



Hospital Discharge The Carers Journey

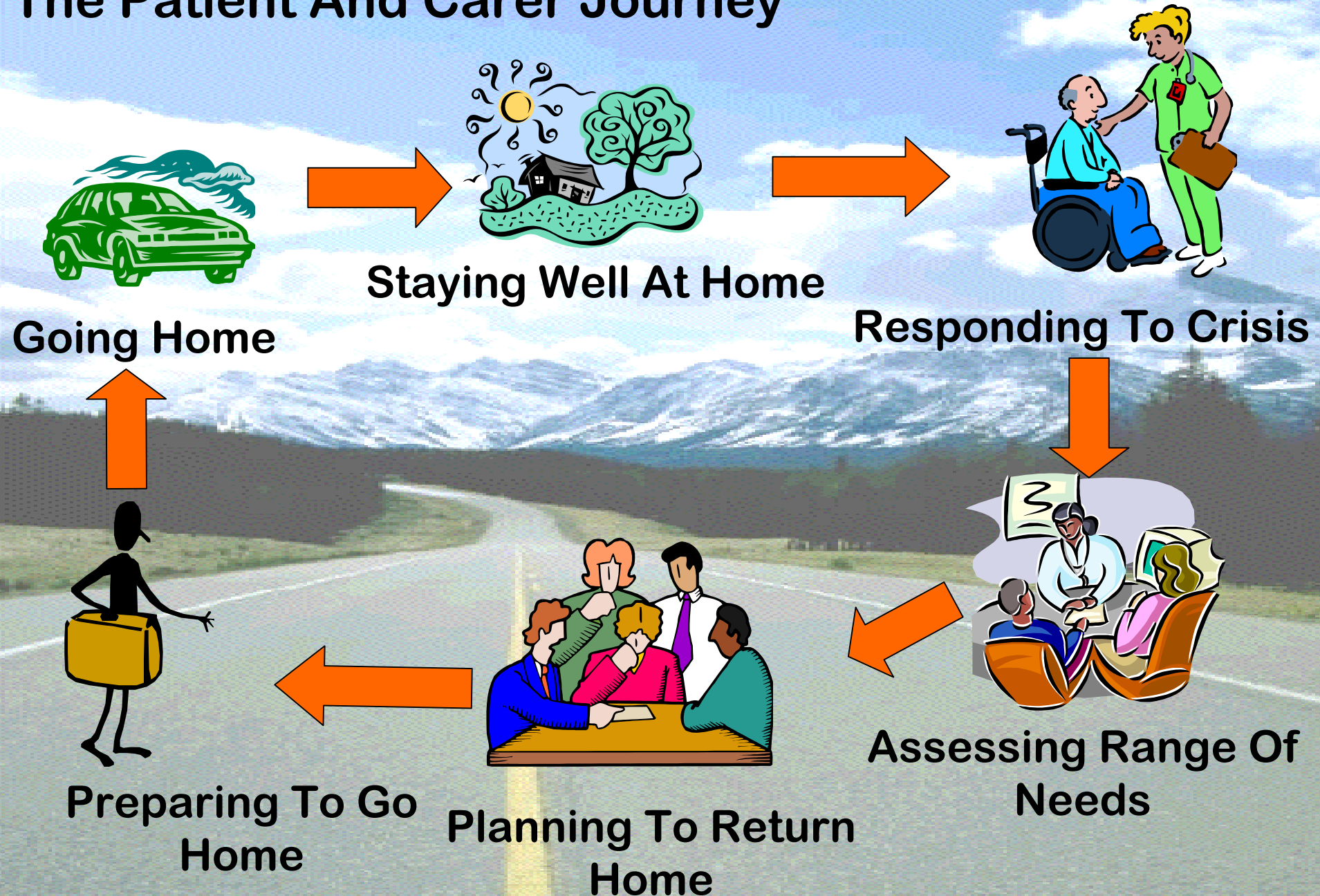
**Developed On Behalf Of
Action For Carers (Surrey)
And Surrey County Council**

Workshop Objectives

In relation to hospital discharge

- /// Have a greater understanding of carers' experiences
- /// Increase knowledge of Carers' rights
- /// Explore the benefits of involving Carers as equal partners
- /// Identify ways to involve Carers and enable them to make informed choices
- /// Consider different types of information and support that will assist Carers

