Carers and Hospital Discharge
2nd November 2023

Carers and Hospital Discharge toolkit

Recognising, valuing and involving unpaid carers throughout the hospital discharge journey.

The Carers Perspective

Dame Philippa Russell DBE

Chair

Dame Philippa Russell DBE is the Chair of the former Standing Commission on Carers, Vice-President of Carers UK and the Topic Adviser for the NICE Guideline on Support for Adult Carers. She is a member of the Programme Board for the Think Local Act Personal Partnership (TLAP) and of the TLAP National Co-Production Advisory Group, representing carers' interests. Philippa was formerly a Commissioner with the Disability Rights Commission and Director of the Council for Disabled Children.

Philippa is the parent of a son with a learning disability and has wide contacts with voluntary and user organisations with an interest in disabled children, young people and their families.

Introduction to the London Carers and Hospital Discharge Toolkit

The Health and Care Act 2022 - Section 91

- Places a duty on NHS hospital trusts to ensure that unpaid carers of all ages are involved as soon as feasible when plans for the patient's discharge are being made.

- The new statutory guidance is clear about the need to ensure that carers and young carers are identified, kept safe during the discharge process and signposted to sources of help and assessment of their needs. The guidance also highlights the need to "ensure that no carers are left without adequate support or an assessment of their longer-term needs (if needed)."

NHS E&I Healthwatch Carer Experience of Hospital Discharge Project
Impact of Report May 2022
healthwatch

mobilise carersUK Carers First CARERS TRUST adass NHS

Carers and Hospital Discharge

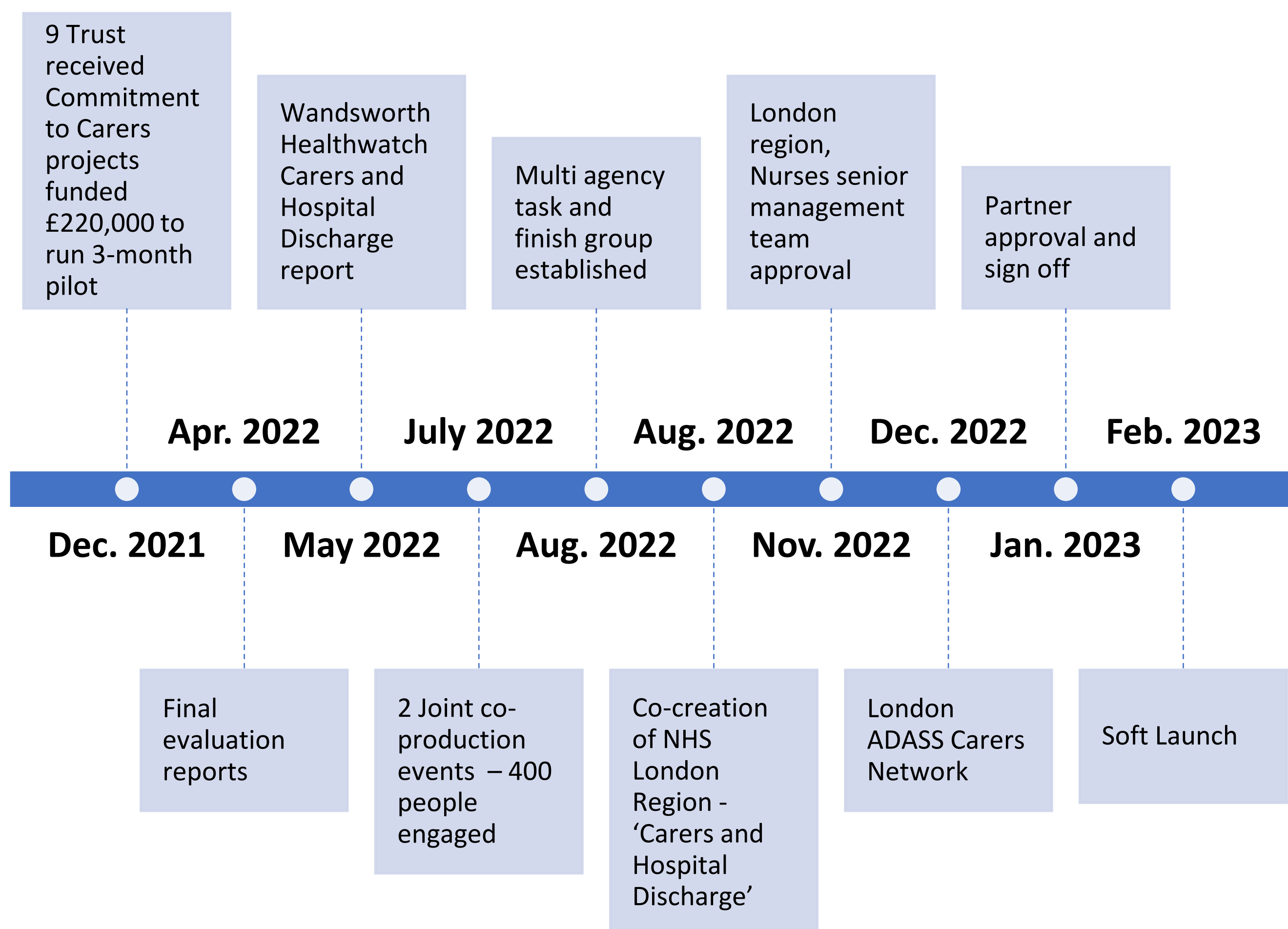
Toolkit for London Hospitals and Community Providers

