



CARERS POLICY

Department / Service:	All
Originator:	Head of Patient, Carer and Public Engagement
Accountable Director:	Chief Nursing Officer
Approved by:	Patient, Carer and Public Engagement Group Clinical Governance Group Trust Management Executive
Date of approval:	21 st June 2023
Review Date:	21 st June 2026
This is the most current document and should be used until a revised version is in place	
Target Organisation(s)	Worcestershire Acute Hospitals NHS Trust
Target Departments	Clinical and Medical
Target staff categories	All Staff

Policy Overview:

Worcestershire Acute Hospital Trust actively supports a national drive to recognise that carers are reflected within the Care Act 2014, NHS Forward view 2015, the previous Worcestershire Carers Strategy 2015-2020 and The NHS Long Term Plan 2018-2028. Worcestershire Acute Hospital Trust now actively supports Carer Friendly Worcestershire – All Age Carers Strategy 2021-2026 and has committed to recognising and supporting carers through the ICS Commitment to Carers.

Worcestershire Acute Hospitals Trust supports the vision that “all Carers, including adult, young adult, young carers and parent carers, will be recognised and valued by the wider community and statutory agencies in Worcestershire, for the support and care they provide to vulnerable adults, children and young people” (All Age Carers Strategy). The strategy was developed with carers and carers’ representatives. [All Age Carers Strategy 2021 to 2026 – Summary \(PDF\)](#).

This policy is informed by this strategy. This policy supports a “Carer Aware” position.

This policy sets out a framework to enable clear and effective communication between the Trust and patients’ carers. The policy also aims to guide staff around raising awareness and informing good practice around carers’ needs. The Trust recognises that carers can provide valuable information and support regarding the patients’ condition, needs and wishes. They may wish to continue to provide valuable support whilst the patient is receiving in-patient care and may also be involved with the patients’ care after discharge.

We also recognise that carers do not always recognise themselves as carers, especially young carers therefore it is important for us to ask the right questions and to communicate openly about who a carer is.

This policy incorporates the 2014 Care Act.

For policy and support relating to staff details can be found on the intranet: [Information for Carers \(worcsacute.nhs.uk\)](#)

Date	Latest Amendments to this policy:	By
17.7.15	Major revision to incorporate 2014 Care Act, 2015-17 Worcestershire Carers Strategy and introduction of 'Information for Carers' leaflet across our sites.	Tessa Mitchell
August 2017	Document extended for 6 months as per TMC paper approved on 22 nd July 2015	TMC
December 2017	Document extended for 3 months as per TLG recommendation	TLG
March 2018	Document extended for 3 months as approved by TLG	TLG
June 2018	Document extended for 3 months as per TLG recommendation	Anna Sterckx
July 2019	Major revision Policy update review to include: Implementation of the 'Patient, Carer and Community Engagement Plan' 2018-2021. Worcester Acute Hospitals Working towards achieving 'Our Patient Safety Plan' 2018-2021- Worcester Acute Hospital Trust. NHS Long Term Plan - www.longtermplan.nhs.uk (2018).	Anna Sterckx / Rachel Sproston
August 2019	Approved via Patient Carer Operational Group and Clinical Governance group. Next Revision Due August 2022.	CCG
2021	Development of the first All Worcestershire Carers Strategy 2021-2026. To be referenced in the revised Policy.	Anna Sterckx
July 2022	Key stakeholders invited to review the Policy including Patient Experience Lead Nurse, Corporate Lead Nurse for Older People , Leads in the Palliative Care team including Macmillan Palliative Care Nurse, Quality Matrons, Learning Disability Liaison Nurses and the Matron for Paediatrics.	Anna Sterckx
October 2022	ICS Commitment to Carers annual update which will be referenced in the policy revision; along with information and available resources available via the All Worcestershire Carers Strategy 2021-2026 https://www.worcestershire.gov.uk/looking-after-someone-carer-support/all-age-carers-strategy#:~:text=The%20Vision,%2C%20children%20and%20young%20people%E2%80%9D .	Anna Sterckx
April 2023	Revisions as informed by key stakeholders, ICS Commitment to Carers (included as Supporting Document 3) and All Worcestershire Carers Strategy 2021-2026 (included as Supporting Document 4). Clarification on the flow chart (page 4). The introduction has been revised and now includes up to date references including The Big	Anna Sterckx

	Quality Conversation. The Definition of a carer has been updated and a list of definitions included in the Appendix.	
May 2023	Updated Policy v6 circulated via the Patient, Carer and Public Engagement Steering group, Worcestershire Association of Carers and Worcestershire County Council Lead for carers.	Anna Sterckx
June 2023	Updated Policy v6 submitted to Clinical Governance group and Trust Management for approval: approved	Anna Sterckx