The Patient And Carer Journey





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Carer Experiences

	Ignored And Invisible 1998	You Can Take Him Home Now 2001
People being cared for who had to be readmitted	19%	43%
Carers who felt this was due to too early a discharge	23%	45%
Carers felt person had been sent home at the right time	67%	53%
Carers given no choice about caring	71%	70%

Carer Experiences

	Ignored And Invisible 1998	You Can Take Him Home Now 2001
Carers Consulted During Discharge	71%	64%
Carers comments / ideas NOT taken into account	45%	36%
Carers receiving copy of discharge plan	28%	20%
Number of home visits	21%	33%
Carers told about type of Care needed	50%	50%

Legislation, Policy and Guidance Carers And Hospital Discharge

1983 Mental Health Act

1986 Disabled Persons Act 1986

1989 Children Act

1990 NHS & Community Care Act

1992 The Direction of choice

Legislation, Policy and Guidance Carers And Hospital Discharge

1995 Carers (Recognition & Services Act

1998 Modernising Social Services

1999 The Health Act

1999 Better Care Higher Standards

1999 NSF for Mental Health

Legislation, Policy and Guidance

Carers And Hospital Discharge

2000 The NHS Plan

2001 Free Nursing Care in Nursing Homes

2001 NSF for Older People

2001 Continuing Care

2001 Valuing people

Legislation, Policy and Guidance Carers And Hospital Discharge

2001 Supporting people

2002 Fair access to care

2003 Discharge from hospital

2003 Community Care

(Delayed Discharges etc Act 2003)



Changes Since 1994

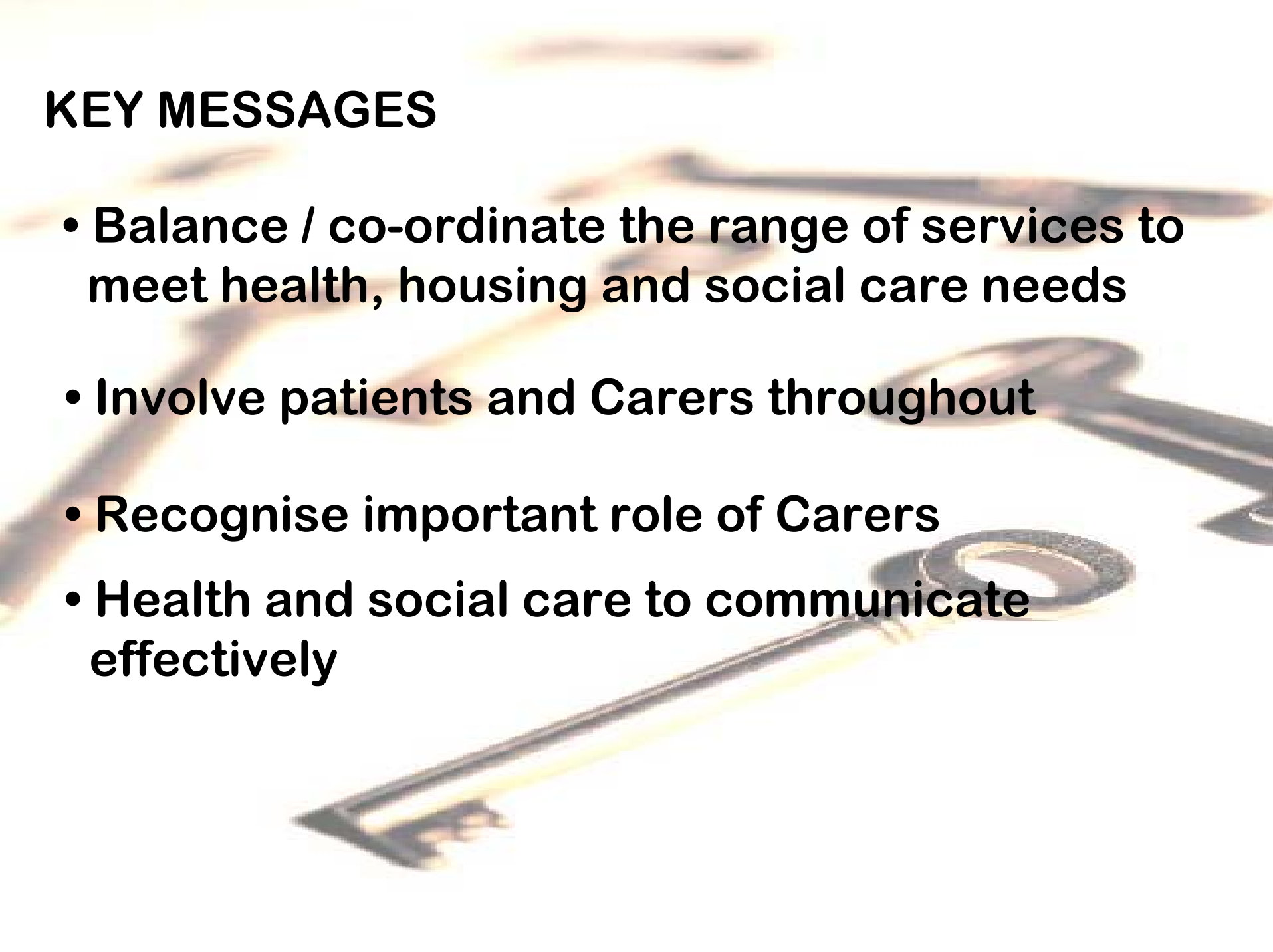
- **Challenging Targets**
- **Emphasis on partnership working**
- **Greater user / carer involvement / choice**
- **Promoting independence**
- **Introduction of NHS Direct**

