**NHS Staff Carers**

**What you said in December 2022 and in June 2023**

**and what we did in response**

**Project Aim**

To develop a wrap-around support service for NHS employees who are carers; reducing pressure and

stress on the individual enabling them to maintain independence and a healthy work life balance leading

to reduced impact on NHS through reduced sickness levels and reduced number of people leaving the

service. Learning to be shared more broadly with the broader public sector.

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| **What you said/suggested** | **What we did/are doing** |
| **December 2022 Survey** |  |
| Increased awareness of existing policies | Details of how policies can support carers to be included in a Carers Toolkit which will be used by managers to support carers within their teams. Raising awareness of existing policies through regular carers comms and attending team meetings to discuss supporting working carers.  |
| Increase consistent application of policies across the organisations.  | Production of a Carers Toolkit which will detail policies and support and model good practise when using them in different situations to develop a consistent approach to supporting carers wherever they work.  |
| Work with the carer to address their individual situation and personal needs. | Promotion of the carer passport and work to create a system carer passport which is available to all staff regardless of which organisation they work in. The carer passport to be used as a tool to open a conversation about the individual’s caring role, the affects it may have on the carers work and what support options are available and their personal needs. |
| Review needs regularly.  | Encouraging managers to ensure that the carers passport is an open document that is returned to regularly with the understanding that caring roles change often and sometimes very quickly.  |
| Increased understanding of “emergencies” potentially lasting over 24hours.  | Information around emergency situations to be included in the carers toolkit and comms around it when it is launched.  |
| Increased flexibility in hours.  | Information about the options of flexible working and TOIL to be included in the carers Toolkit and to be promoted to carers through carers networks and information sessions.  |
| Visible role models of people who progress in their careers in the NHS and are also information carers.  | Work to identify role models being undertaken which will lead to comms work to share with carer networks and the wider workforce.  |
| Encourage compassion and understanding across the organisation and at all levels.  | Raising awareness of our staff carers amongst the wider workforce, through continued comms, promotion at team meetings, conferences etc. Carers Toolkit to be available and shared with all system managers to increase their understanding of how to support carers within their teams.  |
| Provide a short summary of the sources of support available to staff that are also informal carers.  | Carers information available on the One Workforce website, including links to other useful sites. [Home :: Lincolnshire One Workforce (oneworkforcelincs.co.uk)](https://www.oneworkforcelincs.co.uk/) |
| Encourage open discussion and the creation of a formal plan for support. | Comms work and promotion within teams of carers passports to support and encourage open discussions and as way to record plans of support.  |
| Increase awareness among wellbeing service of pressures related to being an informal carer.  | Information shared with wellbeing services through system wellbeing meetings and newsletters. |
| **June 2023 Survey** |  |
| A mixture of online and in person support events and activities | Carers drop in coffee and chat sessions organised at sites system wide.  |
| Information sessions around caring  | Programme of online information sessions organised and promoted across the system.  |

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