

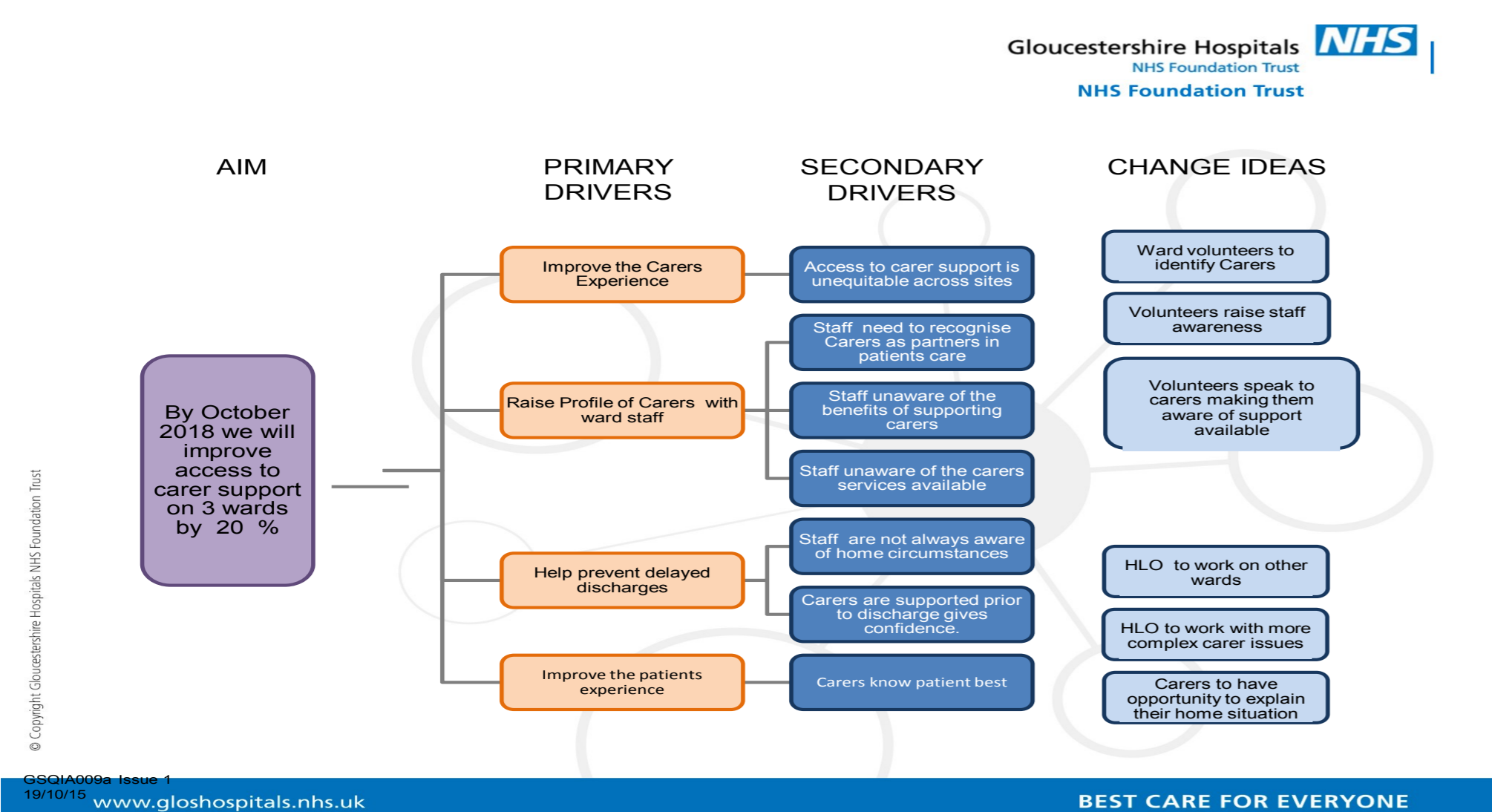
Increasing the Support for Carers in a Hospital Setting