A close-up photograph of a person's eye, looking slightly to the right. The eye is framed by a pair of round, dark-rimmed glasses. The background is a soft, out-of-focus light color, possibly a wall or a piece of paper. The overall tone is warm and professional.

Discharge From Hospital: Pathways Process and Practice

Department Of Health Guidance 2003

KEY MESSAGES

- **Balance / co-ordinate the range of services to meet health, housing and social care needs**
 - **Involve patients and Carers throughout**
 - **Recognise important role of Carers**
 - **Health and social care to communicate effectively**
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KEY MESSAGES


- **Joint discharge policy**
- **Early identification of patients with additional needs**
- **Ward co-ordinator**
- **Integrated Discharge Team**

KEY MESSAGES



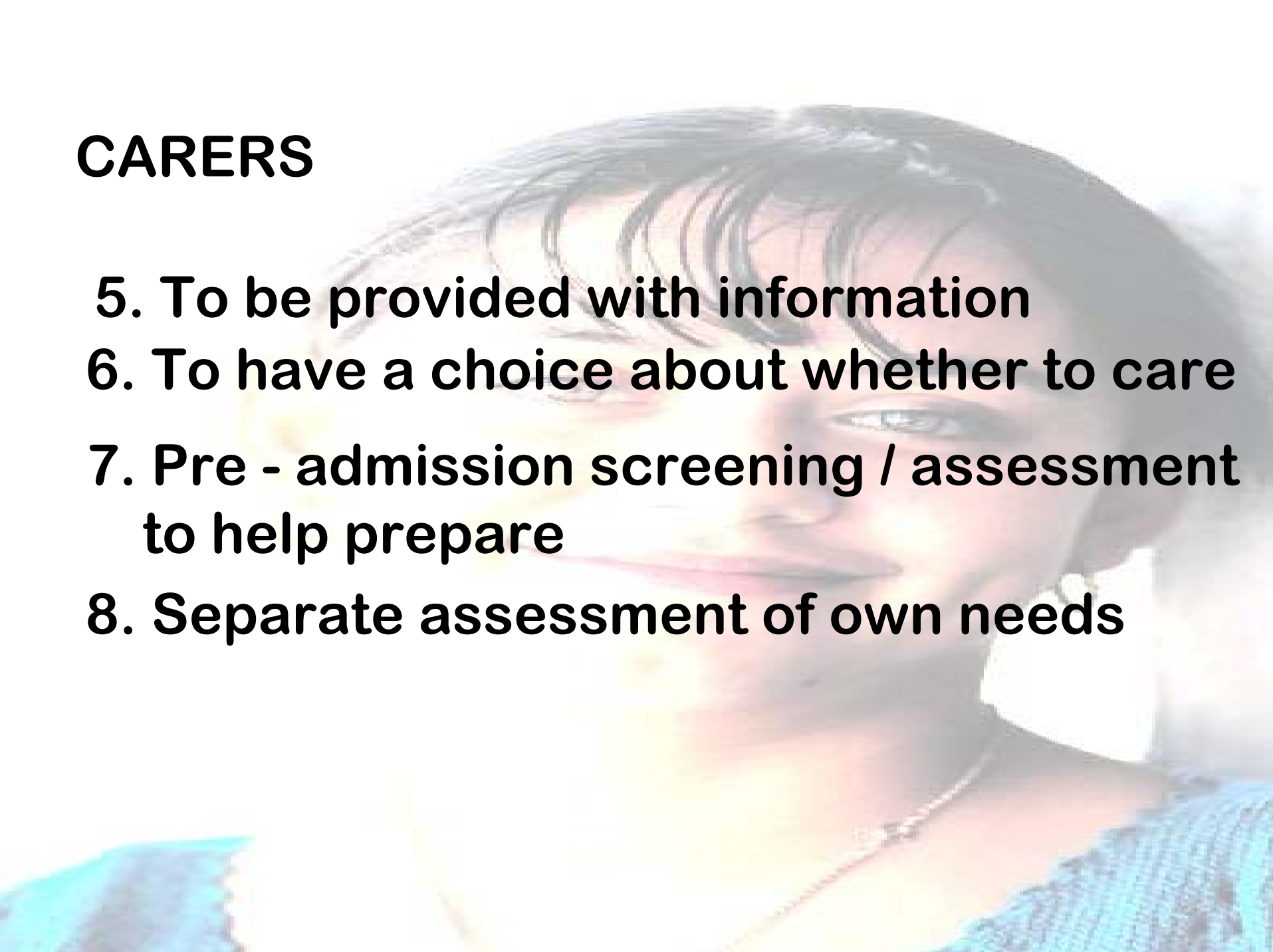
- **Patients to receive appropriate rehabilitation**
- **Timely decisions for funding long term health and social care**

