

Introduction

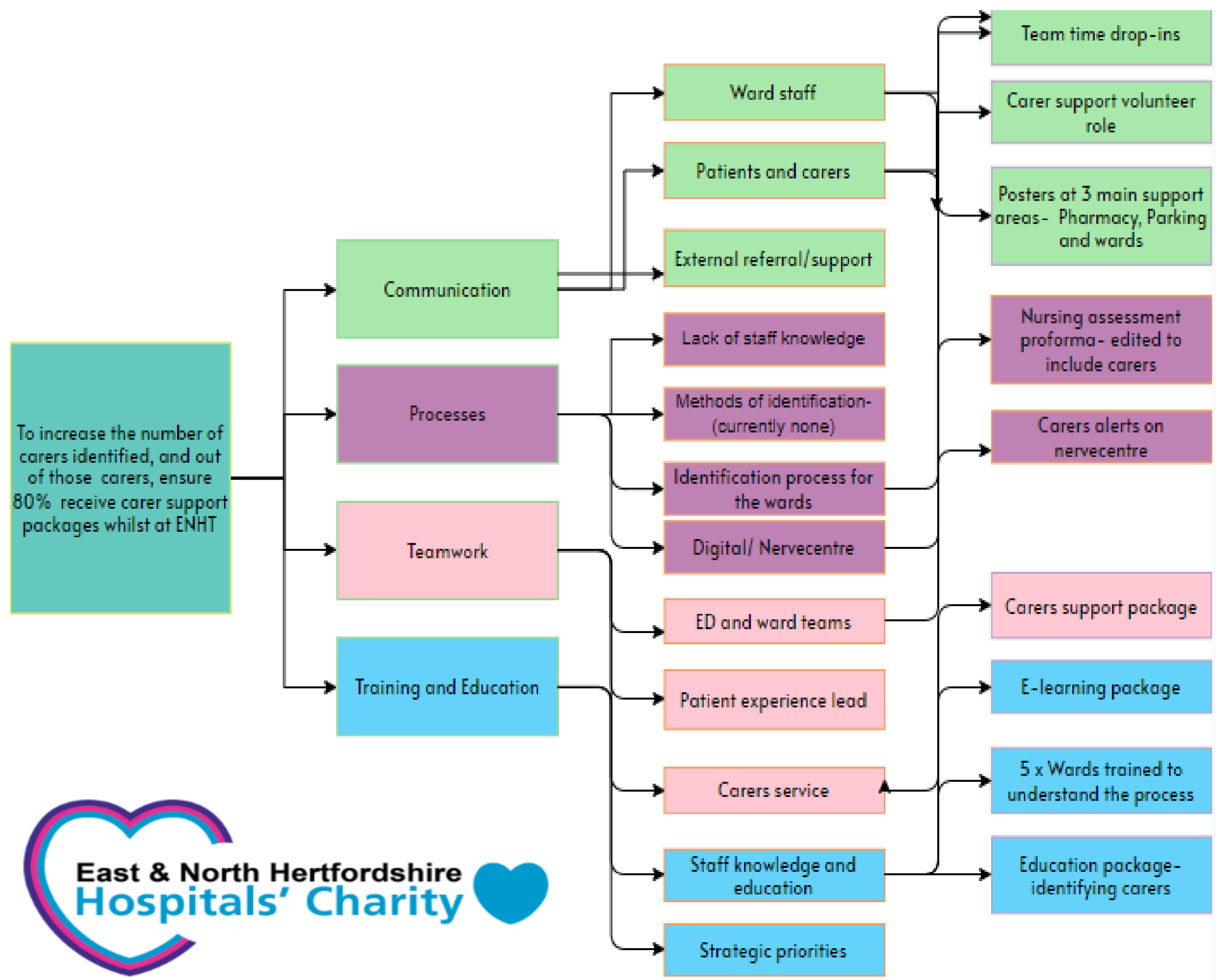
Problem: Early identification of carers has been a focus of NHS England as written in the NHS Long Term Plan and People at the Heart of Care and further supported by Voluntary Community and Social Enterprise (VCSE). The document, A carers strategy for Hertfordshire 2022-2025, states that point 1 in the 5-point care pathway is to identify and refer carers to appropriate services. Two Carers Forums (virtual and face-to-face) was conducted with a total of 35 carers participated. 34 out of 35 carers interviewed reported poor experience and 30/35 reported late identification by the trust. Some carers are not even aware that they are carers.

Rationale: By identifying carers earlier, we can support them better in their caring responsibilities, involve them in the discharge process and through the carers agreement, support them to help while their loved one is in hospital.