January 2023

directors of adass adult social services London

NHS England London

A collaborative journey



Carers Pathway

1 Identification

2 Welcome and recognition

3 Assessment and support

4 Involvement

5 Transition

Carers Care Pathway

The Surrey Carers Pathway is a way of helping to ensure carers receive the type of support they need at the right time. The Surrey Carers Pathway was designed to serve two purposes: to fit within existing pathways familiar to community health care and hospital staff, and to help health care staff identify, recognise and support carers. There are other carer pathway models used elsewhere in the country and these are all very similar.

The five-step pathway was originally co-designed by carers and professionals in Surrey in 2015 and was updated in 2021.

The pathway has been reviewed by the NHS England London region health and social care partners, in the light of the recent guidance and additional steps identified. Providers will need to consider who is responsible for delivering each part of the pathway.

Identification

Carer is identified at the earliest possible stage and their details recorded. Carer confirms they are willing and able to care.

Any children in the household who might take on a caring role are identified.

Any parent carer who provides care for a disabled child for whom the person has parental responsibility.

Welcome and Recognition

Carer is welcomed.

The carer is given advice and information.

Carer is given the name of a member of staff who they can speak to when needed.

Assessment and Support

Carer is informed they have the right to a statutory carer's assessment of their own needs The benefits of this are explained. Support needs of the family and children are identified.

Carer is referred to the local carers support service or given information on how to self-refer.

Staff ensure carers are given the practical skills and training to allow them to care.

Involvement

Advice is given to carer about the partnership approach to delivering care where the patient, carers and health and social care professionals are all seen as equal partners.

Transition

Carers have seamless experience when moving through service(s).

Step One
Identification

Step Two
Welcome and recognition

Step Three
Assessment and support

What is a statutory carer's assessment?

What is a statutory young carer's assessment?

Step Four
Involvement

What should happen before hospital discharge from the carer's perspective

Step Five
Transition

Context

TOP TIPS

This resource has been created as a toolkit for London hospitals and community providers and provides action-orientated 'Top tips' for good practice, aimed at improving outcomes for all carers through their hospital journey.

The toolkit attempts to bridge the operational and realisation gap between the *new hospital discharge and community support guidance* (March 2022 updated July 2022) and the, Supporting information for *Integrated care systems (ICS) leads Enablers for success: virtual wards including hospital at home (April 2022) guidance*

Hospital Carers Checklist Tool

Step 1

Have you identified the recognised carer who is looking after your patient?

- ☐ Yes
- ☐ No

Are there any children in the household who are providing care or who may be affected?

- ☐ Yes
- ☐ No

Have you asked the patient if they are a carer?

- ☐ Yes
- ☐ No

If yes ask if arrangements have been made for the person/s they care about?

- ☐ Yes
- ☐ No

If no have you made a referral to social care?

- ☐ Yes
- ☐ No

What support have you provided to the carer? For example

- ☐ recorded carers details in hospital records
- ☐ involve carer in planning
- ☐ involve carer in care planning
- ☐ offer carer passport
- ☐ provide advice on patient medication and care
- ☐ provide carer information pack
- ☐ refer carer to local carers support services

Anything else

Hospital Carers Checklist Tool

Step 2

Have you checked the carer is willing and able to care?

- ☐ Yes
- ☐ No

Have you provided the carer (or a young carer and their family) with relevant information?

- ☐ Yes
- ☐ No

Step 3

Have you referred the carer to:

Social Care – Carer's Assessment

- ☐ Yes
- ☐ No

And / or

Local Carers Services

- ☐ Yes
- ☐ No

NB this includes any young carers identified.