CARERS

- 1. Recognition of role and expertise**
 - 2. To be fully involved in all stages of process as equal partners**
 - 3. Early engagement**
 - 4. To be involved in decision to discharge**
- 
- A close-up photograph of a woman with blonde hair, smiling and talking on a white mobile phone. She is wearing a pink shirt. The background is a plain, light-colored wall.

CARERS


- 5. To be provided with information**
- 6. To have a choice about whether to care**
- 7. Pre - admission screening / assessment to help prepare**
- 8. Separate assessment of own needs**





Carers

- 9. Consideration of need for short term breaks**
- 10. Recognition of young carers**
- 11. A co-ordinated discharge process**
- 12. Supported by trained staff**

A photograph of the Tower Bridge in London, viewed from a low angle. The bridge's two massive stone towers are prominent, with the central suspension cables visible. The bridge spans across a body of water, likely the River Thames. In the background, other buildings of the London skyline are visible under a bright sky. Green leaves of trees are in the foreground, framing the top and right sides of the image.

**Community Care
(Delayed Discharges etc)
Act 2003**

Main Effects

- **Social Services to pay for each day of delay where responsible**
- **NHS required to inform Social Services of need for community care services**
- **NHS to consult with patient and Carer before notifying Social Services**

A close-up photograph of a hand holding a yellow pencil, positioned as if about to write. The background is blurred, showing what appears to be a white surface and a blue object. The lighting is bright, creating a soft glow around the hand and pencil.

MAIN EFFECTS

- **Social Services must carry out assessment of Patients and carers needs**
- **Social Services informed changes**
- **Set minimum interval**

