

# CARERS CONNECT NETWORK NEWSLETTER



DECEMBER 2021 ISSUE 15

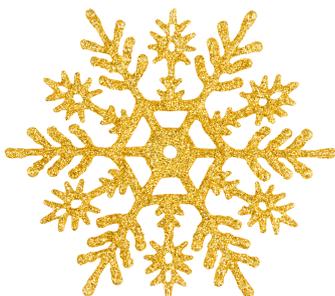
TRIANGLE OF CARE 2021

RAMPTON HOSPITAL  
VISITORS EVENT



CARERS WEEK 2022

SUPPORT FOR CARERS  
CHRISTMAS 2021



## Welcome to our Festive issue!

The Carers Connect Network meets virtually. If you want to join us, see how, at the end of this newsletter.

## A Christmas Message from Paul Sanguinazzi Head of Involvement & Experience

As 2021 draws to a close. December is traditionally a time to celebrate, relax and reflect. For many of us, keeping safe and well is at the top of our Christmas wishes for 2022.

Some have not been so lucky this year. With 4.5 million people new to caring since the start of the pandemic, 2.8 million are juggling work and care. Despite the difficulties, we have ploughed on and achieved some great things over the year too! Carers Week 2021 saw more pledges from our services on how they intend to improve working with carers by setting up specific aims or tasks. This is remarkable given that our staff are working to capacity with a reduced workforce.

The continuing work of The Triangle of Care ensures that we keep on talking, sharing and listening to our carers, staff and volunteers working to the six standards

The restrictions of Covid-19 are difficult and with this in mind it makes the time we spend together that much more precious.

Stay hopeful and connected. As we said in our 2020 newsletter, we are stronger together, supporting each other.

Wishing you a Merry Christmas in 2021 and looking forward with hope to 2022.

Paul Sanguinazzi



# TRIANGLE OF CARE UPDATE

## December 2021



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

### Latest News

- Staff teams have now submitted their Triangle of Care self-assessment forms for 2021 to show how they are meeting the six standards of The Triangle of Care
- The Peer Review of the Triangle of Care Self-Assessment Plans across the Trust, will take place via MS Teams on 10th January 2022 at 1.30-3.30pm.
- We will take a sample of the self-assessment plans and review them across the six standards for good practice whilst discussing the areas that need improvement.

### The review includes our three divisions

- 1 Forensic Services
- 2 Mental Health
- 3 Community Health Services

Following the peer review, we will share best practice and work together to look at how we can make improvements in our services for carers and families.

Contact [Maxine.parr@nottshc.nhs.uk](mailto:Maxine.parr@nottshc.nhs.uk) if you want to join the review.

### Here's three samples of our 2021 submissions for the peer review:\*

#### Community Health Services: Children's Speech and Language Therapy

Standard 5. To communicate effectively with carers, families, siblings and friends including an introduction to the service and staff

- Rated Green - Carers/parents are included in packages of care and involved in treatment. The service offers parent support groups including stammering and communication groups whilst the pre-school Complex Needs Team offer a siblings signing group.

#### Community Forensic Services, Low Secure Community Forensic Directorate

Standard 6. To ensure that support and information about support is available to carers, families, siblings and friends

- Rated Amber - As the information provided to carers, families, siblings and friends is limited, teams are reviewing carers support information to ensure this is up-to-date and relevant in future. Amber rated issues are worked through via an action plan

#### Specialist Services Directorate - Alexander House - Intellectual Developmental Disabilities

Standard 4. Rated Green: To ensure that defined posts that are responsible for carers, families, siblings and friends are in place.

- Three designated named carer leads are in place at Alexander House, but all staff support carers and families.

\*Note: The review will address the ratings.



Rampton Hospital provides high security services for approximately 340 patients requiring care and treatment through five clinical services. [Services at Rampton](#)

## Rampton December Virtual Social Visitors Event

The event programme was packed with a variety of sessions including Carol Singing! Around 30 carers and staff joined online, however an impressive 275 goody packs were sent out prior to the event to all social visitors! The goody pack included, a gingerbread recipe and Christmas word search plus how to make origami paper decorations with origami paper included as well as a winter spice Teapig teabag and a wooden Christmas decoration for carers to decorate.



### Presentations

- Carers and Communication Work Group.

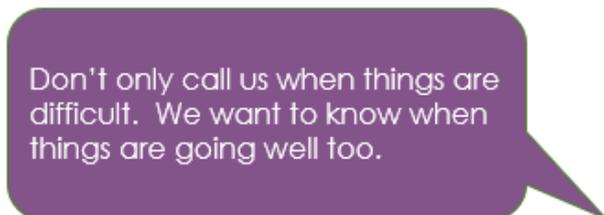
The focus of the event was the Rampton pledge to carers and families made during Carers Week 2021 to improve Communication with carers and staff. This presentation focused on feedback from carers and staff work groups.

- The Triangle of Care and the role of the Responsible Clinician. A Responsible Consultant/Clinician is an individual consultant/clinician, with responsibility for the overall management, continuity and delivery of all care to a patient throughout their hospital stay.
- Dr Trevor Gedeon, consultant Forensic Psychiatrist spoke about the role of the Responsible Clinician in relation to the Triangle of Care.