Step 4

Has the carer been able to input in the discharge planning?

- ☐ Yes
- ☐ No

Has it been ascertained whether the carer is willing and able to provide care post discharge?

- ☐ Yes
- ☐ No

If the patient's care and support needs have changed during the period of hospitalisation has the carer been made aware of this? Are they still willing and able to care?

- ☐ Yes
- ☐ No

If the patient is being discharged to a different care setting has the carer been given information of what options are available to them and sufficient time to investigate these?

- ☐ Yes
- ☐ No

Has there been a conversation with the carer regarding the anticipated date of discharge and any challenges identified?

- ☐ Yes
- ☐ No

Has the carer been offered advice and information on the patient's condition?

- ☐ Yes
- ☐ No

Has the carer been offered training on how to care for the patient?

- ☐ Yes
- ☐ No

Has the carer been given training on how to use any equipment provided safely including any health technology equipment?

- ☐ Yes
- ☐ No

Step 5

Have the transport requirements of the patient been discussed with the carer?

- ☐ Yes
- ☐ No

Has the carer been informed what time to expect the arrival of the patient?

- ☐ Yes
- ☐ No

Has the carer been given advice and information on patient's medication?

- ☐ Yes
- ☐ No

Has the carer been provided with a copy of the discharge plan?

- ☐ Yes
- ☐ No

Has the carer been provided with a named contact and contact number to call if they have any concerns post discharge and does this cover out of hours services?

- ☐ Yes

Hospital Carers Checklist

But what about Mental Health?

- Key points of law set down in the Health and Care Act apply equally to Mental Health Trust. According to the DH website "*Discharges from mental health hospitals are not within the scope of this guidance. However mental health trusts are encouraged to embed some of the principles, adapted for mental health care pathways. Separate guidance will be published for those being discharged from mental health settings in due course.*"

- This promised guidance for Mental Health would also be issued under the Health and Care Act (as with the main Guidance). The same duties to cooperate also apply with regard to the Care Act 2014, Children Act 1989 and Health and Care Act 2006.

  …….And why would we treat Mental Health carers differently to any other carers. This would be discriminatory!

- Mental Health Act 1983 Code of practice (243 references to carers) last updated 2017

- NICE Guidance 108 - NICE guideline on decision-making and mental capacity.
- NICE Guidance 53 – Transition between inpatient mental health settings and community or care home settings
- NICE Guidance 150 – Adult Carers Support

- Triangle of Care 6 standards – Best practice

Weblinks:

- https://www.england.nhs.uk/london/our-work/carers-and-hospital-discharge/
- Carers and Hospital Discharge Toolkit for London Hospitals and Community Providers - Resources - Carers Trust
- https://carers.org/news-and-media/news/post/251-how-a-new-toolkit-will-improve-the-hospital-discharge-experience-for-patients-and-their-family-carers
- https://www.carersfirst.org.uk/news-and-stories/launch-of-new-hospital-discharge-toolkit-for-carers/
- https://enfieldcarers.org/carers-and-hospital-discharge-toolkit/
- https://www.carers-network.org.uk/help-and-advice/news-and-updates/post/67-carers-and-hospital-discharge-toolkit
- https://organisations.mobiliseonline.co.uk/mobilise-nhs-hospital-discharge-toolkit

#THINK CARER

Case Study
Better Together – a collaborative service offer for unpaid carers

Kingston Hospital NHS Foundation Trust

Hounslow and Richmond Community Healthcare NHS Trust

New Malden and Worcester Park Primary Care Network

KCN Kingston Carers' Network

Richmond Carers Centre

Impact of the London Carers Hospital Discharge Toolkit to date

In figures:

- <1050 unpaid carers since launch in February 2023
- Cost saving of £225 in bed days saved per carer who completes the support pathway
- 42% carers are eligible for a Statutory Carers’ Needs Assessor and referred onto the local authority or their subsidiary for the Borough
- <150 local carers have attended the collaborative partnership ‘Carers’ One Stop Shop’. 90% intended to take proactive steps to seek support for their caring role

Do you help someone that needs you?

We're here to support you.

#THINK CARER

First Thursday of the Month
11:00-12:30
United Reformed Church
New Malden, KT3 6DR

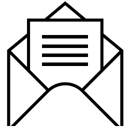
Scan me

your healthcare · KCN · NHS Kingston Hospital NHS Foundation Trust

Q&A

THANK YOU

Ros Spinks



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@CarersLDN

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