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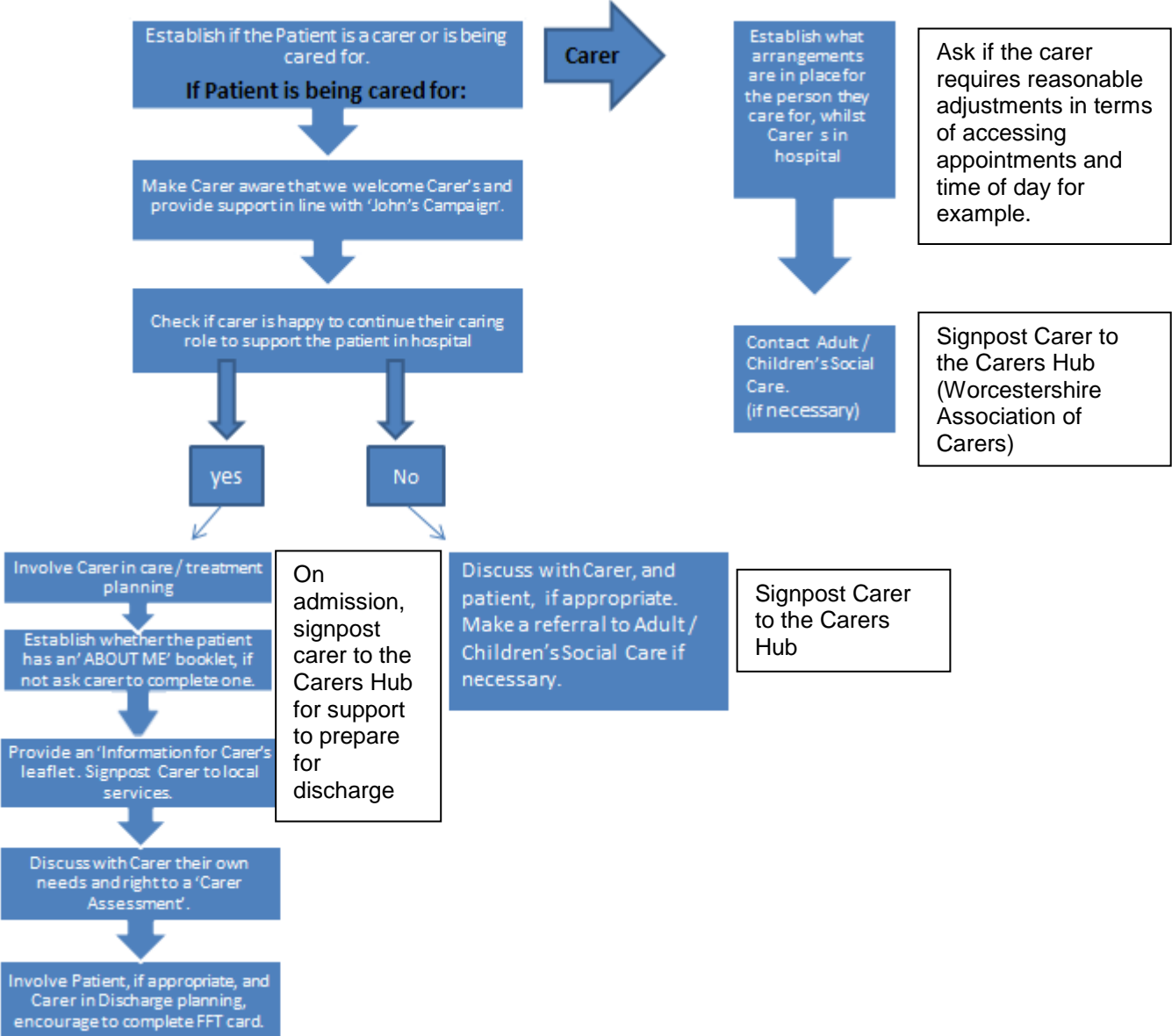
Supporting Document 1	Equality Impact Assessment
Supporting Document 2	Financial Risk Assessment
Supporting Document 3	ICS Commitment to Carers 2022
Supporting Document 4	Web Link to the All Worcestershire Carers Strategy 2021-2022

Quick Reference Guide

This policy, updated in 2023, is intended to ensure that all Trust staff recognise the positive contribution that carers can make to patient stays in hospital and in ensuring that discharge arrangements are effective and appropriate. It also covers the support and guidance available to carers to help maintain and improve their own wellbeing.

It encompasses the requirements of the Care Act 2014, NHS 5 Year Forward and NHS Long Term Plan 2018 - 2028 and sits alongside other guidance and good practice which informs the way in which WAHT engages with and values carers in all the work that we do.

The flow chart below illustrates actions to take to identify a carer and key steps. This is to be carried out along with an understanding of the details of this policy.



