workers to take breaks, hand-overs and shift changes
- Be aware of facilities available to Carer Workers including:
 - Open visiting
 - Put-up beds

- Where an intervention is identified, ensure Carer Workers are involved in the assessment process, in accordance with safeguarding practices.
- Identify the limitations of the Carer's knowledge and skills to care for the patient post-discharge and escalate the need for additional training to meeting identified needs to the care provider
- Flag the patient as having a Carer on eTrack

Non-Clinical Staff and Volunteers

- Recognise and support Care Workers as equal partners in caring for patients
- Identify facilities for Carer workers to take breaks, hand-overs and shift changes

External Care Workers

- Identify themselves at the earliest opportunity
- Provide staff with appropriate information about a patient where required
- Follow guidelines on clinical best practice
- Identify to staff where a care needs exceeds the Care Worker's knowledge or skill level
- Carry out tasks as agreed under the individual Carer Workers Support Agreement (Appendix 3)
- Undertake recommended training

18. Information for Care Workers

Care workers require information on how the Trust will work in partnership with them. Care workers may also require information on the condition and progress of the patient for whom they provide care to help them continue in their caring role and prevent failed discharges or readmission.

Disclosure of personal information about the patient may be made only with the patient's consent. It should be recognised that patients may change their mind and agree or refuse consent at any time. Where the patient is found not to have the capacity to make such a decision staff will implement safeguarding practices.

Where appropriate and agreed, care workers should be provided with information about:

- The medical condition of the patient
- The patient's likely continuing care needs
- The discharge plan

Carers should also be informed about how feedback on their experience will positively support the Trust in developing its services.

19. Care Workers' Support Agreement

A Care Workers' Support Agreement is a written agreement, completed in partnership with nursing staff, the care worker and the patient (where possible). A copy of this document is available in appendix 3. It helps to define the partnership between the Care Worker and staff and should provide clarity about what responsibilities each has and individual needs. A Carer's Support Agreement may include:

- Respecting dignity and privacy of other patients on the ward
- What aspects of personal care the care worker is competent to provide
- What aspects of personal care hospital staff will provide
- Whether the care worker can be involved in supporting the patient i.e. with nutrition and hydration, washing or administering medication
- Whether the care worker should be present when the patient is examined, receiving treatment or is in consultation with the doctor. This must be agreed with the patient and a consent form signed, or in accordance with safeguarding practices.
- What information about the patient's condition should the care worker report to staff
- The what extent the care worker will be involved in decision-making regarding the patient's care, treatment and discharge

Who the care worker should speak to if he or she has concerns about the patient, including any Safeguarding issues.

20. Discharge Planning

If appropriate, Carer Workers should be involved at all stages of discharge planning and should be considered an active member of a multi-disciplinary team for this purpose. This may include:

- Predicting the date of discharge
- Discussing and agreeing practical preparations for discharge home
- Agreeing the date and time of discharge
- Ensuring that any equipment or alterations to support safe discharge are in place before discharge takes place
- How to access support and information after discharge
- Details of follow-up appointments.

21. Support and Training for External Care Workers

If necessary a review should be conducted to understand the Care Worker's level of knowledge and any bespoke external training should be sought by the care provider prior to discharge, where appropriate.

22. Support and Advice for Trust Staff

Support and advice on the processes and policies to provide responsive services alongside Carers is available by contacting the Trust's Safeguarding Adults at Risk Team on Peterborough City Hospital and Stamford & Rutland Hospital: 01733 676745 (Internal: 204 6745) or 01733 673832 (Internal: 2043832, Hinchingsbrooke Hospital: 01480 416228 (Internal: 203 6228)

23. Sharing Good Practice

Where good practice or gaps in service are identified staff and Carers can use the Inclusion as Standard framework to escalate the information to the Trust's Equality Team.

Information will be sent to the Equality Team and delegated to the appropriate lead to process in accordance with the Trust's Equality and Diversity strategy.

In regard to the safe and effective implementation of this policy, staff are encouraged to make Datix submissions or follow Freedom to Speak Up guidelines where they feel this is an appropriate course of action.

24. Equality Mitigation Statement

This is an equality focused policy which mitigates equality issues in and of itself.