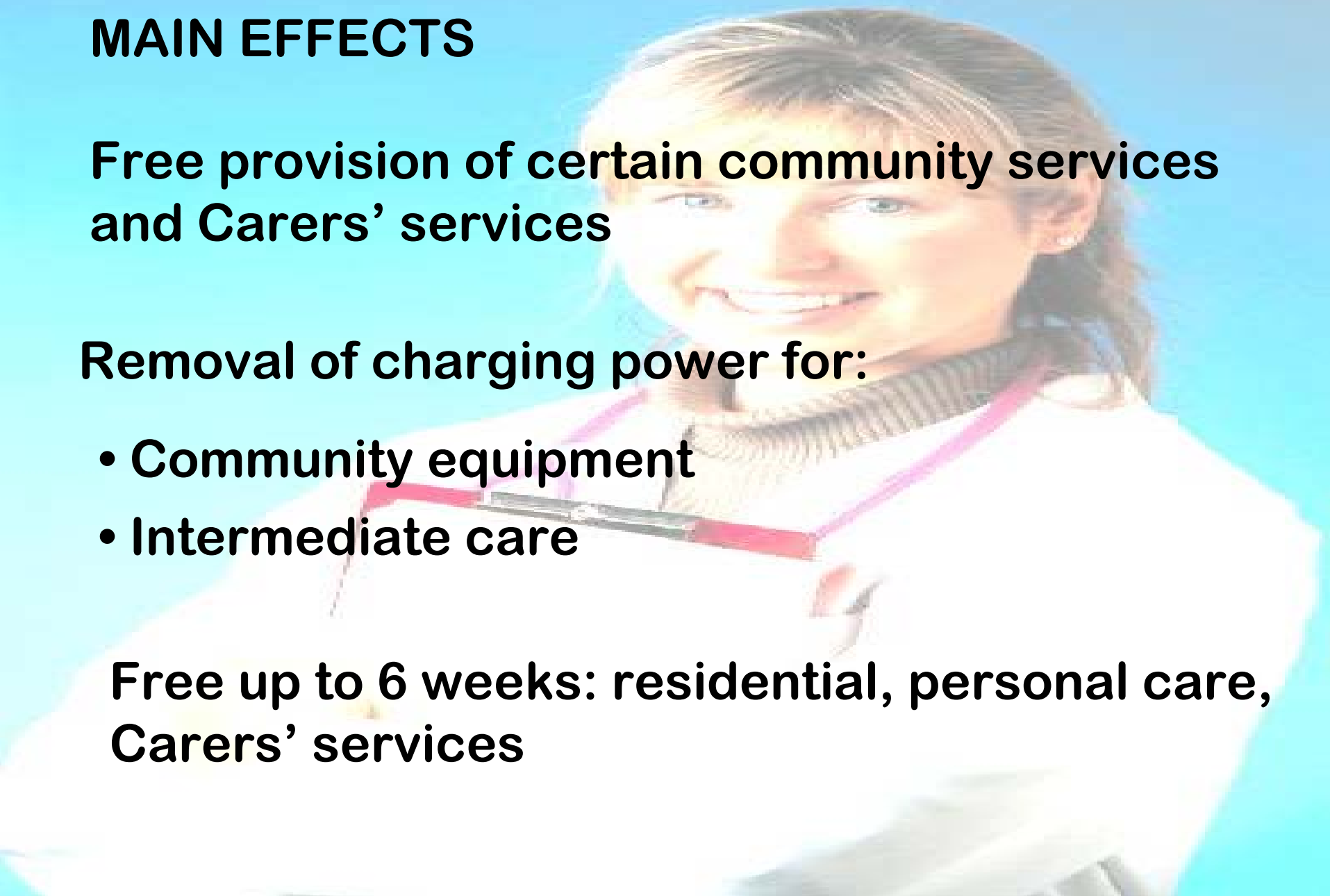
MAIN EFFECTS

Free provision of certain community services and Carers' services

Removal of charging power for:

- **Community equipment**
- **Intermediate care**

Free up to 6 weeks: residential, personal care, Carers' services



A close-up photograph of a hand wearing a blue surgical glove, holding a pair of surgical forceps. The hand is positioned at the top center of the frame, with the fingers gripping the handles of the forceps. The forceps are held vertically, with the tips pointing downwards. The background is a blurred, light-colored surface, possibly a hospital bed or a table. The overall lighting is bright and clinical.

