



Our work with carers

Dawn Buck

Patient & Public Engagement & Experience team

OUR VALUES



Patients &
people first



Partnership



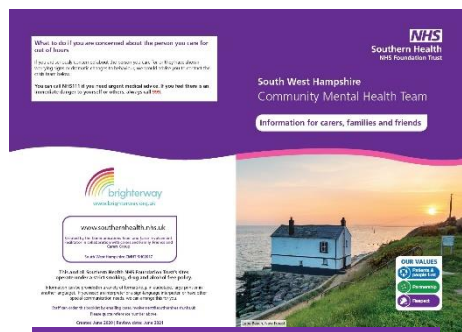
Respect

Our work so far...

- Delivery of the Joint Carers Strategy for Carers (in partnership with Hampshire County Council)
- Launched our guiding principles, aligned with the joint strategy
- Coproduced an organisation plan for Carers & their Families

Established carers advise & info drop-in at Romsey Hospital

Coproduced tri-fold wallet/purse- sized leaflet for carers –



Coproduced our carers booklets

Quality Improvement project on care plans

Unloc
DEVELOPING YOUNG POTENTIAL
Youth Board & Unloc collaboration

Implemented Triangle of Care in AMH



Provided additional resource to Triangle of Care project

Developed carers webpages

Provided Carers Awareness sessions for staff by Hampshire Carers Together

Produced a "Story telling toolkit"

Setup Chathealth 0-5 texting to support parents, carers & families

Provided more opportunities for carer engagement & involvement

Coproduced our revised carers survey

Revised care plan templates

Established Carers, Families & Friends group

Additional support during Covid-19

Partnership working with charities to support relatives in providing care to end-of-life patients during lockdown

Signposted to further support e.g. Hampshire Carers Together telephone helpline

“The zoom sessions connect us to carers of all backgrounds to support and talk to each other”

Established North Hampshire carers group – at the request of carers, supported together with Andover Mind and SHFT staff

Developed partnership with Princess Royal Trust for Carers in Hampshire to provide additional support to carers

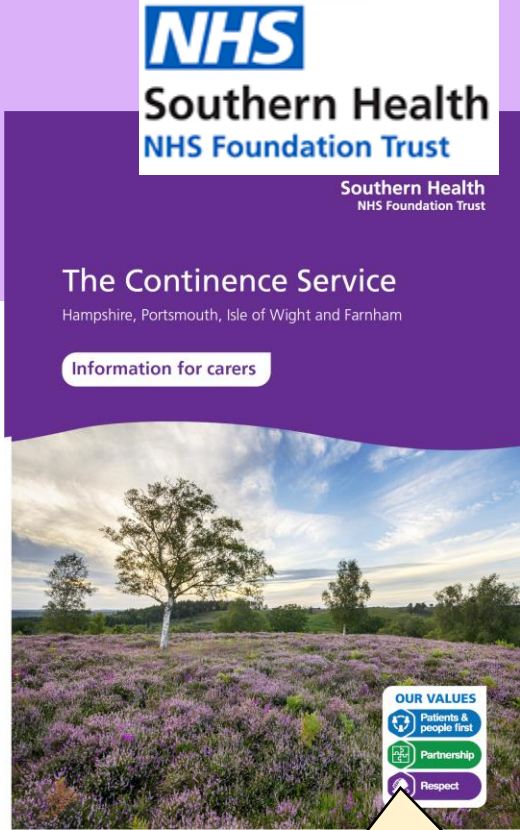
Offered support to carers about challenges & barriers

Signposted to further support

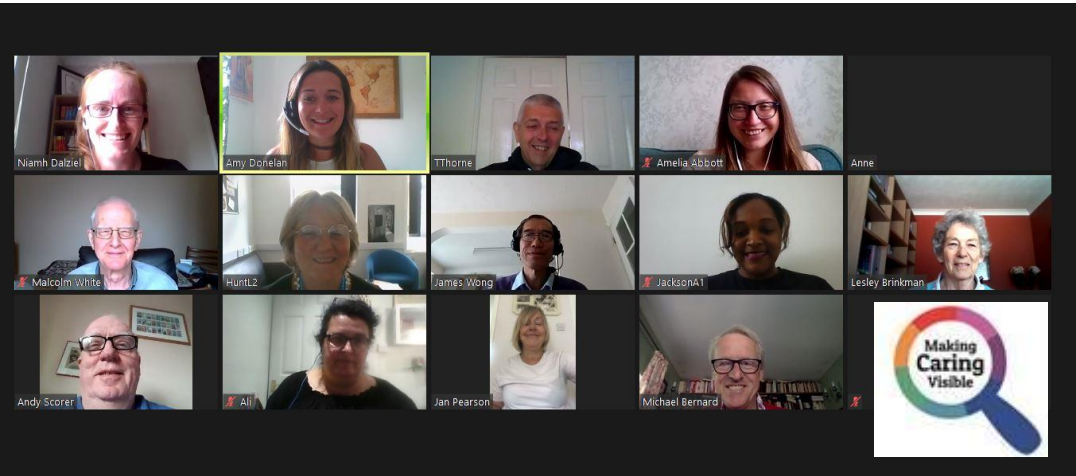
Carers further involved in SHFT projects

Coproduced & issued letter RE: changes & updates to ward visiting during lockdown

Updated carers webpages with timely information & guidance



“This booklet has been absolutely vital during the pandemic as staff are able to send them out to carers who are struggling until the service returns to normal”





Triangle of Care

Carers and the essential role they play are identified at first contact or as soon as possible thereafter

Staff are “carer aware” and trained in carer engagement strategies

Policy and practice protocols RE: confidentiality and sharing information, are in place

Defined post(s) responsible for carers are in place

A carer introduction to the service and staff is available, with a relevant range of information across the care pathway

A range of carer support services is available

Progress in Southampton

176 staff trained

27 carers leads

4 booklets

Moving forward...

Coproduce a service model for Patients and Carers Advice, support & Liaison

Extra resource secured to accelerate Triangle of Care implementation trust-wide

Triangle of Care training updated to reflect feedback from carers and staff

Outreach work, providing advice, support and liaison working with Hampshire Carers Together

Letters sent to all GP practices regarding registration of carers in order to look after their health & wellbeing

Coproduce & develop a Consent to Share campaign

Work with HCC and Connect to Support to provide Connect to Support screens in community hospitals

Support the implementation of the Trust's Carers Plan

Develop toolkits to support staff to collaborate with carers

Look towards codeveloping Carer Peer Support Worker roles within our services



Thank you, any questions?

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