25. Ratification

This policy will be approved by the Nursing & Midwifery Advisory Group and ratified at Hospital Management Committee

26. Distribution

This policy will be available on SharePoint/electronic library.

27. References

Implementing the Carers (Equal Opportunities) Act 2004:

<https://www.scie.org.uk/publications/guides/guide09/>

Carers' Assessment NHS Choices: www.nhs.uk/conditions/social-care-and-support-guide/pages/Carers-assessment.aspx

NHS England – Chief Nurse Professor Jane Cummings - Open visiting:

<https://www.england.nhs.uk/blog/lets-be-open-all-hours-for-carers/>

Children and Families Act 2014:

<http://www.legislation.gov.uk/ukpga/2014/6/contents/enacted>

The Care Act 2014: <https://www.legislation.gov.uk/id/ukpga/2014/23>

House of Commons Public Administration and Constitutional Affairs Committee document on unsafe discharge from hospital – July 2016:

[https://www.parliament.uk/business/committees/committees-a-z/commons-select/public-administration-and-constitutional-affairs-](https://www.parliament.uk/business/committees/committees-a-z/commons-select/public-administration-and-constitutional-affairs-committee/inquiries/parliament-2015/follow-up-to-phso-report-on-unsafe-discharge-from-hospital-15-16/)

[committee/inquiries/parliament-2015/follow-up-to-phso-report-on-unsafe-discharge-from-hospital-15-16/](https://www.parliament.uk/business/committees/committees-a-z/commons-select/public-administration-and-constitutional-affairs-committee/inquiries/parliament-2015/follow-up-to-phso-report-on-unsafe-discharge-from-hospital-15-16/)

Children’s Commissioner Report on Young Carers – Dec 2016:

<https://www.childrenscommissioner.gov.uk/2016/12/27/an-estimated-four-out-of-five-young-carers-receive-no-support/>

John’s Campaign: <http://johnscampaign.org.uk/>

Triangle of Care – Carers Trust: <https://carers.org/triangle-care>

Missing Out – The Identification Challenge - Carers UK Nov 2016:

<https://www.carersuk.org/for-professionals/policy/policy-library/missing-out-the-identification-challenge>

Interpreting and Translation Policy –North West Anglia NHS Foundation Trust:

<http://spsweb:21000/Documents/Interpreting%20and%20Translation%20Policy.pdf>

Equality Act 2010: <https://www.gov.uk/guidance/equality-act-2010-guidance>

Will I care? The likelihood of being a Carer in adult life:

http://www.carersuk.org/images/News_campaigns/CarersRightsDay_Nov19_FINAL.pdf

Appendix 1

Unpaid Carer's Support Agreement

Affix
Addressograph

Partnership Agreement for Carers

Relationship to patient:.....

Concessions for Carers explained i.e. Visiting times, overnight stay, car parking, sitting service, Carer's passport and ward orientation.

Patient Confidentiality: I.....(Name of patient) consent to information about my illness being shared with.....

(Name of Carer) on a regular basis.

Signature..... Date.....

If patient is unable to give consent, information can be shared in best interest

This agreement recognises you as a main Carer and an expert in providing day to day care for the patient. The agreement will act as an aid to communicating to staff which elements of your caring role you would like to continue in hospital. It can be revised at any time and there are no expectations upon you to continue your caring role.

Patient care remains the responsibility of the hospital, however working in partnership with Carers can enhance quality care and achieve better outcomes for the patient.

What aspects of personal care would the Carer like to continue with?

What aspect of care does the Carer not feel able to assist with? i.e. Nutrition and hydration.

We respectfully ask that Carers do not interrupt nurses tending to other patients, especially during drugs rounds, and we also ask that you do not interrupt doctors when ward rounds are in progress. For reasons of confidentiality you may be asked at times to leave a bay.

Signature of Nurse	Print Name:
Designation	Date:

By entering into this agreement, I understand and acknowledge that I am not being asked to provide this care because the trust is unable to do so, and that all necessary care will be given to the patient in the event that I am not able to fulfil this agreement.

Signature of Carer.....

