



Nottinghamshire
Carers
Association

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Carers in Employment Case Study

Nottinghamshire Carers Association



Carer-friendly
Employer 22/23

Primary Integrated Community Services Ltd

Primary Integrated Community Services (PICS) provides quality health and social care for a population of over 1 million people NHS patients within the East Midlands and supports a federation of GPs.

Since 2013, PICS has grown to employ over 400 staff who provide a variety of community and out of hospital services, support five general practice surgeries and 11 Primary Care Networks. PICS are the largest provider of addition roles for Primary Care Networks in Nottinghamshire. It is independently accredited as an outstanding place to work with awards for safe, innovative and quality services.

Owned by over 130 local GPs, the company invests in primary and community care for the benefit of local communities and is not run to make a profit for shareholders.

The Challenge

In June 2022, PICS' Social Prescribing Service were awarded NCA's Carer Friendly Service Quality Mark for their continued commitment to help support Carers. Following this the PICS team were keen to achieve accreditation at a corporate level and so signed NCA's Carers Pledge making their commitment to become recognised as a Carer Friendly Employer.

PICS already had a number of carer friendly procedures in place but wanted to look at what more could be provided, how unpaid carers could be identified and supported at work and how information and support could be supplied in a sustained and accessible way, whether someone was applying for a position, newly employed or an established employee.



The Solution

Working closely with Emma Alder, PICS' Quality and Clinical Governance Lead Nurse, we started by asking 'what are you already doing'? From this information an action plan was created and PICS undertook to:

- Seek volunteers for Carers Champion training
- Promote self-identification in the staff newsletter
- Add Carers questions/information to the annual staff survey
- Introduce a flexible working policy
- Consider a Carers Policy or guidance to signpost carers to workplace
- Include a Carers section in the staff handbook
- Questionnaire on leaving to ascertain if this is due to caring responsibilities
- Introduce a Carer's passport
- Develop a new leave of absence policy
- Have a dedicated page on the PICS intranet for Carers with links and resources
- Include Carer support at induction
- Post resources and signposting information on noticeboards at main offices and surgeries for staff
- Carer promotion via social media and website with links to NCA
- Use, where appropriate, Employer Resources support pack from NCA
- Access training for managers
- Promote Carers events and special days
- Carers Champion training.

Feedback

"Thank you to Jayne and NCA for all their training and support. At PICS our core value is that we care, and for us that means caring about our colleagues as much as we care about our patients and communities."

Emma Alder, Quality and Clinical Governance Lead Nurse and Named Nurse for Safeguarding