

CARERS CONNECT NETWORK NEWSLETTER

Welcome to our 2022 Spring issue!

Spring is finally here and it's already filled with challenges for us all. We remain hopeful, knowing that by listening, sharing and working together we can continue to build on our work with carers and families. We are committed to being open and responsive to you, even when we don't always get it right.

Together we are stronger. Together we are better.



MARCH 2022 SPRING ISSUE 16



TRIANGLE OF CARE PEER REVIEW 2021-22

COVID19 REMINDER

Removal of all restrictions in law for COVID-19 in England were made on 24 February 2022, however, we continue to experience a number of outbreaks across the Trust. Around 1 in 3 people with Covid-19 have no symptoms. This means you could be spreading the virus without knowing it. Continue to protect yourselves by taking a test before visiting any healthcare settings and always check the current guidelines before visiting

LEARNING FROM CARERS COMPLAINTS

TRIANGLE OF CARE UPDATE Peer Review 2021



CARERS & COMMUNICATION

The Triangle of Care is a national scheme run by the Carers Trust. Notts Healthcare signed up to the Triangle of Care in 2015.

CARERS WEEK 2022

NEWS & INFORMATION



In February 2022, the Carers Connect Network came together to Peer Review the Triangle of Care annual Self-Assessment plans across the Trust (via MS Teams). The review measured progress across the six Triangle of Care standards for good practice and to recommend improvements that could be made to current practise. Triangle of Care

Triangle of Care Peer Review How are we doing?

Our Three Trust Divisions

- Forensic Services
- Mental Health
- Community Health Services
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It's clear that whilst we have more to do, the reviews also captured some of the fantastic work taking place. The importance of sharing what's working well with other teams in our services is crucial. Our plan for 2022 will be reported back to the Carers Connect Network with a summary review to our three Divisions, the Involvement Experience and Volunteering Group (IEV) and the Quality Committee .

Three examples from the peer review self assessments:

Redwood 2 Inpatient Services - Adult Mental Health Services

- To improve: Encourage all staff to complete Carer awareness and Triangle of care hosted on the Trust E-Learning training Electronic Staff Record (ESR).
- Things going well: Carer packs distributed with information for carers and families.

Wathwood Hospital - Forensic Services

- To improve: To be more aware of the RAG (Red/Amber Green) rating when the self-assessment has been rated 'green' in some areas however, the service may only be able to achieve this to a limited degree.
- Things going well: A really good assessment supported by good evidence with excellent practice in involving carers

Community CAMHS West - Child and Adolescent Mental Health Services

Specialist Services Directorate (SSD)

- To Improve: Some of the information on the self assessment form was out of date and needed refreshing i.e. Carers and families need up to date information.
- Things Going Well: The Parents carers E Book distributed via the service. which we hope we can share with other services.

Triangle of Care across the Trust 2022-23

Increasing feedback from Carers and families.

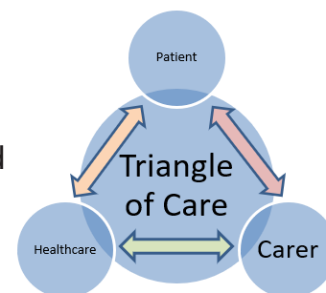


Some carers and families tell us they are unsure how to share their feedback. Communication could be better and happen more regularly. We want this process to be accessible and appropriate for the needs of carers and families. At the start of the pandemic, feedback reduced dramatically across all services but particularly noticeable was the number of carers and families not leaving their experiences of care either by surveys or Care Opinion. We will focus on improving and promoting feedback over the next few months. We want to hear more feedback from carers and families connected to our services .

We know we need to do more to improve isolation and the loneliness experienced by carers and see how we can find better ways to communicate effectively.