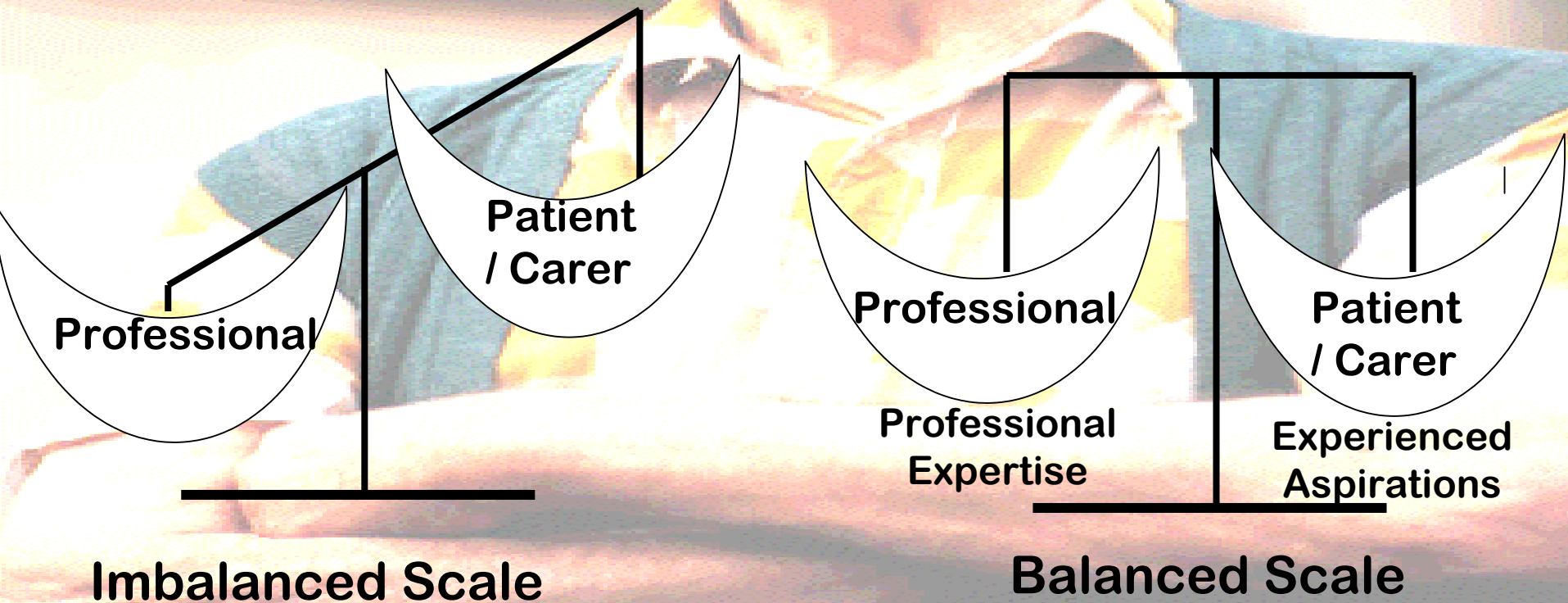
And Finally.....

We must remember, it's not only good practice to involve and support Carers during their hospital discharge journey