1. Introduction

1. There are currently approx. 63,685 adult carers and 1,300 young carers in Worcestershire. 1:10 adults, including those defined as young adult carers, will have a caring role and may have poor mental or physical health as a result of caring for someone. 83% report that being a carer has a negative impact on mental or physical health; 61% have suffered from depression; 49% have financial difficulties; 1:5 carers have had to give up work. (Census 2011)
2. WAHT is committed to ensuring that carers are identified, informed (of their right to a Carers Assessment under the Care Act accessed via Worcestershire Carers Hub [Am I a carer? | Worcestershire Association of Carers \(carersworcs.org.uk\)](#)), involved and supported. We recognise that carers provide important support to patients and that working in partnership with carers promotes recognition and involvement, and helps carers continue in their caring role. When carers are identified, supported and involved, carers are better able to continue in their caring roles and to ensure that their own health and wellbeing needs do not suffer as a result of their caring responsibilities.
3. We recognise that carers can become patients themselves and will then require advice and support regarding their own recovery as well as support and reassurance about the support the person they care for is receiving during their stay in hospital. Carers could require reasonable adjustments in relation to accessing Outpatient appointments and admissions, for example time of day.
4. This Policy will ensure that WAHT contributes to the improvement of carers' experiences of health and social care within Worcestershire through ensuring that our staff are aware of the importance of working with carers, the Carers Right to a Carer Assessment under the Care Act) and are able to support them in accessing appropriate help and support. This includes the needs of young carers as outlined in the 2014 Children & Families Act and incorporates the recommendations of the NHS Five Year Forward Plan and The Long Term NHS plan 2018 - 2028.
5. This policy will help support the objectives of the 2014 Care Act; 2014 Children and Families Act and Working together to Safeguard Children 2018 through working in partnership with Worcestershire County Council and across the ICB, helping to implement the All Age Carers Strategy for Worcestershire 2021-2026 – ensuring WAHT is Carer Aware and Carer Friendly. The commitment will be underpinned by the Trust's ICS Commitment to Carers which outlines how the Trust will work with carers to co-produce services and policies to ensure our services meet carer needs.
6. This Policy incorporates NHS England's Business Plan and Planning Guidance objective *'to ensure that the NHS becomes dramatically better at involving patients and their carers, and empowering them to manage and make decisions about their own care and treatment'*
7. This policy also supports the NHS Outcome Framework indicator that seeks to measure health related quality of life for carers.
8. This policy supports the Francis Report (2013) recommendation that *'the provision of the right information to patients and their families at the right time is vital'*

9. The policy encompasses the NHS Constitution (Section 2A) pledge to patients that we 'will work in partnership with you, your family, carers and representatives'.
10. The Trust has information relating to carers on our public website www.worcsacute.nhs.uk/aboutus/carers and on the staff intranet under "carers" (this includes a focus on support available for staff who are carers).
11. This policy supports the Implementation of 'John's Campaign' – www.johnscampaign.org.uk (2015) and the implementation of the 'Patient, Carer and Community Engagement Plan' 2018-2021 and revised Quality and Safety Strategy.
12. The annual Big Quality Conversation which instructs the Quality Priorities as reported in the Quality Account includes questions for carers to ensure ongoing quality focus and engagement.
13. This policy is influenced by the NHS Long Term Plan - www.longtermplan.nhs.uk (2018)

2. Scope of this document

This policy applies to all Trust staff and is relevant to volunteers involved in patient care and improving patient and carer experience and has particular relevance and application to nursing and medical staff, emergency services staff, hospital based social workers, therapists, the Discharge Team, Safeguarding Adult and Children's Leads, Palliative Care teams, Older People, Patient Experience Lead Nurse, Quality Matron and the Patient Services Team, incorporating the PALS and Complaints teams.

This policy is also relevant to all patient carers and is applicable across all services provided by the Trust including those provided at sites other than those run by WAHT. It makes clear how we should engage and involve carers in patient care and ensure that they are aware of the support and advice that is available to them.

3. Definitions

'Someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner, a child or friend who is ill, frail, disabled or has mental health or substance misuse problems'.

Worcestershire All Ages Carers Strategy 2021-2026 defines a carer:

"If someone provides unpaid support and care to an adult (18 or over) relative, partner or friend who is ill, frail, disabled or has mental ill-health or substance misuse problems then they are a carer. They may provide emotional support, medical care, personal care, physical care and/or domestic tasks. This could be a child aged over 7, a young person or an adult.

If a parent (over 18 years of age) provides care to a child with special educational needs or disability (SEND) for whom they have parental responsibility, then they are a parent carer. A non-parent carer of a disabled child is someone over 18 who provides care to a disabled child for whom they do not have parental responsibility (such as a grandparent).

A young carer is defined as someone with a caring role aged 7 to 18 and a young adult carer with a caring role who is aged 19- to 24-year-old. The caring role could be for a parent, a sibling, or a grandparent due to illness, disability, physical or mental health difficulties or substance misuse".

A full list of definitions is provided in the **Appendix** of this report.

The definition includes:

Adult Carers – any adult who provides care to another adult but who is not under contract to do so or as part of voluntary work. Care includes practical support such as providing assistance to enable someone to carry out basic care activities, accessing necessary facilities or services, or engaging in work, education, training or volunteering. It also includes emotional support.

Young Carers – any young person under the age of 18 who is in some way affected by the need to take physical, practical and / or emotional responsibility for the care of another person, often taking on a level of responsibility that is inappropriate to their age or development.

Parent Carers – an adult who provides or intends to provide care for a disabled child for whom the person has parental responsibility.

Carers may be in full or part time employment or studying and do not necessarily live with the person they care for. Some carers receive Carers Allowance. This is not a payment for their caring work but a recognition of the extra costs associated with being a carer. Some may have a disability and be vulnerable themselves. Many people who care do not recognise themselves as carers and may not realise what support is available to them.

4. Responsibility and Duties

WAHT has a duty to identify, inform, involve and support carers as detailed in this policy in line with the legislative requirements and best practice guidance contained in Section 9.