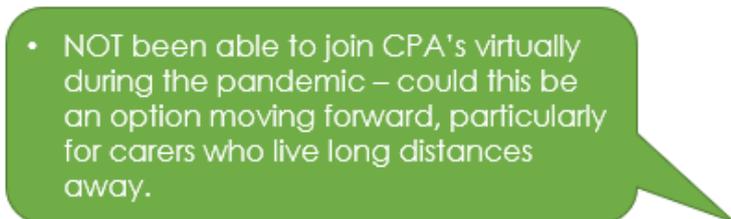
## Some of the Rampton Carers Comments from the workgroups



Confidentiality restrictions - how much info can a carer have if the patient doesn't give consent.



Don't only call us when things are difficult. We want to know when things are going well too.



- NOT been able to join CPA's virtually during the pandemic – could this be an option moving forward, particularly for carers who live long distances away.



**"We pledge to work alongside carers to focus on how we can improve carer communication links with staff at the hospital"**

**Carers Pledge 2021 – Rampton Hospital**



7 - 13 June 2021

**Make Caring Visible and Valued**

## CARERS WEEK 2022

June 7-12 2022



### You are invited to join us to plan for Carers Week 2022

In 2022, we want to do justice to the week that puts carers in the spotlight. To do this, we have planned a series of meetings which you are invited to. The planning meetings will be via MS Teams.

The first meeting is on Thursday 13th January 2022 1-2.30pm. Each Trust has unique carers with different needs. We can learn from each other in the events we plan for 2022 and work towards pledges we make during Carers Week and beyond.

Carers, we really do need you! Work with us to provide the type of information you want to see during the week. What events would be of most benefit to you? Working with our partners is crucial and a warm invitation is extended to carer organisations too. If you want to join in contact: [Maxine.parr@nottshc.nhs.uk](mailto:Maxine.parr@nottshc.nhs.uk)

### SPOTLIGHT ON TRAINING

#### CARER AWARENESS & TRIANGLE OF CARE E-Learning



We've been busy updating our staff Carer Awareness and Triangle of Care Training. 322 staff have completed this training to date. The skills of Rushane Oliver in the Digital Engagement Team plus our our E-Learning lead Domenic Manfredi, have been invaluable. Domenic has shown us good humour despite dealing with multiple revisions! Here's one of the films ready to share with you. Lorna Breckell is the Family and Volunteer Support Manager at Rampton Hospital, here she explains how the hospital uses [Standard 3 - Carers and Confidentiality](#). Thank you Lorna and to those who have come forward to be part of this update. Remember, it's not too late to be involved! Contact [jane.danforth@nottshc.nhs.uk](mailto:jane.danforth@nottshc.nhs.uk)

## NEWS & INFORMATION

### SUPPORT FOR CARERS THIS CHRISTMAS



Whilst the holidays can be joyous and festive, for some, it is 'just another day' Mobilise understand that this time of the year can also be a difficult time To help carers, they have provided a Christmas version of their list of contacts to keep handy with [Emergency & Helpful Numbers](#) plus a blog with [information and support for carers](#) this Christmas. The site even provides a Carers' guide to Christmas shopping!



#### Home

A free and confidential service that supports 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.

British Red Cross - [see more here](#)



#### Get help

Find out what help you can get from the British Red Cross including hiring a wheelchair, support in your home and help as a refugee

 British Red Cross



Involvement  
Experience  
Volunteering



## EMPLOYERS FOR CARERS 2021 Carer Confident

Nottinghamshire Healthcare are engaging with our staff to build a positive and inclusive workplace for all staff who are unpaid carers

<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 can be found in one place.' [Looking after someone](#)

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

## [Nottinghamshire Crisis Sanctuaries](#)



## [Read about Carers Rights Day 2021](#)

WHAT CAN CARERS EXPECT



## Carers Quick Guide

<https://rebrand.ly/CarersQuickGuide062021>

[See how we work together here: Carers and Families pages](#)

# Carers & Families Feedback Matters



## Service User and Carer feedback (22/04/20)

Online survey BOS

[nottshc.onlinesurveys.ac.uk](http://nottshc.onlinesurveys.ac.uk)



### Carer Survey

#### What could we do better?

'Communication could improve as could phone skills. Staff could be more willing to answer question and give straight answers

### Relative via Care Opinion

Rushcliffe / Community nursing  
We wouldn't manage without these wonderful nurses'



[See and leave feedback here](#)



### TuVida East Midlands

Information and support Notts Carers Hub County and City

[www.tuvida.org/eastmidlands](http://www.tuvida.org/eastmidlands)

email [hub@carerstrustem.org](mailto: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](mailto:maxine.parr@nottshc.nhs.uk)



What do you want to see in the next newsletter?

Contact: [jane.danforth@nottshc.nhs.uk](mailto:jane.danforth@nottshc.nhs.uk)



@InvolveNottsHC



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