Copy of completed form has been given to Carer (please tick)

***If you have any concerns please speak with the Ward Manager**

Appendix 2 – Carers Information Leaflet

Information For Carers
North West Anglia
NHS Foundation Trust

"A Carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction, cannot cope without their support."
Carers Trust

Caring for Carers

<p>Under the Care Act 2014, all Carers are entitled to a Carer's assessment. A Carer's assessment is free and will review your needs as a Carer and identify your eligibility for help and support.</p> <p>carerstrust Cambridgeshire & Peterborough Non-Folk Carer Support and Homecare 44000 Help 24/7 Tel: 01733 645234 hello@carerstrust.org.uk</p> <p>Carers FIRST FIRST Choice for Carers Tel: 0300 303 1555 info@carersfirst.org.uk</p> <p>For Carer support in Northamptonshire Northamptonshire Carers Tel: 01933 677837 carers@northamptonshire-carers.org</p> <p>For Carer support in Rutland Rutland County Council Tel: 01572 758 249 adultout@rutland.gov.uk</p>	<p>In Hospital</p> <p>Dementia Friendly John's Campaign</p> <p>North West Anglia NHS Foundation Trust values the important role of carers in supporting a patient for continuity of care when in hospital.</p> <p>We offer Carers the following:</p> <ul style="list-style-type: none"> Open visiting Concessionary car parking Put-you-up beds for overnight stays Refreshments (Hinchingbrooke Only) Carer's passport Volunteer sitter service <p>These are available at the Ward Manager's discretion.</p> <p>At North West Anglia NHS Foundation Trust we support John's Campaign. www.johnscampaign.org John's Campaign is for the right of people with dementia, to be supported by their Carers in hospital.</p> <p>The restaurant is located on the first floor at both PCH and Hinchingbrooke Hospitals.</p>
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Supporting Our Carers

Alison Gray Dementia Specialist Nurse Extn. 8584	Teresa Jude Carers' Advisor (Peterborough & Stamford Hospitals) Extn. 7997	Bev Goose Lead Palliative Care & End of Life Nurse Extn. 8585
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www.nwangelia.nhs.uk / Twitter: @NWAngelNET

Appendix 3

Addressograph label

Partnership Agreement for Care Workers

Carer's Name:.....

Relationship to patient:.....

<p>Patient confidentiality: I.....(Name of patient) consent to information about my illness being shared with..... (Name of Carer) on a regular basis.</p> <p>Signature.....Date.....</p> <p>If patient is unable to give consent, information can be shared in best interest</p>
<p>This agreement is to support you in maintaining your role as Carer while the person you care for is a patient in hospital. This agreement recognises that as a Carer you are an expert in providing day to day care to the person and that you can help staff in looking after the patient and meet his/her needs.</p> <p>Patient care remain the responsibility of the hospital but we understand when Carers provide support this helps continuity of the persons agreed care, helps reduce anxiety and supports better recovery and a reduction in length of hospital stay.</p> <p>This agreement is drawn up between the trust staff and you as the patient's Carer. Where the patient is able to exercise choice it also includes the agreement and wishes of the patient.</p> <p>It describes how we can work in partnership for the benefit of the patient and specifies which responsibilities we as hospital staff undertake to provide and those aspects of care that you will be continuing to provide.</p>
<p>Arrangements for orientation to the clinical area and local induction</p>
<p>Concessions for Carers explained i.e. visiting times, staying overnight, refreshments, toilet/kitchen facilities, car parking</p>
<p>What aspect of personal care will be provided by the Carer What aspect of personal care will be provided by the hospital staff (please state)</p>
<p>What aspect of care will the Carer not be able to assist with i.e. moving and handling training/equipment</p>
<p>How you can continue to act as Carer without affecting the other patients on the ward</p>
<p>Whether you can be present when the patient is examined, receives treatment or has a consultation with the doctor</p>