The **Trust Board** has overall responsibility for ensuring compliance with the requirements of this Policy.

The **Chief Nursing Officer** has delegated authority.

The **Head of Patient, Carer and Public Engagement** is responsible for co-ordinating policy implementation and for identifying opportunity for carers to feedback about experiences.

The **Divisional Directors of Nursing** are operationally responsible for ensuring that this policy is rolled out divisionally.

The **Lead Nurse for Patient Experience** will support improvements to services as a result of feedback.

Matrons are responsible for ensuring that the requirements and standards of this policy are effectively managed within their Departments and that staff are aware of and implement them.

Sisters / Charge Nurses are responsible for ensuring that the requirements and standards within this policy are effectively managed within their clinical areas including ensuring that each area has carers information widely promoted and available. Areas are encouraged to have a Carers Champion/s who will undertake Carer Awareness training when available (in development).

Emergency Care Staff are responsible for identifying if a patient admitted to the department is also a carer and if so to check what arrangements have been made for the person cared for and to refer to adult / children's services if appropriate.

The **Patient Advice and Liaison Service (PALS)** will provide support, advice and guidance to carers who contact them in relation to services provided by the Trust as well as signposting to external sources of support and advice, such as Worcestershire Carers Hub provided by Worcestershire Association of Carers. They will facilitate the speedy resolution of concerns raised by carers by listening, providing information, liaising, and negotiating with staff colleagues. They will also provide information to carers in relation to Trust's processes and policies for carers, including how to access in alternative formats as required, and where requested provide reports identifying any carers issues arising from the PALS queries and concerns.

The **Complaints Team** will identify trends from complaints where complaints are raised by carers or their families and provide, when requested, reports identifying any carers issues arising from complaints

All Clinical Staff are responsible for following the procedures and guidance in this policy to ensure that carers are identified, informed, involved and supported. In doing so they will:

- Recognise the contribution of carers as expert partners in care, ensuring that carers are involved and treated with dignity. Being aware of carers who may be supporting patients with dementia or a Learning Disability.
- Involve Carers in the discharge planning process from the outset.
- Enable carers, along with the person they support, to help design care and support which meets the patient's needs.
- Provide information and signpost carers to carers support services / organisations.
- Seek to identify caring roles undertaken by either the patient, or the patient's carer that will not be undertaken by the patient while in hospital and how these will be taken care of in the community.
- Signpost the carer to the PALS service where issues cannot be resolved locally.
- Report to social services any safeguarding concerns in relation to carers / patients being subject to any kind of abuse. (**See Safeguarding Children and Adults Policies**)

The **Patient, Carer Public Engagement Steering Group** is the monitoring committee for this policy and agenda. The Steering Group will as required assign actions to address any gaps and deficiencies identified by the monitoring procedure.

5. Policy Detail

5.1 Identification of Carers

- Wherever possible, carers will be encouraged and enabled to self-identify. Information about caring that is made available to carers will help encourage and enable carers to make themselves known to staff.
- When a patient attends an appointment, they should be asked if they have a carer (not a paid care worker) and if they want this person involved in their hospital care. If the patient lives in supported housing their support worker may be the best person to provide hands on care in a hospital setting eg: profoundly disabled adults admitted from care homes. Some homes will provide staff to stay with patients. Staff will ensure that this information is recorded in the notes / electronic records. If the patient is unable to indicate who their carer is staff should speak to their visitors, and contact social services / their GP to obtain this information.
- When a patient attends an appointment, staff will also identify if the patient is also a carer.

- When patients' first access any Trust service the patient's carer will be given the opportunity to share the patient's history and staff will address and reduce the carers concerns. In some cases the 'About Me' booklet will be the most appropriate way of sharing information and copies of these are available on the Trust intranet
- Staff will recognise that some carers will be reluctant to discuss their difficulties in front of the patient and therefore the carer should be offered a confidential place in which to talk/communicate.
- Consideration should be given to whether an interpreter is needed when holding discussions with carers and the situation assessed according to the carers and patient's needs. The Trust works with interpretation and translation services which can be located via the trust staff intranet (search for interpreting).
- The confidentiality of both the patient and the carer must be respected at all times. The patient's consent (or otherwise) regarding the disclosure of personal information about his / her diagnosis, treatment and care needs must be documented. If the patient is incapable of making this decision and a Mental Capacity Assessment has been completed then the Trust has a duty to act in the patients 'best interests' adhering to the Mental Capacity Act 2005 and this must be documented in the patient's notes.
- The trust poster 'We welcome Carers' should be clearly displayed and visible on/at the entrance to ward entrances. This can be ordered through Xerox.
- Staff will establish what support is being provided by the carer and will record this in the notes. If there are any difficulties or particular issues, for example the carer being a young carer or with health needs of their own, this will be recorded in the notes and appropriate action taken to ensure individual needs are safeguarded and met.
- The carer should be asked if they are willing and able to take on or continue caring for the patient after discharge.
- Consider if the carer should be wearing a visible 'Carer' badge so staff on the ward can identify if they need to consider the carer have open visiting to support with for example personalised care. This will also allow the wider MDT to engage with a carer on the ward for example a social worker or chaplaincy to offer support, advice or appropriate signposting.
- Staff must to be mindful that the circumstances of some carers can be negatively impacted by caring responsibilities. For example, the unborn child of a pregnant carer could be placed at risk from lifting and handling a patient. Such issues need to be considered and addressed.
- If a carer has a disability, Trust policies and procedures must be referred to and enforced, to ensure the carer is appropriately supported and involved.
<https://www.england.nhs.uk/commitment-to-carers/>
<https://www.nice.org.uk/guidance/gid-ng10046/documents/final-scope>
- Staff will establish whether the carer would benefit from further information or support. This is particularly important if the carer has been finding the caring role difficult; if the carer is a young carer; if caring responsibilities are likely to increase upon discharge; if a person is new to the caring role. If there are such difficulties, staff will advise the carer of the appropriate support services. Support for carers (information and signposting) can be obtained from the Worcestershire County Council supported Carers Hub:
<https://www.worcestershire.gov.uk/looking-after-someone-carer-support/support-carers>