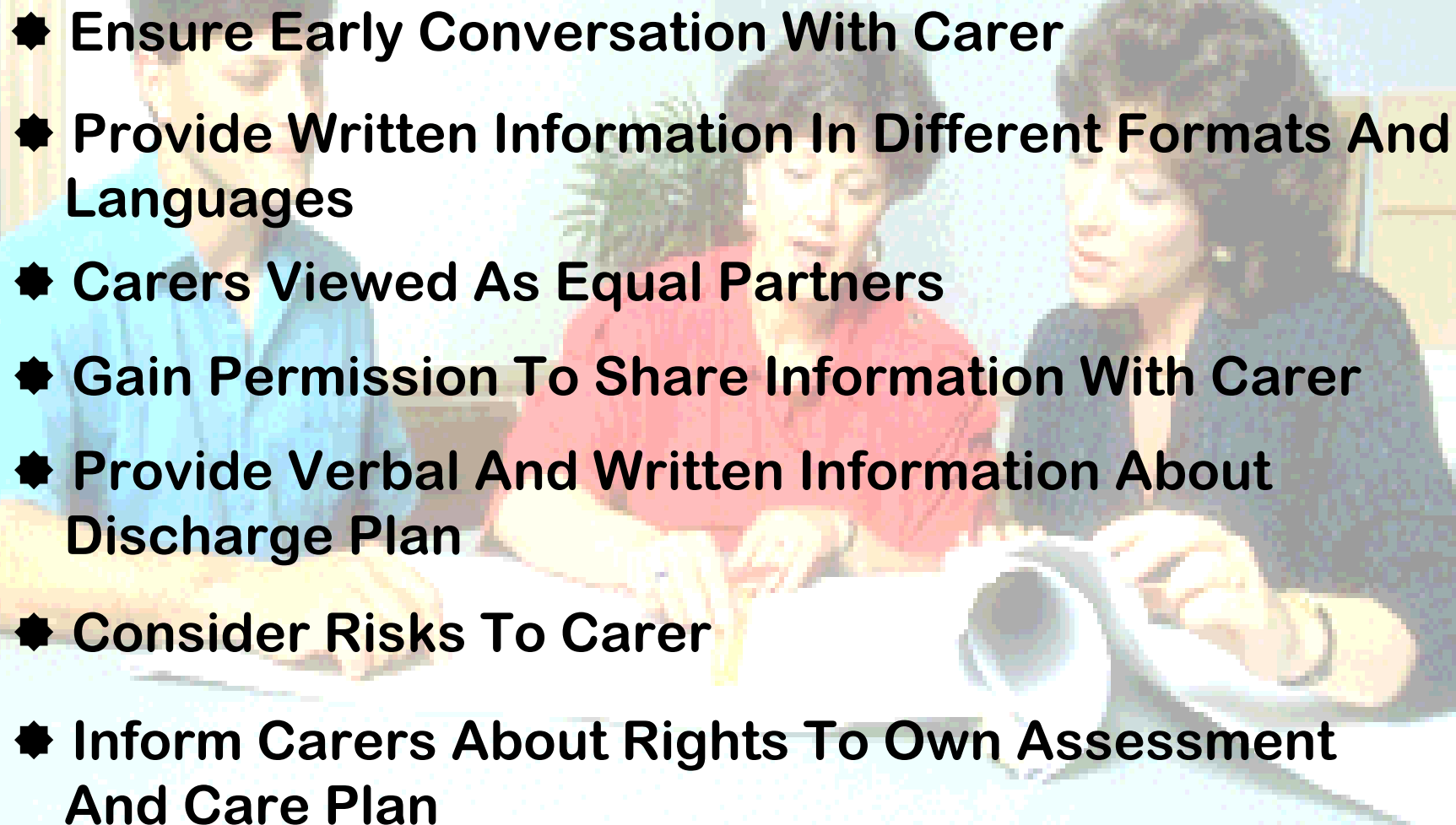
**Carers Have Their Own
Legal Rights Too!**