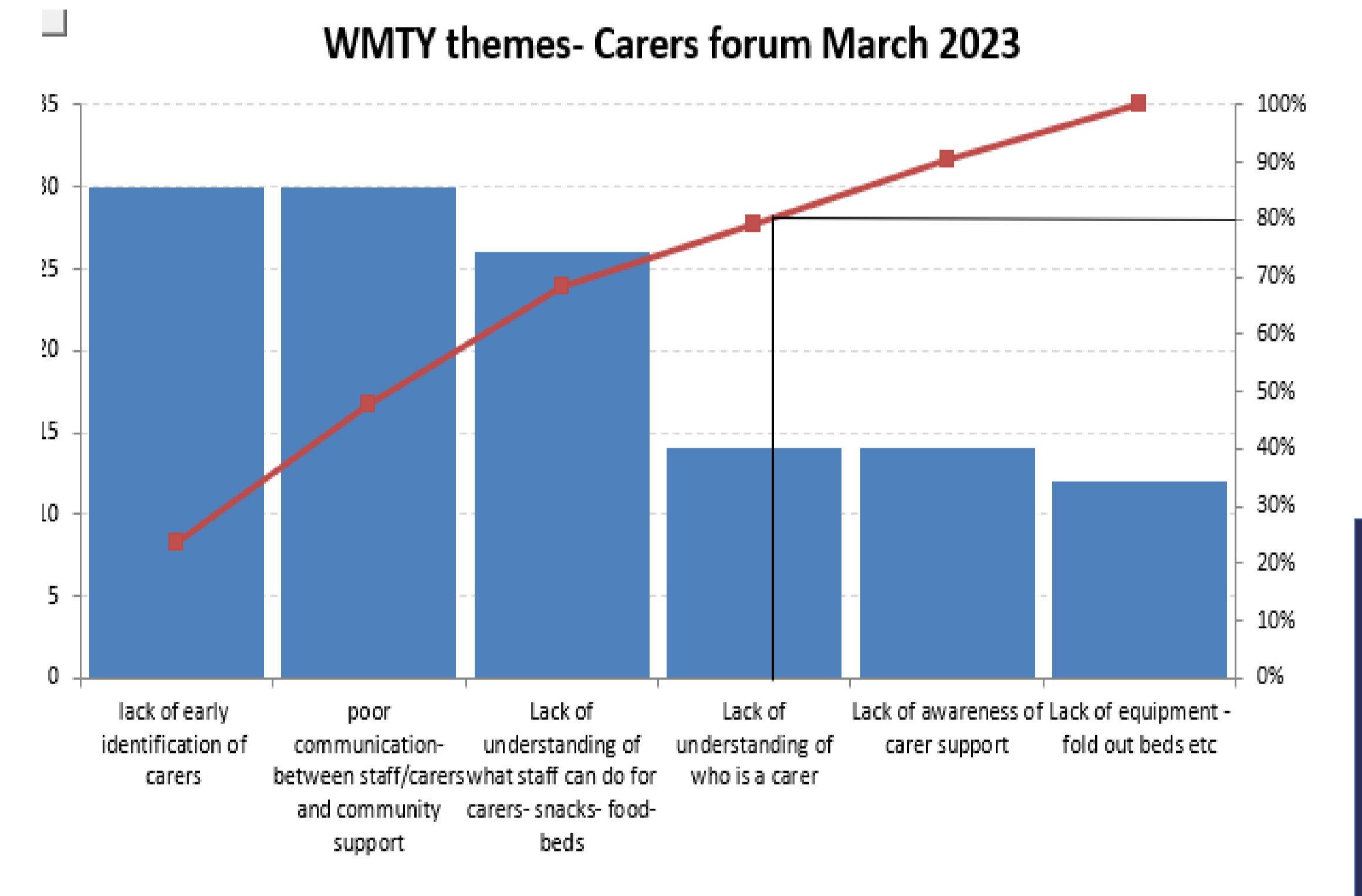
Aim

To increase the number of carers identified, and out of those carers, ensure 80% receive carer support packages whilst at ENHT by March 2024