5.2 Engagement and Involvement of Carers

- Carers will be recognised as expert care partners. They will be treated with dignity and their knowledge and experience will be respected and valued.
- With the patient's consent, carers will be included in discussions for current and future care. Patients will be encouraged to plan, when well, for what they would like to happen if or when

they become unwell for example Advance Care Plan. This includes involvement of family members and consent to share information.

- Patients will be encouraged to recognise the benefits of sharing relevant and appropriate information with carers. These benefits can be both practical and personal and practical.
- If a carer shares information with Trust staff, it should only be shared as appropriate and with their consent. Carers have the right to their own confidentiality with limitations according to Trust Safeguarding and Confidentiality Policies.
- Staff will encourage carers to use Carers Diaries on their wards.
- Carers will be asked if they wish to be involved in supporting the patient whilst services are being accessed. For example, in a hospital setting, some carers may wish to be involved in assisting the patient at mealtimes. If necessary, and if the patient also wishes this, carers should be involved in this way.
- For children with additional health needs, WAHT works closely with partner agencies to secure optimum outcomes for children and parents through the Early Help Assessment processes to help support parents in their role as carers.
- Carers will be invited to attend medical reviews and appointments providing consent has been given by the patient.
- Carers will be included on the patient's care plan and, where possible, they should be involved in the development of the plan along with the patient. Treatments and medications, and their management, will be explained to carers.
- Carers will be consulted about all aspects and at all stages of discharge planning and need to be involved in decisions around discharge dates. Carers will also be informed about any longer term support needs of the patient, making sure we deliver person-centred care.
- Carers will be invited to contribute to discussions around service developments, and encouraged to complete our Carers Survey and audits.

5.3 Support for Carers

- Carers will be asked about the extent to which they want to be involved in the patient's care whilst they are in hospital. In order to provide support, recognised carers will need flexible access to the ward and should be offered drinks at regular intervals and encouraged to take breaks. Wards need to ensure they are implementing and supporting 'John's Campaign' and 'We welcome Carers' within the ward environment.
- They will be given information about the hospital and the ward, including routine, staff and facilities as well as information about the service / treatment and what can be expected.
- All carers will be supported to be involved in key decisions and to express any fears and concerns that they may have in maintaining their caring role.
- Carers will be provided with information on where to obtain support and advice including signposting to information and should be encouraged to apply for a carers assessment through the Worcestershire Carers Hub/Worcestershire Health and Care Access Service.
- Carers should be offered opportunities to meet with members of nursing staff to discuss concerns or to obtain support. Through this as a Trust we will actively engage with carers and focus on their wellbeing.
- All carers who themselves have a disability or specific needs will have reasonable adjustments made in order that they can be fully involved and informed about a patient's care. This may include a carer with a learning disability or a physical disability or both.
- Appropriate interpreting services will be available as required.
- One of the key principles of the NHS Constitution is that NHS services must be co-ordinated, reflect the needs of the patient and tailored to the preference of the patient, families and carers delivering person-centred care. The trust adopted 'Open Visiting' for families and carers on wards as we recognise how important this is for supporting patient's in their recovery.

Specialised wards such as Critical Care and Intensive Care may still have restricted visiting depending on the needs of the patient's health and recovery. Carers are to be considered as a partner in care and not as a visitor.

- John's Campaign principles have been adopted and supported within WHAT with carers having a right to continue to care throughout a hospital stay, if desired. Where it is possible, carers should be offered a side room if available, but otherwise a relative's room or day room or a recliner chair at the patient's bedside.

