



On the wards....

Temporary investment in Family Liaison Officers – supporting patients and families to keep in touch

Review and fully recruit to Ward Clerk and Reception roles

Extend reintroduction of Volunteers into new ‘care navigator’ roles

Visiting opened up - increasing ‘real time’ communication between families and clinical staff

Carer Awareness training rolled out – supporting staff to identify and support (unpaid) Carers and use NNUH Carers Passport

Launch of N&W Carer Identity Passport (Nov 22) will further support involvement of Carers during patient journey and discharge planning

Raise awareness with staff about the Carer Identity Passport and embed its use across the hospital

Discharge Planning and Implementation –

Working to improve communication and involvement for Carers and families in discharge planning – N&W ID Passport will assist

Introduction of Case Manager role to support continuity throughout the patient journey to enhance and support holistic planning and communication

Finalising poster and ‘comms’ around Discharge Team role and remit – with clear contact details for raising concerns directly

All Discharge Coordinators have completed Carer Awareness training

Dedicated Clinical Educator role to support wards to understand discharge process, impact and importance of involving families/Carers in progress

Enhanced Volunteer roles supporting discharge – phone calls for simple discharge ‘safety net calls’ + driver and settle in scheme

Greater use of Virtual Ward support

Greater liaison and collaboration with VCSE groups

Working with N&W ICS on partnerships to improve admission avoidance and discharge