How you can be involved with supporting with eating and drinking				
What support can Carer provide with supporting patient with medication under the supervision of the hospital staff				
How you will be involved in decision making regarding the patients care, treatment and discharge				
How you will be involved with reporting information to the hospital staff so care provided can be documented				
Who you should speak to if concerned about the patient or your own treatment as a Carer				
What aspect of activity will be provided by the Carer				
Other Carer agreements identified				
Signature of Nurse Designation			Print name Date	
By entering into this agreement, I understand and acknowledge that I am not being asked to provide this care because the trust is unable to do so, and that all necessary care will be given to the patient in the event that I am not able to fulfil this agreement. Signature of Carer.....				
Copy of completed form has been given to Carer <input type="checkbox"/> (please tick)				
Review of Carer agreement				
Date of review	Current plan to continue Yes/No	Changes made to planned agreement Yes/No	Document agreed changes	Signed Carer: Staff:

Appendix 4

Carers' Charter

This Charter details how we aim to work in partnership with you and provide you with help and support. **We aim to get care right, first time, every time and with your help and support we will.**

We will:

- Recognise you as someone who is providing valued support to the person for whom you care
- Ensure that children and young people who are carers are safeguarded and aim to protect them from excessive and inappropriate caring responsibilities
- Recognise members of staff who are Carers and be supportive of them which would include consideration of flexible working if department/ward could accommodate it
- Listen to you without bias or prejudice and take what you tell us, seriously accepting that you hold relevant and important knowledge about the person who you care for
- Respect and value your opinions / views and where necessary keep these confidential
- Give you a choice on whether you wish to take on / continue with the role of carer whilst the person is in hospital and ensure that you are given the access and support necessary to enable you to provide care should you so choose
- Waive the restrictions on visiting hours to enable you to support the person you care for at meal times and with their personal hygiene needs, should you wish to (Appendix 2)
- If appropriate we will involve you in decisions which affect your own life or the life of the person you care for throughout their illness and also after their death
- Involve you in the planning of any discharge, including the date of discharge
- Respect and take into account ethnicity and culture, religion, gender, sexual preference, age and other characteristics without general assumptions being made about you

- Support you to communicate your views and provide a qualified interpreter to assist you if necessary
- Provide you with access to support networks, providing practical, emotional and general support through our Cares Advisor on (01733) 677997 or Patient Advice and Liaison Service (PALS) on (01733) 673405 or Disability Nurse Advisor (01733 673832)
- Give you an opportunity to contribute to wider policy and service–related decisions.

In return we ask that you give us your views on the quality of services provided and on the range of services that we need to develop by participating in our patients and carer feedback surveys. These views can be shared with the Ward Staff or our Carers' Advisor on (01733) 677997 or Patient Advice and Liaison Service (PALS) on (01733) 673405.

Appendix 5

Compliance Monitoring Table

Title: Policy on Carers as Partners in Care

Author: Teresa Jude – Cares' Advisor

Document Section		Control	Checks to be carried out to confirm compliance with the policy	How often the check will be carried out	Responsible for carrying out the check	Results of check reported to: (Responsible for also ensuring actions are developed to address any areas of non-compliance)	Frequency of reporting
		WHAT?	HOW?	WHEN?	WHO?	WHERE?	WHEN?
5.	15.	Process for supporting Unpaid Carers	Regular review with feedback from departmental staff and Unpaid Carers	Annually	Carers' Advisor	Through annual Carers reporting methods	Annually
16.	21.	Process for supporting Care Workers	Regular review with feedback from departmental staff and Care Workers	Annually	Carers' Advisor	Through annual Carers reporting methods	Annually

Equality Impact Assessment

Policy name & Central Index number: Policy on Unpaid Carers (N9009)	Date: 11/03/2020
Name of Principal author or Policy: Simon Howard	
Division: Care Quality Division	

Equality Impact Assessment Stage 1

Indicate in the table below what kind of impact this policy will have upon the protected groups or how it is likely to influence the Trust's ability to comply with the Public Sector Equality Duty, which is to;

- Eliminate discrimination, victimisation, harassment or other unlawful conduct that is prohibited under the Equality Act 2010 and/or;
- Advance equality of opportunity between people who share a characteristic and those who do not and/or;
- Foster good relations between people who share a relevant protected characteristic and those who do not.