5.4 Young Carers

- Young carers are particularly vulnerable and there are currently 800,000 young carers in the UK (Children Society 2018). Young carers take on responsibilities that would normally be given to adults, which can limit the time they spend being children and young people.
- If a young carer is carrying out tasks inappropriate for a child of their age, additional support should be considered for the adult in need of care. Trust staff should also consider child safeguarding processes.
<http://www.cqc.org.uk/content/safeguarding-people>
wah-tr.SafeguardingWorcsacute@nhs.net
- All young carers under the age of 18 have a right to a young carers assessment on the appearance of need, regardless of who they care for, what type of care they provide or how often they provide it. A referral can be made to WCC Children's Services to undertake such an assessment.
- Where the caring responsibilities that a child undertakes has an impact on their health and well-being, the child should be referred to Worcestershire County Council Children's Services as a child in need, to enable a full and holistic assessment of their needs
- In consultation with the young person, and with their consent, Trust staff should ensure that any educational establishment that a young person is attending is made aware of their caring responsibilities. Young carers on average miss over 48 days of school due to their caring role.
- Young carers need information and support to help them in their caring role. This can be obtained by referring them to Worcestershire Young Carers who provide information and support to young carers up to the age of 25 years, including the transition to adult services for young carers aged between 16 and 25 years.
- No health care / community package should rely on the caring role of a young person under the age of 18. All services have a role to play in identifying young carers and ensuring that they are supported and able to make informed choices about the level of caring that they take on.
- All of the above reflect the Trusts commitment to meeting the requirements of the 2014 Children and Families Act including the right to an assessment and proactively identifying their needs. 68% of young carers have been exposed to bullying at some point due to having to care for someone within their family. Staff need to be vigilant and signpost young carers to organisations which are set up to help and support i.e. Carers UK and Youth Access. (Working to Safeguard Children 2018).

5.5 Parents as Carers

- Staff should ascertain if the parent's caring responsibilities are new or well established and ensure that they are made aware of their right to a carers assessment on the appearance of need.
- Personal health information including a realistic assessment of continuing needs can usually be given to parents or carers of children under 16 years.
- Exceptions to this may be a child seeking confidential care or advice where they are deemed to be Fraser competent. This wish should be considered with regard to the overall safety and

wellbeing of the child. The child's wishes should be respected if this would not result in them coming to significant harm.

- Parents as carers for their child need information about their child's care requirements to successfully plan managing their caring responsibilities at home. Working in co-production within a person centred approach will provide the effective communication regarding planned needs for both patients and carers.
- 16 and 17 year olds should be asked for their consent to share health information with their parents or carers. The transition to requesting consent should be handled sensitively with involvement of parents.
- In cases of young adults with learning difficulties carers should be aware of their needs and every effort must still be made to involve the patient in decisions regarding the disclosure of their personal health information to their parents, carer or guardian. (We need to be mindful to check that the parents do have formal parental authority if the young adult is under 16 years old or has limited capacity to make decisions making sure a Mental Capacity Assessment has been undertaken.
- Please make sure who has parental responsibility Where both parents have parental responsibility for a child but do not live together it is important to ensure that both are included in any discussions or decisions about their child's care. Do not assume a parent has parental responsibility, especially as fathers do not automatically have this if they are not married to the mother or their name is not on the birth certificate.

6. Implementation

6.1 Plan for implementation

This Policy will be launched after approval from the Patient, Carer and Public Engagement Steering group and Clinical Governance Group and is effective immediately.

6.2 Dissemination

This Policy will be disseminated via Trust Leads including Matrons, Governance Leads and Ward Managers.

6.3 Training and Awareness

Training should be provided in accordance with WAHTs Training Needs Analysis. Awareness raising about carers and their needs may be included in preceptorship training. Worcestershire Association of Carers offer Carer Awareness training for health and social care staff.

Worcestershire Carers Hub provides the information and signposting to carers and professionals.

Free courses and information for carers can be found:

www.carersworcs.org.uk/ or www.worcestershire.gov.uk/carers

Further information is available about the Worcestershire Integrated Carers Hub:

[Worcestershire Integrated Carers Hub | Worcestershire Association of Carers \(carersworcs.org.uk\)](http://Worcestershire Integrated Carers Hub | Worcestershire Association of Carers (carersworcs.org.uk))

Worcestershire County Council Adult and Young Carer Aware information: [Carer Aware \(worcestershire.gov.uk\)](http://Carer Aware (worcestershire.gov.uk)) and Young Carer Aware (worcestershire.gov.uk)

Management and mandatory training will be explored as part of the trust's Commitment to Carers within the Trust's Learning and Development Policy.

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7. Monitoring and compliance

Carer feedback will be gained through the annual Big Quality Conversation and themes which will be reported through Clinical Governance group and in the Quality Account. This will be monitored alongside this policy annually.

Monitoring and compliance will be reviewed via the Patient, Carer and Public Engagement quarterly steering group subject: staff and/or patient and carer feedback.

Policy Review

This policy will be reviewed every 3 years or sooner if there is a legislative / guidance change.

8. References

This policy should be read in conjunction with the following Trust Policies and documents:

Name	Code
Safeguarding Adults Policy	WAHT-KD-026
Safeguarding Children's Policy	WAHT-TP-037
Policy for Assessing Mental Capacity and Complying with the Mental Capacity Act 2005	WAHT-KD-026
Missing Inpatients Guidance	WAHT-KD-026
Guidelines for the Assessment of and prevention Strategies for People Who Self Harm	WAHT-KD-026
Inpatient Discharge Policy	WAHT-TWI-029
Policy for Access and Delivery of Interpreting Services	WAHT –CG-682
Policy for Supporting Adults with Learning Disabilities When Accessing Acute Hospital Services	WAHT – CG-770
Guideline for Good Practice at Mealtimes	WAHT-NUR-047
Privacy and Dignity Policy	WAHT-CG-433
Policy for consent to examination or treatment	WAHT-CG-075
Care After Death / Last Offices Guidance For the Adult Patient	WAHT-NUR-066
The Trust's Annual Quality Account	
The Trust's Annual reports	
The Trust's Quality and Safety Strategy	
WAHT – Quality Improvement Strategy 2018-2021	

