



Nottinghamshire
Carers
Association

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Carers in Employment Case Study



Sherwood Forest Hospitals NHS Foundation Trust

Sherwood Forest Hospitals NHS Foundation Trust provides healthcare from hospital sites and increasingly across the community to 500,000 people in Mansfield, Ashfield, Newark, Sherwood and parts of Derbyshire and Lincolnshire. We work with 5,000 colleagues in our three hospitals – King’s Mill, Newark and Mansfield Community and have well established relationships with partners in health and social care through the Mid Nottinghamshire Integrated Care Partnership.

The Trust, in working towards a patient/Carer passport, contacted Nottinghamshire Carers Association in January 2021 to discuss the support we could provide. During these conversations the possibility of a Carers passport for employees was first discussed and approval sought to work with us to become a Carer friendly employer and gain accreditation.

The Challenge

With 1 in 3 NHS employees juggling both their work and caring responsibilities (Carers UK, April 2021) the Trust recognised the need for a proactive programme of embedding Carer support through the organisation – in its policies and procedures, recruitment, induction and training processes to ensure Carers have the confidence to reach out for support when needed.

The Solution

Two events were arranged during Carers Week in 2021 – an online session delivered by NCA titled ‘Are you a Carer’ and one delivered by Tu Vida detailing the support available to Carers in Nottinghamshire via their organisation. An e-learning video was also produced to raise awareness of unpaid Carers working at the Trust and encouraging support from colleagues, supervisors and managers.

A Task & Finish group was set up to include Carers, HR, HR Partners, EDI, Nursing Staff, Recruitment, Training, Wellbeing, Comms, Trade Union, Senior Leadership Team and NCA.

In Carers Week 2022, successfully launched the Carers Passport, along with a training plan and written guidance notes.

This group has also:

- Created and agreed Terms of Reference and a work plan
- Secured approval and attendance from senior leadership team
- Revised existing Carers Policy
- Reviewed recruitment procedures and made relevant changes
- Reviewed new starter’s induction and manager induction to incorporate Carers agenda
- Reviewed and implemented changes to training to reflect Carers agenda
- Sought volunteers for Carers Champion role
- Carers Champions trained by NCA
- Set up Carers network group
- Created internal communications plan for Carers Passport and Carers Champions
- Created and shared Case Studies from staff detailing their own experiences of care and support
- Secured engagement with wellbeing allies/time to change champions and health heroes
- A step by step guide for inputting Carers onto ESR
- Engaged with external organisations e.g., Medirect HR to join the group.

Feedback

“We saw the benefits of the introduction of the Carers Passport for our patients and their Carers and decided to implement the passport for our colleagues, acknowledging that many NHS colleagues are unpaid Carers. We have done more than implementing the passport to support our colleagues and have been able to achieve this with the fantastic support from Jayne at the Nottinghamshire Carers Association. It is important for us to develop and maintain relationships with our community partners to ensure Sherwood Forest Hospitals is an inclusive place to work and receive outstanding care and we wouldn’t hesitate to recommend Jayne and Nottinghamshire Carers Association to other business wishing to be Carers Friendly Employers”.

Ali Pearson, People Equality,
Diversity & Inclusion Lead