LEARNING FROM CARERS COMPLAINTS

In 2020, relatives and carers were responsible for about 40% of the 200 complaints the trust received about AMH (Adult Mental Health) and MHSOP (Mental Health Services for Older People) services. The most frequent issue raised in these complaints was a lack of communication. Carers said that they felt unheard and uninvolved in decisions and planning. They expressed frustration that their views were often ignored or dismissed, despite their long experience of caring for their loved ones and having so much knowledge of their difficulties and needs. [Read more about this](#)



Ian Pegg - PALS and Complaints Manager
Nottinghamshire Healthcare

COMMUNICATION WITH CARERS NEW TASK & FINISH GROUP!

Members of the Carers Connect Network met on 14 March 2022 as part of a new Task and Finish Group to look at communication with Carers. This has been identified as an important concern arising from feedback, complaints and discussions at the Carers Connect Network. The group shared experiences, ideas and discussed what could be done to improve communication with carers. If you want to join us at our monthly meeting, email maxine.parr@nottshc.nhs.uk

We've made a start by looking on the following issues:

- Information sharing with carers and confidentiality
- Updating our guidance and policy
- Ongoing communication with carers after initial contact is made with carers
- Communication with carers around a service user's discharge
- Updating A Guide to Carers and Confidentiality, including a new accessible version

Inclusive Communication eLearning course



This course is available for all Trust staff and introduces Inclusive Communication and The Accessible Information Standard (AIS). Whilst this is particularly for providing people with a disability, impairment or sensory loss with information that can be easily read or understood, our Speech and Language Therapists across the Trust are supporting us to gain the skills we need to produce documents that are easy to read and understand for everyone.



CARERS WEEK 2022



Make caring visible, valued and supported
Monday June 6 - Sunday 12 June 2022

Carers Week 2022

Events to celebrate Carers Week will take place across the Trust with services and partners coming together during this important week. Annual pledges will be made and will help us to keep the spotlight on carers. So far, the planning meetings have been really productive. An additional theme that Nottinghamshire Healthcare will focus on is carers and loneliness. Want to join our monthly online planning meetings for Carers Week?

Contact: Maxine.parr@nottshc.nhs.uk

Carers Connect Network Event - Wednesday 8th June 2022 12.30-2.30pm.

We are delighted to let you know that we will be celebrating with a face to face event for the first time in two years! This will be held at St Jude's Church Parish church, Mapperley, Nottingham NG3 5HE.

The venue is on a regular bus route with parking at the venue or nearby at Duncan Macmillan House NG3 6DS

We will be joined by guests and partners including Nottinghamshire Healthcare Chief Executive and Paul Devlin - Chair Person. A programme will be available nearer the date via our Carer Connect Network and social media

SPOTLIGHT ON TRAINING CARER AWARENESS & TRIANGLE OF CARE



The updates to our training are almost good to go! Carer Awareness and Triangle of Care Training is aligned to Standard 2 of the six Triangle of Care Standards. 423 staff have completed it to date. Thanks to carers, staff, Rushane Oliver in the Digital Engagement Team and E-Learning lead Domenic Manfredi for their patience! This course is available for staff and volunteers and helpfully doesn't have to be completed in one session when time is a factor. It is certificated for three years. Annual updates to the training are made with the help of the training evaluation. This has helped us to know what works and what doesn't. Look out for more promotion of this course through our networks. Contact jane.danforth@nottshc.nhs.uk

NEWS & INFORMATION

New Dementia Connect Service begins April 2022

Live zoom sessions will be taking place over the next few weeks to promote the launch of the new Dementia Wellbeing Service operating across Nottinghamshire and Nottingham City. Dementia Connect, from Alzheimer's Society, has been commissioned by Nottinghamshire Healthcare NHS Foundation Trust to provide a personalised Community Dementia Support Service. Whether it's at point of diagnosis, or someone needs support further along in their dementia journey, you can quickly and easily put people in touch with a Dementia Advisor. It connects anyone living with dementia to the support they need - it's not just people with dementia, but their carers, family and friends too.