External documents which have a direct impact on this policy include:

References:

<p>All Ages Carers Strategy 2021-2026 https://www.worcestershire.gov.uk/sites/default/files/2023-02/all_age_carers_strategy_2022_v03.pdf</p>
<p>Worcestershire Carers Strategy 2015-2020 http://www.carersworcs.org.uk/news/worcestershire-carers-strategy-2015--2020.html</p>
<p>The Care Act 2014 https://www.gov.uk/government/publications/care-act-2014-statutory-guidance-for-implementation</p>
<p>NHS England Commitment to Carers 2014 www.england.nhs.uk/wp-content/uploads/2014/04/commitment-to-carers-may14.pdf</p>
<p>2014 Children & Families Act http://www.legislation.gov.uk/ukpga/2014/6/section/97/enacted</p>
<p>NHS Five Year Forward 2015 http://www.england.nhs.uk/ourwork/forward-view/</p>
<p>The National Carers Strategy, 'Carers at the Heart of 21st Century Families and Communities' 2008 -2018 https://www.gov.uk/government/publications/the-national-carers-strategy</p>
<p>The Francis Report 2013 http://www.midstaffspublicinquiry.com/report</p>
<p>The NHS Constitution for England, 2012 https://www.gov.uk/government/publications/the-nhs-constitution-for-england</p>
<p>NHS England's Business Plan and Planning Guidance http://www.england.nhs.uk/wp-content/uploads/2014/04/ppf-1415-1617-wa.pdf</p>
<p>NHS Outcomes Framework (2014/15) https://www.gov.uk/government/publications/nhs-outcomes-framework-2014-to-2015</p>
<p>Census 2011 http://www.ons.gov.uk/ons/guide-method/census/2011/index.html</p>
<p>The Equality Act 2010 http://www.legislation.gov.uk/ukpga/2010/15/contents</p>
<p>Healthcare for All 2008 http://webarchive.nationalarchives.gov.uk/20130107105354/http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_106126.pdf</p>
<p>The Mental Capacity Act 2005 http://www.legislation.gov.uk/ukpga/2005/9/contents</p>

Young Carers. 2018
www.childrenssociety.org.uk

NHS Long Term Plan 2018
www.longtermplan.nhs.uk

John's Campaign 2015
www.johnscampaign.org.uk

Working Together to Safeguard Children 2018
www.gov.uk

NHS Outcomes Framework 2019
www.gov.uk/government/collections/public-health-outcomes-framework

NHS England: Commitment to Carers - <https://www.england.nhs.uk/commitment-to-carers/>

NICE Guidance re Carer support:
<https://www.nice.org.uk/guidance/gidng10046/documents/final-scope>

9. Background

9.1 Equality requirements

The Trust is committed to ensuring that as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff reflects their individual needs and does not discriminate against individuals or groups on any grounds.

This policy aims to ensure that carers experiences of care and support when using WAHT services are positive and are delivered consistently and appropriately. It will assist staff in recognising and promoting the rights of carers to be fully involved in individual patient care and that their own needs as carers are also met. This supports 2021 – 2026 All Ages Carers Strategy (Worcestershire) and the Trust is an active partner in the ICS Commitment to Carers.

The policy recognises that carers can be any age and can have a disability themselves. The policy promotes inclusion and the recognition of different needs including those who may often be marginalised or who rarely ask for help.

9.2 Financial risk assessment

There are no financial implications for the implementation of this policy.

9.3 Consultation

Consultation regarding this updated Policy has taken place with a range of internal and external stakeholders including Worcestershire Association of Carers, Worcestershire County Council, Patient and Public Forum and Trust staff.

Contribution List

This key document has been circulated to the following individuals for consultation:

Designation
Worcestershire Association of Carers
Patient and Public Forum members
Patient Experience Lead Nurse
Corporate Lead Nurse for Older People
Leads in the Palliative Care team including Macmillan Palliative Care Nurse
Quality Matrons
Learning Disability Liaison Nurses
Divisional Directors of Nursing
Divisional Quality Governance Leads
Lead for Safeguarding Adults
Lead for Safeguarding Children
Matrons and Senior Nurses
Worcestershire County Council Commissioning Manager

This key document has been circulated to the membership of the following committees / groups for comments;

Committee
Patient, Carer and Public Engagement Steering group
Clinical Governance Group

9.4 Approval Process

This policy will be approved by the Clinical Governance Group and Patient, Carer and Public Engagement Steering group.

Supporting Document 1 - Equality Impact Assessment Tool

To be completed by the key document author and attached to key document when submitted to the appropriate committee for consideration and approval.

