

**If you care,
we care.**



Bristol Clinical Commissioning Group

Carers Support Centre
Bristol & South Gloucestershire

Carers Health Project

an update
September 2012 – June 2013



In your hospitals

If you care,
we care.

Carers Support Centre
Bristol & South Gloucestershire

You said carers are not supported

We have:

- Employed three Hospital Carer Liaison Workers who have contacted 101 carers since January 2013
- Started to implement a carers scheme with staff to identify carers on a ward, ask them how they are and provide discounts for parking and restaurants
- Started to identify carers of patients with complex needs within 24 hours at Frenchay and Southmead

You said staff don't understand carers' needs

We have:

- Started training all ward based volunteers in carer awareness
- Ensured over 3,500 staff are trained on carers issues including specific training for Health Care Assistants and shorter training for all new staff joining the hospitals.



Bristol Clinical Commissioning Group

Our Hospital Carer Liaison Team work at the BRI, Frenchay, Southmead and South Bristol Community Hospital.

We have three Hospital Carer Liaison Workers who are based on wards and support carers whilst the person they care for is in hospital.

We can provide support at admission, for the duration of the hospital stay and at discharge to ensure carers are involved, supported and treated as partners in care.

The team are

Karen Hurley (Team Manager)

karenh@carerssupportcentre.org.uk or 07825299122

Emma Harris (BRI) 07557 441613

Hannah Brittain (Southmead) 07917 880375

Jamie De Carvalho (Frenchay) 07557 418692

In your hospitals

You said carers do not have the information they need

We have:

- Produced new leaflets for carers to inform them of what services and support they can access while the person they care for is in hospital
- Set up information and support areas at the BRI and South Bristol Community Hospital.
- Updated hospital websites to give accurate information to staff and carers

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You said the voice of carers isn't heard at a high level

We have:

- Produced a Carers Charter setting out what carers can expect signed by North Bristol Trust and University Hospital
- Worked with Carers Reference Groups, Patient Panels and Patient Experience Groups to increase carer representation and raise carer issues
- Identified and are working with 2 Governors at UHB who are carers



Bristol Clinical Commissioning Group

"More Carer Workers please. If we had more Carer Workers we wouldn't have the same problems with the NHS". Carer who was supported at BRI

In your GP Practices

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You said carers are not recognised

We have:

- Contacted all 55 GP Practices in Bristol about the importance of recognising carers and the Carers Health Project
- Recruited 6 GP Carer Link Volunteers to work in GP Practices identifying carers in the waiting area
- Identified 337 hidden carers who were attending flu clinics with the person they care for

You said carers aren't supported

We have:

- Started Carers Surgeries at GP Practices where carers can have longer appointment times to discuss their needs
- Worked directly with 26 GP Practices to improve their services to carers
- Carried out 190 Simple Assessments with carers who can then access breaks including gym membership or a laptop to keep in touch with family



Bristol Clinical Commissioning Group

Our GP Carer Liaison Team work with GP Practices across Bristol.

We have two GP Carer Liaison Workers who are based in GP Practices and one assessment worker who carries out Carers Simple Assessments.

We can provide 1:1 support to carers who are identified through their GP Practices and work with GPs to ensure their services are carer aware.

The team are

Ann Tolaini (Team Manager)
annt@carerssupportcentre.org.uk

Dale Cranshaw (GP Carer Liaison Worker)
dalec@carerssupportcentre.org.uk

Michele Price (Simple Assessment Worker)
michelep@carerssupportcentre.org.uk

In your GP Practices

You said carers do not have the information they need

We have:

- Produced a Carers Prescription with information and contact numbers that GPs can give to carers during an appointment
- Ensured Practices have up to date leaflets and posters for carers
- Provided information about carers rights and services available to every carer who has had a Simple Assessment

You said staff don't understand carers' needs

We have:

- Provided 28 carer awareness training sessions for GP Practice staff
- Worked with the Clinical Commissioning Group to train over 60 GPs with an interest in dementia about the needs of carers
- Sent regular e-bulletins to all GP Practices in Bristol about carers issues

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We have asked over 70 carers what they want from their GP Practices.

They said:

- Asking me how I am doing with my caring role
- I don't want to have to say I'm a carer every time
- Priority or flexible appointments for carers
- Free flu injections for carers
- Options of home visits for carers when necessary