Louise de Lloyd

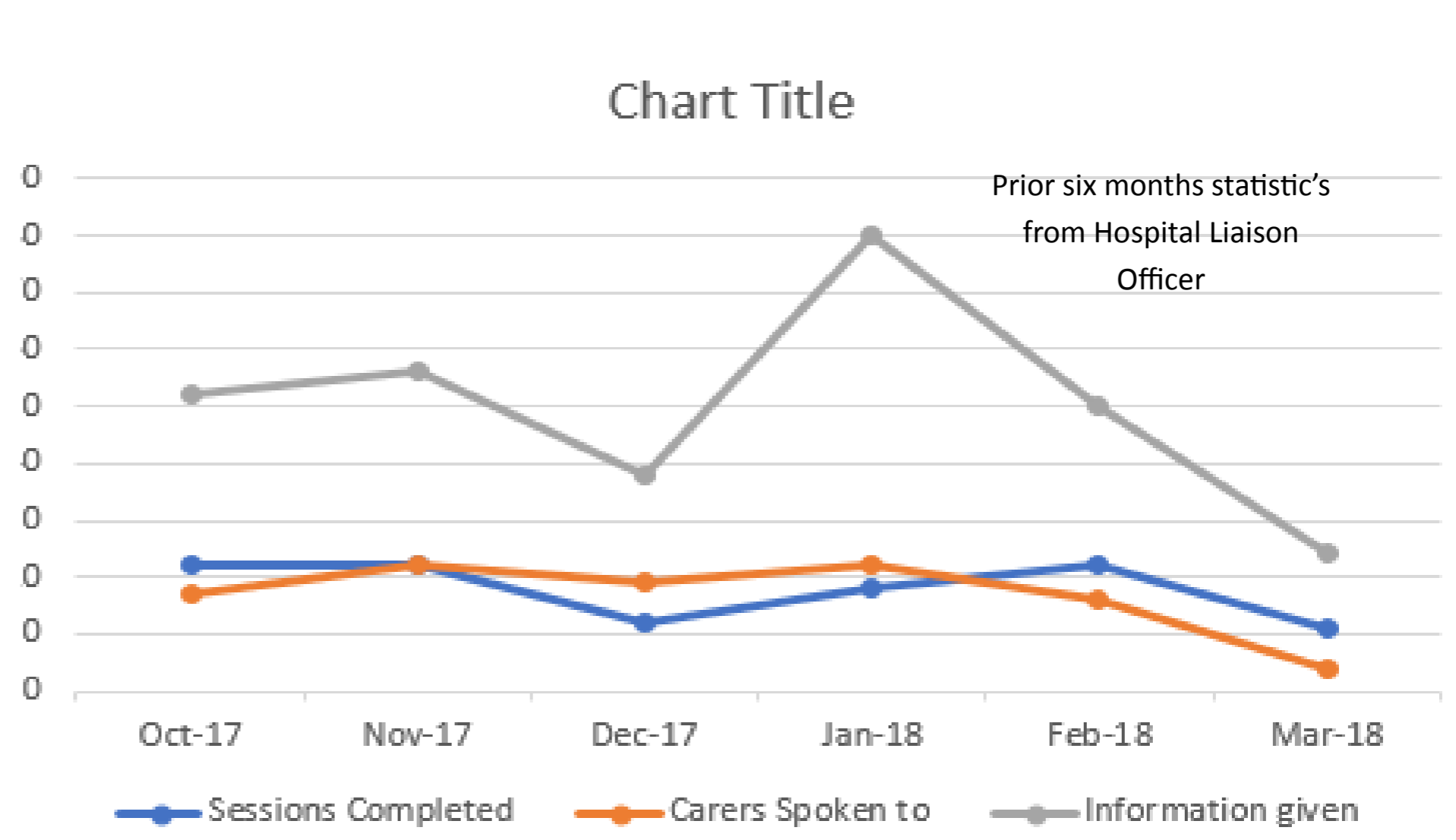
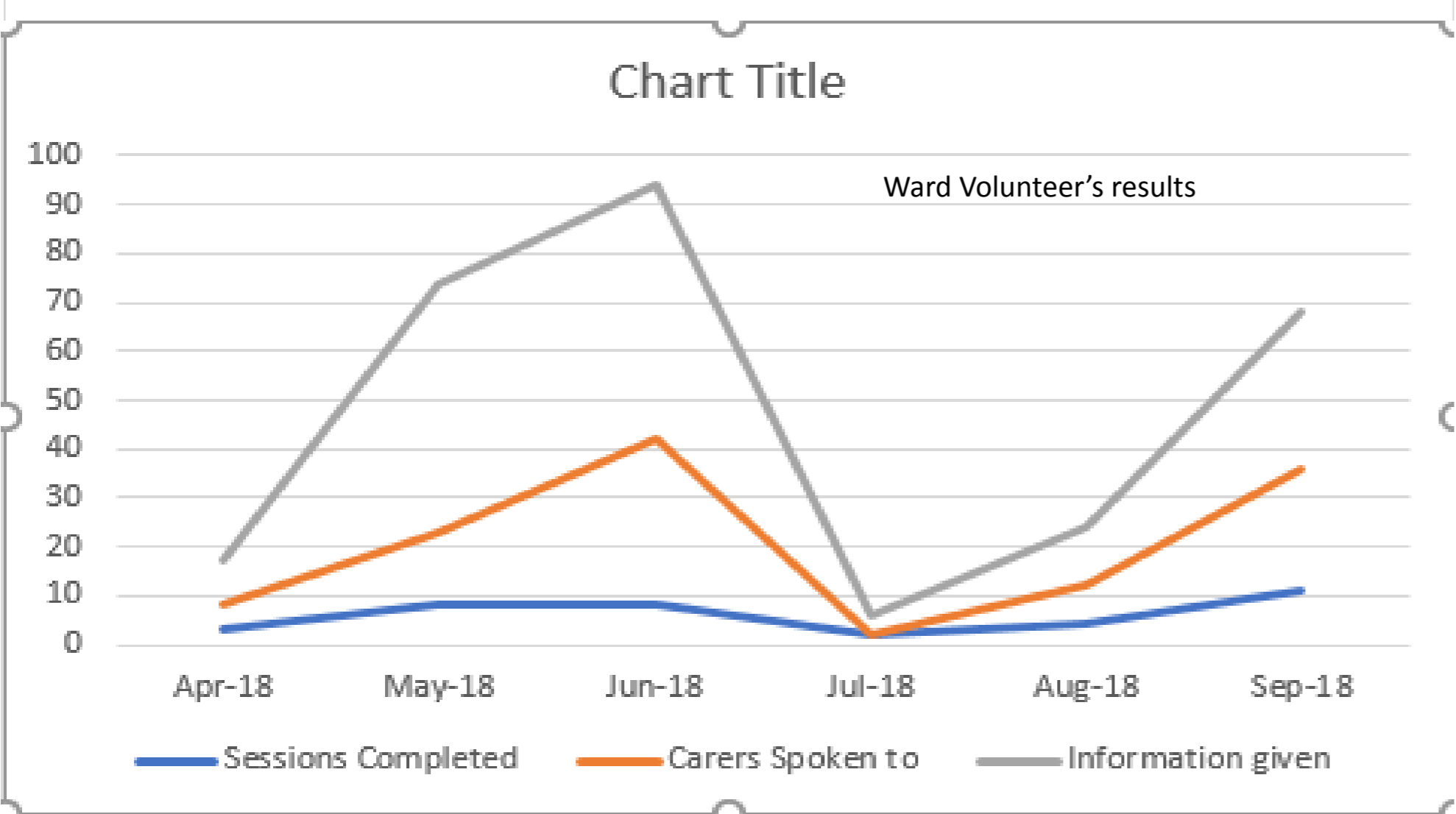
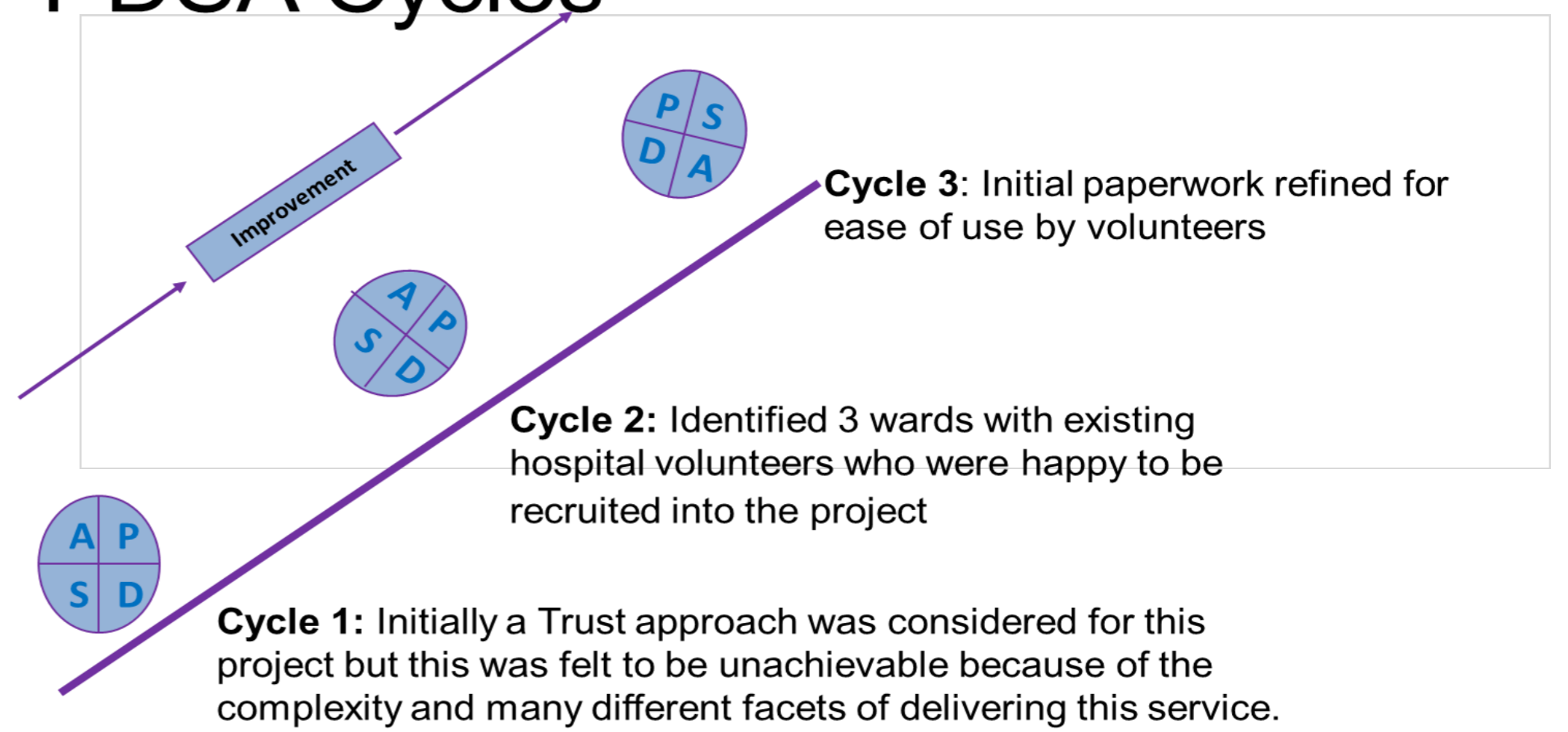


AIM– By the end of September 2018, 20% more Carers will be identified and given information to support them in their caring role.

It has been shown that when Carers feel supported they are more able and likely to continue in their caring role which improves discharge and re-admission rates by enabling the carers to cope better with their caring role in the community and at home. The concern is that access to Carer support is not available on all ward areas and has resulted in an unequable service across the Trust.



PDSA Cycles



Key Results

- Feedback.. FINDINGS**
- Staff feel better equipped to identify carers
 - Volunteers are keen to continue with the service
 - It has freed HLO to spend more time with more complex Carers issues
 - HLO has been able to cover more wards than previously
 - Sessions were increased by 33.6%
 - Carers spoken to was increased by 87%
 - Information given to cares increased by 53%

Next Steps

- Roll out the service to other ward areas with a plan to eventually go Trust wide
- Aim to spend more face to face time with Carers
- Report findings to Carers Gloucestershire and QI team and at relevant Trust meetings
- Include findings and next steps in training delivered to Trust staff