		Yes/No	Comments
1.	Does the Policy/guidance affect one group less or more favourably than another on the basis of:		
	• Race	No	Applicable to all
	• Ethnic origins (including gypsies and travellers)	No	Applicable to all
	• Nationality	No	Applicable to all. Emphasises need for appropriate interpreting services as required.
	• Gender	No	Applicable to all
	• Culture	No	Applicable to all. Recognition that some 'carers' do not see themselves as carers particularly in some cultures.
	• Religion or belief	No	Applicable to all
	• Sexual orientation including lesbian, gay and bisexual people	No	Applicable to all
	• Age	No	Applicable to all and has a section dedicated specifically to Young Carers.
	• Disability	No	Disability is recognised along with the need to ensure appropriate adjustments are made as necessary.
2.	Is there any evidence that some groups are affected differently?	Yes	Young Carers who are covered specifically in the policy
3.	If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable?	No	
4.	Is the impact of the Policy/guidance likely to be negative?	No	

5.	If so can the impact be avoided?	N/A	
6.	What alternatives are there to achieving the Policy/guidance without the impact?	N/A	
7.	Can we reduce the impact by taking different action?	N/A	

This policy has included consideration of all 9 protected characteristics and recognises that some carers may be more vulnerable than others. It promotes inclusion and support for all carers including the most vulnerable, recognises links with our safeguarding leads and promotes partnership working. It also recognises that carers have the right to a private and family life and that their wishes need respecting.

We recognise that natural bias presents a risk of potential discrimination in human relationships and communication and we therefore require all staff to complete regular Equality and Diversity training updates.

If you have identified a potential discriminatory impact of this key document, please refer it to Assistant Manager of Human Resources, together with any suggestions as to the action required to avoid/reduce this impact.

For advice in respect of answering the above questions, please contact the Assistant Manager of Human Resources.

Supporting Document 2 – Financial Impact Assessment

To be completed by the key document author and attached to key document when submitted to the appropriate committee for consideration and approval.

	Title of document:	Yes/No
1.	Does the implementation of this document require any additional Capital resources	No
2.	Does the implementation of this document require additional revenue	No
3.	Does the implementation of this document require additional manpower	No
4.	Does the implementation of this document release any manpower costs through a change in practice	No
5.	Are there additional staff training costs associated with implementing this document which cannot be delivered through current training programmes or allocated training times for staff	No
	Other comments: This is an update to an existing policy document	

If the response to any of the above is yes, please complete a business case and which is signed by your Finance Manager and Directorate Manager for consideration by the Accountable Director before progressing to the relevant committee for approval

Supporting Document 3:

ICS Commitment to Carers 2022: author Anna Sterckx Head of Patient, Carer and Public Engagement



ICS
Commitment.docx

Supporting Document 4:

Carer Friendly Worcestershire All Age Carers Strategy 2021-2026

https://www.worcestershire.gov.uk/sites/default/files/2023-02/all_age_carers_strategy_2022_v03.pdf

- Strategy Summary: **All Age Carers Strategy 2021 to 2026 – Summary (PDF)**
Appendix:

TERM	DEFINITION
Carer	<p>A Carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid. <i>(NHS Definition)</i></p> <p>This includes (but is not limited to) Adult Carers, Parent Carer/Child Carers, Sibling Carers, Primary Carers, Secondary Carers, Lone Carers, Sandwich Carers and Hidden Carers.</p>
'Cared For'	The individual the Carer is caring for.
Adult Carers	Adult Carers are Carers who are aged 18 years and over.
Parent Carer /Child carers	<p>Is a parent (over 18 years of age) who provides care and emotional support to a child (under 18 years old) with special educational needs or disability (SEND) for whom they have parental responsibility.</p> <p>A non-parent carer of a disabled child is someone over 18 who provides care to a disabled child for whom they do not have parental responsibility (such as a grandparent).</p> <p><i>(Carers UK)</i></p> <p>A person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibility.</p> <p><i>(Children and Families Act 2014)</i></p>
Young Carers and Young Adult carers	<p>Young Carers are children aged 7 to 18 with a caring role and young adult carers are aged 19 to 24 years old with a caring role.</p> <p>The caring role could be for a parent, a sibling, or a grandparent due to illness, disability, physical or mental health difficulties or substance misuse.</p>
Sibling Carers	A Sibling Carer provides a caring role of a brother or sister who is disabled or who has special educational needs, or a serious long-term condition.
Primary Carers	Primary Carer is the main carer as they are principally caring for a friend or family member (perhaps solely in some circumstances) at a given point in time, regardless of the relationship status.
Secondary Carers	Secondary Carers have a supporting role in caring and doing tasks for a friend or family member at a given point in time, regardless of the relationship status. Secondary Carers can become primary carers.
Lone Carers	Lone Carers have the sole responsibility for the family member or friend and/or care alone without support.
Sandwich Carers	'Sandwich Carers' are those looking after young children at the same time as caring for older parents. It can also be used much more broadly to describe a variety of multiple caring responsibilities for people in different generations. <i>(NHS)</i>
Hidden Carers	Hidden Carers are unidentified Carers, often not receiving any help or support and are usually unaware that they are Carers. It can be difficult for carers to see their caring role as separate from the relationship they have with the person for whom they care whether that relationship is as a parent, child, sibling, partner, or a friend, hence may be hard to identify and support. <i>(NHS)</i>
Carer of someone with a specific need	For example, a Learning Disability Carer is somebody who provides emotional and/or practical care to an individual with a Learning Disability and/or Autistic Spectrum Disorder (ASD).