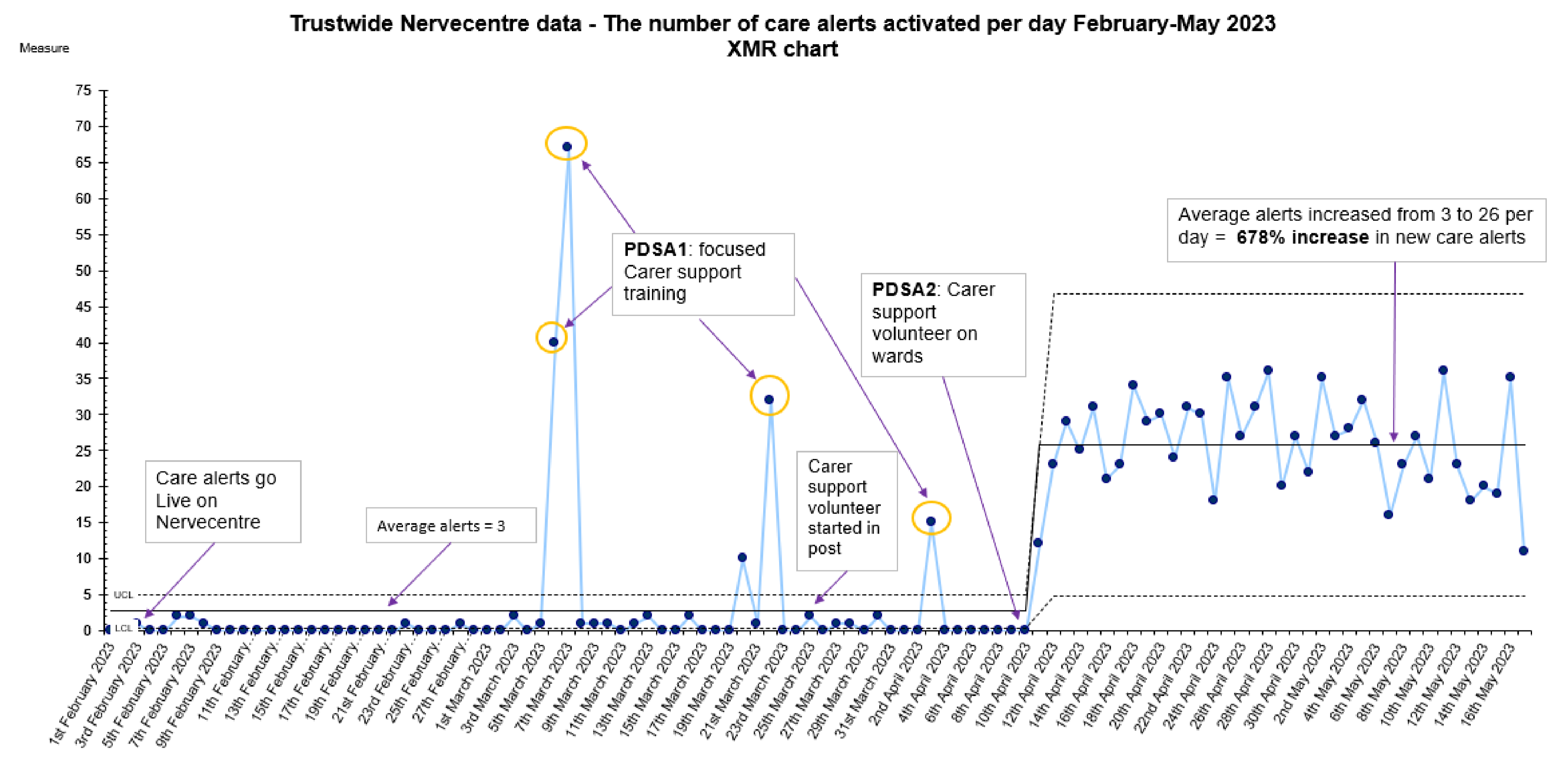
Driver Diagram/ Change ideas



What matters to you staff surveys



Impact



Leadership Learning

This journey has been quite a roller coaster for me. This project was my third attempt. My first project I realised that my area of influence and control isn't big enough for me to successfully deliver it. My second project became redundant due change of strategic priorities. Which lead me here to my third project – I have learnt things change and all I can do is be resilient, embrace it and see where it takes me.

This programme made me also realise the value of networking – I have met so many colleagues that I wouldn't have normally crossed paths with, and they shared so many helpful insights that made my project successful.

I think I should have been braver and tried my change ideas earlier – I did eventually developed this later on the course. I realised it doesn't matter how many takes you have as long as you learn from each of them and not lose the drive to continuously improve to reach nursing excellence.

Next steps

This project focuses on the identification of Carer which is the 1st point of 5 point Carer Pathway. I want to work through each point and create a Carers Programme so that the experience of Carers in ENHT will continuously improve. I would be able to carry this out with the support from Carers in Hertfordshire so I can co-produce this service with carers in mind. My main next steps is to increase the amount of Carer Support Volunteers so the team can meet the demand of the amount carer alerts activated each day.



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References: NHS Long Term Plan, People at the Heart of Care, A Carer Strategy Hertfordshire NHS 2022-2025 and General Practice Patient Survey.