Consider this in the context of the whole policy being updated. The easiest means of approaching this is to consider the following questions;

- **Would the adaptation meet my needs or ensure I had equal opportunities if I had any of the protected characteristics?**
- **Is there anything about the policy that would have a detrimental impact on me if I had one of the protected characteristics?**
- **Does it affect our ability to comply with the Public Sector Equality Duty?**

Please check the appropriate boxes relating to the impact of the policy or adaption:

Age	<input checked="" type="radio"/> Positive	<input type="radio"/> None	<input type="radio"/> Negative	<input type="radio"/> Unknown
Disability	<input checked="" type="radio"/> Positive	<input type="radio"/> None	<input type="radio"/> Negative	<input type="radio"/> Unknown
Gender Reassignment	<input type="radio"/> Positive	<input checked="" type="radio"/> None	<input type="radio"/> Negative	<input type="radio"/> Unknown
Marriage/Civil Partnership	<input type="radio"/> Positive	<input checked="" type="radio"/> None	<input type="radio"/> Negative	<input type="radio"/> Unknown
Pregnancy and Maternity	<input type="radio"/> Positive	<input checked="" type="radio"/> None	<input type="radio"/> Negative	<input type="radio"/> Unknown
Race	<input type="radio"/> Positive	<input checked="" type="radio"/> None	<input type="radio"/> Negative	<input type="radio"/> Unknown
Religion or Belief	<input type="radio"/> Positive	<input checked="" type="radio"/> None	<input type="radio"/> Negative	<input type="radio"/> Unknown
Sex (Gender)	<input checked="" type="radio"/> Positive	<input type="radio"/> None	<input type="radio"/> Negative	<input type="radio"/> Unknown
Sexual Orientation	<input type="radio"/> Positive	<input checked="" type="radio"/> None	<input type="radio"/> Negative	<input type="radio"/> Unknown

If any boxes are checked as Negative, please escalate to a stage 2 assessment by emailing nwangliaft.qualitygovernance@nhs.net

If any boxes are checked as Unknown, please contact nwangliaft.edi@nhs.net

Agreement by	Signature	Date
Approving Panel Chair for Stage 1		23/04/2020
Ratifying Panel Chair (if required) for Stage 2		
Equality, Diversity and Inclusion Lead (if required) for Stage 2		


Quality Assurance Checklists

Version Number: 1

Appendix 7

		Y/N/n/a	COMMENTS (where necessary)
1	Title of document Policy on Unpaid Carers (N9009)		
2	Type of document (e.g. policy, guidance)	Policy	
	Is it clear whether the document is a policy, guideline, procedure?	Yes	
3	Introduction		
	Are reasons for the development of the document clearly stated?	Yes	
4	Content		
	Is there a standard front cover?	Yes	
	Are the key points identified? (Policies only)	No	
	Is the document in the correct format?	Yes	
	Is the purpose of the document clear?	Yes	
	Is the scope clearly stated?	No	
	Are the definitions clearly explained?	Yes	
5	Evidence Base		
	Is the type of evidence to support the document explicitly identified?	Yes	
	Are key references cited?	Yes	
	Are associated documents referenced?		
6	Approval Route		
	Does the document identify which committee/group will approve it?	Yes	
7	Process to Monitor Compliance and Effectiveness (policies only)		
	Are there measureable standards or KPIs to support the monitoring of compliance with the effectiveness of the document?	Yes	
8	Review Date		
	Is the review date identified?	Yes	
9	Equality and Diversity (policies only)		
	Is a completed Equality Impact Assessment attached?	No	

If answers to any of the above questions is 'no', then this document is not ready for ratification, it needs further review.

Compliance Team:			
1.	Date of Compliance Team approval	11/03/2020	
2.	Comments to author for any amendments		
3.	Name of compliance lead	Stanley Balachander, Quality Governance and Policies Administrator.	
Approval Committee: Nursing & Midwifery Advisory Group			
If the committee/group is happy to approve this document would the chair please sign below and send the document and the minutes from the approval committee to the author. To aid distribution all documentation should be sent electronically wherever possible.			
Name	ANNETTE PARKER	Date	23.4.2020
Signature			
Ratifying Committee: Hospital Management Committee			
If the committee/group is happy to ratify this document would the chair please sign below and send the document and the minutes from the ratifying committee to the author. To aid distribution all documentation should be sent electronically wherever possible.			
Name	Caroline Walker	Date	29 April 2020
Signature	