



Carers Identity Passport





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Carers Identity Passports issued since the Carers Identity Passport was launched on Carers Rights Day in November 2022.

Carers and Discharge

Background:

- Initial meeting held in February following Carers feedback and experiences shared by Carers about the discharge process not working
- A further 3 workshops were held with staff working across health and social care

Carers experiences with discharge:

Communication:

Lack of communication and involvement of Carers throughout admission and discharge planning

Lack of communication with Carers caring for someone in a Care Home

Lack of consistency

Information from patients may not be accurate or a true reflection of needs, particularly pertinent for people with dementia

Concerns about communication with the person Carers are supporting if they were not there

Staff need to be aware of what is acceptable for the cared for person. For example, people touching them causing them distress

No goodbye from staff. Not made to feel welcome. Felt like a number

Lack of communication with people Carers care for when the Carer is in hospital. Cause extra pressure on Carers when they are discharged

Heard staff discussing bed or seen people waiting for bed

Carers experiences with discharge:

No consideration given for home situation and whether Carers will be able to manage and what support needs to be put in place

Lack of information given about medication and side effects

Disconnect with hospital and GP particularly with follow up appointments/ tests

Lack of care package or support in place on discharge. Carers expected to cope or coordinate support

Long wait for medication even if they have this on repeat prescription or have an adequate supply at home

Don't know who is supposed to be coming in after discharge

Lack of support causing Carer breakdown

No consideration given to Carers wellbeing and whether the Carer is able and willing to continue caring

Wait for medication is causing delays in discharge with some people having to wait until the next day

Features of positive experiences with discharge:

Felt fully informed throughout the whole process

Felt well looked after- received food and water

Communicated the exact time the scan was going to happen so Carer could prepare and reduce waiting

Hospital put up bed for Carer

Kept up to date with discharge process and next steps including transport

Involving the Carer made the experience better for the person they care for and made it easier for the staff ward to support

What would make a difference?

Three workstreams identified:

- Coming into Hospital
- Planning to go Home
- Staying Safe at Home

Information for Carers as soon as the person they care for or they are admitted to hospital:

- **Standardised booklet** to be used across all hospitals
- **What matters to me** section
- Place for staff to **include information about appointments/ referrals**
- **FAQs** and **checklist** of what Carers should expect at each stage
- Information about **medication** and **equipment**
- Information about **Carers Emergency Plans** and **support for Carers**
- Information about **different illnesses and how to support**
- Link with **Carers Identity Passport**. Staff immediately know the person is a Carer and can ensure they are included in conversations and provided with information right from the beginning
- Carers need to **understand the caring** role and the support that will be needed at home before discharge takes place
- Communication needs to be kept **simple without the use of jargon or acronyms**
- Ensure **communication is both ways**. Can some sort of **agreement** be set out to manage people's expectations.

What would make a difference?

- Information about **where key amenities are located**
- It needs to be communicated clearly when someone has an **existing care plan** and ensure this process is as smooth as possible. Norfolk County Council can hold packages for two weeks. Avoids people having to arrange everything again when they are discharged.
- Flags on system to show someone has or is a Carer
- **Appropriate care packages-** Need to ensure the right levels of care are prescribed with input from Carers. There can be long waiting times for large packages that might not be required. Examples of experiences when care was downgraded and the effect this had on Carers.
- Need to **consider vulnerabilities** and how they are supported. Need an advocate
- Identification and communication with **Young Carers**
- Communication about **medication** needs to be **understood and accessible to everyone**.
- Difficulties for Carers who are **employed/working**. Can virtual appointments be offered?
- Personal communication. The smile you get as you enter the ward and the goodbye you get when you leave