Local dementia support in Nottingham and Nottinghamshire (alzheimers.org.uk) information is via notts Dass@alzheimers.org.uk

Help for Carers from Mobilise

www.mobiliseonline.co.uk/help-for-carers



Young Carers in Nottingham City

Action for Young Carers is a brilliant website for young carers in Nottingham City, in partnership with Nottingham City Council and The Carers Federation.



Home

A free and confidential service that supports young carers in Nottingham City

Under Pressure: Carers UK Caring and the cost of living crisis



Carers are facing unprecedented costs and increased financial hardship because of the UK's cost of living crisis. 83% of carers told us they're worried they will be unable to meet their monthly costs if living costs keep rising.

Read the March 2022 report here <http://carersuk.org/underpressure>



Involvement
Experience
Volunteering



EMPLOYERS FOR CARERS 2022 Carer Confident

Nottinghamshire Healthcare aim to build a positive and inclusive workplace for all staff who are unpaid carers. Information is available for staff who are also carers on our Connect Intranet site. Search: 'Carers Information for Managers and Staff'

<https://www.employersforcarers.org/>

All 1.5 million NHS employees, working for NHS providers and commissioners, now have access to the Employers for Carers portal, an online resource providing dedicated information and support on caring. [Supporting our working carers](#)



Advice, help, carer information and support

<https://nottinghamshirecarers.co.uk/>

Nottinghamshire Crisis Sanctuaries

Nottinghamshire Crisis Sanctuaries provides mental health crisis support to the communities of Nottinghamshire.

The Crisis Sanctuaries are for anyone near, or at crisis who need a safe space to talk.

Nottinghamshire Healthcare Carers and Families pages

<https://rebrand.ly/Workingwithcarers>



WHAT CAN CARERS EXPECT



SUPPORT FOR UKRAINE



Nottinghamshire Healthcare stands in solidarity with the people of Ukraine. Our thoughts continue to be with everyone affected by the ongoing situation there, especially our colleagues across the Trust and in our local communities who are directly impacted. We are aware that many healthcare teams in and around Ukraine are trying their very best in truly awful circumstances to provide care for people.

Dr John Brewin Chief Executive - Nottinghamshire Healthcare

How was your care?

Service users, families and carers

Make a difference by sharing your feedback.

Fill in one of our survey forms
Please ask reception if you can't see one

Complete the survey online:
<https://rebrand.ly/UserCarerFeedback>

Share your story anonymously on the independent Care Opinion website:
careopinion.org.uk

Share a concern, compliment or complaint:
Call - 0115 993 4542
Email - PALSandComplaints@nottshc.nhs.uk



[See and leave feedback here](#)



Just two of the comments received on Care Opinion in 2022 from carers and parents. All stories on Care Opinion receive a reply.

'I just wanted to thank you for the help you gave to me and my mum recently. You have been an absolute godsend and your support has been invaluable'

Mansfield & Ashfield Intensive Home Treatment Team

'We left feeling unsupported and demoralised. School and the charities don't have the experience or resources to help so we are left (like many families of Autistic children), in a "no man's land" whereby we have to struggle on, hoping that things don't get worse'

Child and Adolescent Mental Health Services Crisis Team

TuVida East Midlands

Information and support Notts Carers Hub County and City

www.tuvida.org/eastmidlands

email hub@carerstrustem.org

[Carer Services Near You](#)

Phone: 01158248824 <https://carerstrustem.org/hub>

Nottingham City Council Support

Phone: 0115 915 5555

[Nottingham City Council Coronavirus Information](#)

Nottinghamshire County Council Support

Phone: 0300 500 8080

[Nottinghamshire Coronavirus Community Support Hub](#)

CARERS CONNECT NETWORK

We are currently meeting online using MICROSOFT TEAMS

Want to join us? Contact: maxine.parr@nottshc.nhs.uk

What do you want to see in the next newsletter?

Contact: jane.danforth@nottshc.nhs.uk

TuVida

CARERS TRUST



@InvolveNottsHC

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