Person Centred Care

From: Discharge From Hospital: pathway, process and practice

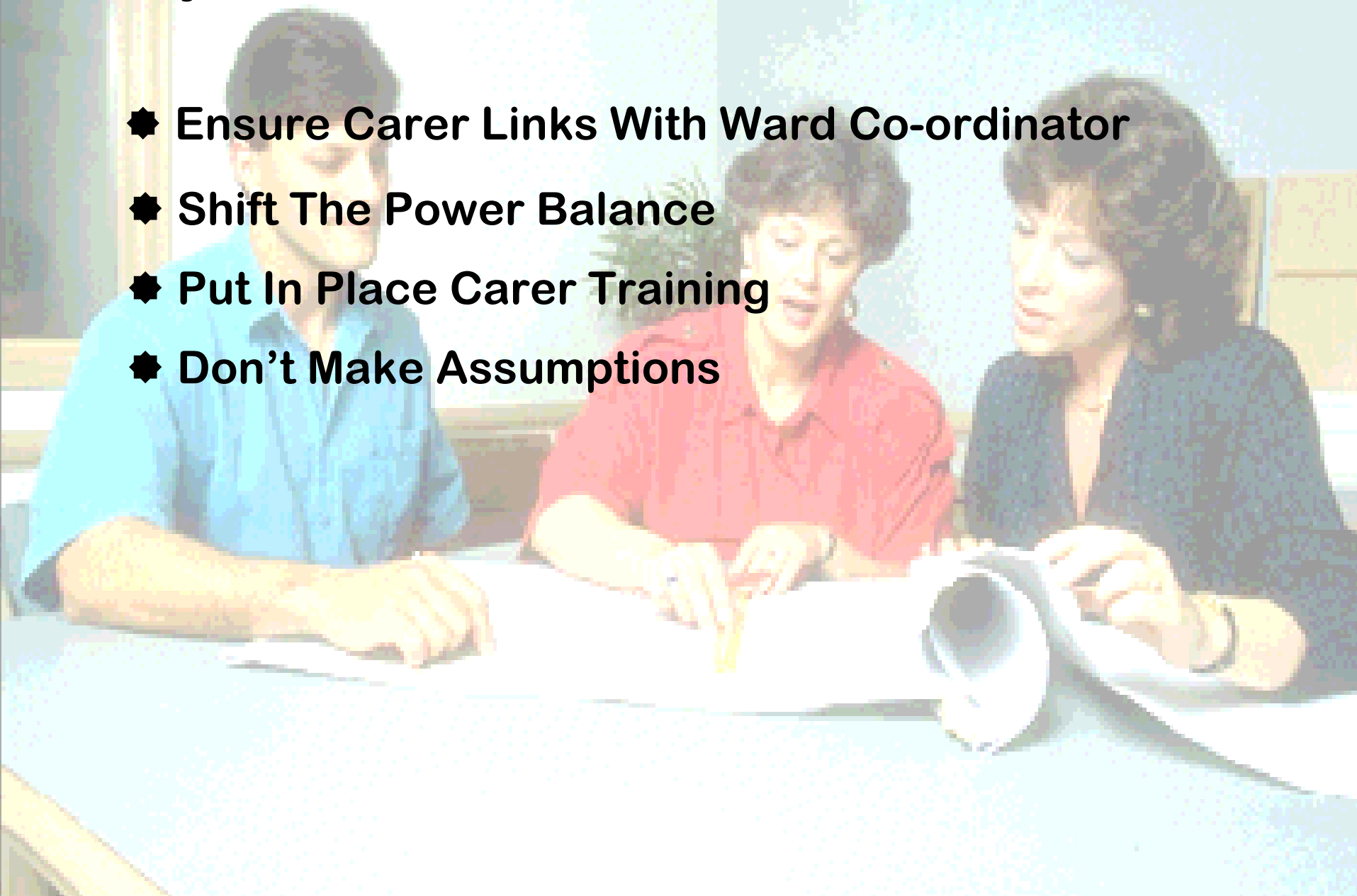


Ways To Enable Carer Involvement & Choice

- ◆ **Ensure Early Conversation With Carer**
 - ◆ **Provide Written Information In Different Formats And Languages**
 - ◆ **Carers Viewed As Equal Partners**
 - ◆ **Gain Permission To Share Information With Carer**
 - ◆ **Provide Verbal And Written Information About Discharge Plan**
 - ◆ **Consider Risks To Carer**
 - ◆ **Inform Carers About Rights To Own Assessment And Care Plan**
- 
- A photograph showing three individuals—two women and one man—seated around a table. They are all looking down at documents or a rolled-up paper on the table, suggesting a collaborative meeting or a review of a care plan. The man is on the left, wearing a blue shirt. The woman in the middle is wearing a red top. The woman on the right is wearing a dark top. The background is a plain, light-colored wall.

Ways To Enable Carer Involvement & Choice

- ◆ **Ensure Carer Links With Ward Co-ordinator**
- ◆ **Shift The Power Balance**
- ◆ **Put In Place Carer Training**
- ◆ **Don't Make Assumptions**



Carers Assessment Checklist

Carer's Role ✓

Physical & Mental well - being ✓

Finances ✓

Current practical and emotional support ✓

Emergencies / alternative arrangements ✓

Agreed outcomes ✓

Any issues around charging ✓

Break and social life ✓

Relationships and mental well - being ✓

Education & Training ✓

Carers Assessment Checklist

Wider responsibilities ✓

Access to information and advocacy ✓

Complaints and Challenges ✓

Care of the home ✓

Accommodation ✓

Work ✓

Future caring role ✓

Personal safety & risk management ✓

Review ✓

Carer's Assessment and Care Plan

To be completed by the assessor AND the carer possibly with helper/advocate

NEED IDENTIFIED BY CARER	ACTION	ACTION BY WHOM/WHEN
<p>The following summarise the areas looked at:</p> <ul style="list-style-type: none">Care giving tasksHow to get help and adviceInformation about care workersInformation about mental healthInvolvement in planning of treatment and careSupport for carersRelationship with the person you care forFamily and friendsMoneyYour well-beingStigma and discriminationRisk and safetyChoice of careOther issues		

Services And Support For Carers In Surrey

Action For Carers & Employment (Action For Carers)

Carers Support Projects (Action For Carers & Rethink)

Young Carers Project (Action For Carers)

***Carer Breaks (Direct Payments & Voucher Scheme
accessed through Carers Assessments)***

www.carersnet.org.uk (Care Radio)

Local Carers Support Groups

Crossroads

***Moving & Handling Back Care Project (Action For
Carers)***