



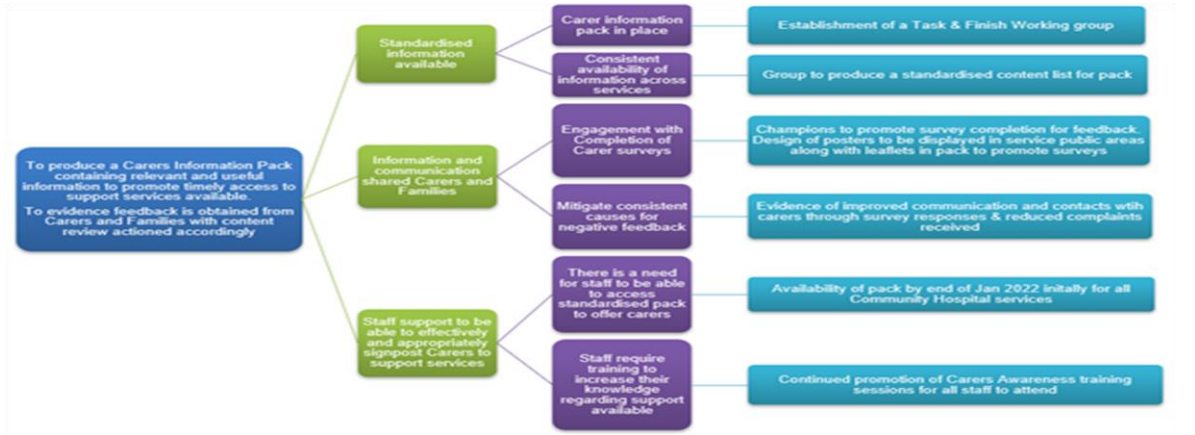
### What was our aim?

In order to meet pledge five of the Triangle of Care, we needed to produce a carers' information pack, containing an introduction to Kent Community Health NHS Foundation Trust (KCHFT) services, with comprehensive, relevant and useful information for the carer to be able to access support services available in Kent. We then wanted to be able to evidence that feedback is gathered from carers and families, with content reviewed and actioned accordingly, to improve services further.

### Why is it important to service users and carers?

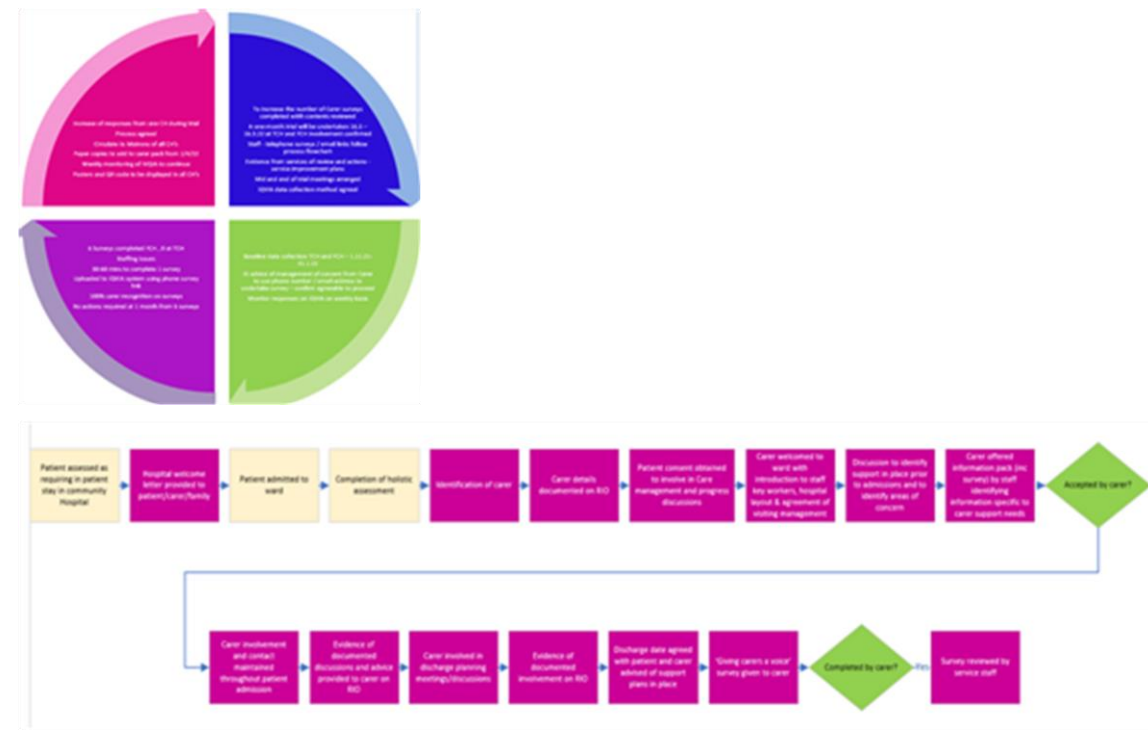
It is important that carers have relevant information provided to them, in a timely manner. The Giving Carers a Voice survey is the only way that KCHFT has to obtain feedback regarding effectiveness of the carer information packs currently provided to the carer, when the patient is admitted to a community hospital. This folder contains information to support and signpost the carer to carer support services available. The Triangle of Care carers' pledge is also part of the information pack. With this information being made available on admission to a KCHFT community hospital, the carer then has time to look through the information and make sure they discuss with staff any additional needs they may have. It is a statutory duty that KCHFT have to support the carer in signposting to be able to access a carers assessment if they have not already had one. This assessment is a comprehensive assessment of the carers role and will ensure they are fully supported.

### Ideas and tests of change



### The tools we used

We worked with our stakeholders - carers, carer champions, community hospital matrons and the patient experience team. We created the driver diagram together to agree our aims and our change ideas. The project group were able to process map the implementation of the pack and make sure all the information included was relevant and current. We used a plan, do, study, act (PDSA) cycle for trialling use of the carers' survey completed by telephone. KCHFT communications team worked with the team to produce the final pack.



### How did we do

Prior to the implementation of the carers' pack there were ad-hoc leaflets available in community hospital services and these were not given out with any consistency, therefore our baseline was that there was no prior process in order to compare with the new process. The external KCHFT website has been updated as a result of this project with links to all four carer support agencies. It includes carers stories and is now much more informative. The carers' pack was available for use in all community hospitals from March 2022 following a PDSA trial in February 2022 in two of the hospitals. The information which should be printed off is in a service shared drive and all relevant information should be printed off as appropriate for each community hospital and for the carer, on the admission of the patient. We had to trial the use of telephone/email surveys due to visiting restrictions during COVID-19. Now that visiting restrictions have been lifted, paper surveys can now be used which are included in the packs. There is also a QR code on the wards which will go straight to the carers' survey. The numbers of surveys received are currently still lower than expected and there is a plan to increase promotion of the packs. The electronic patient record system (EPRS) (RIO) now prompts colleagues to ask if the patient has a carer and if 'yes' is selected, there is a prompt to provide the carer information pack. It is vital that we can identify that the information in the packs provided are relevant and useful and kept up to date.

### What we learned and what's next

Data will be collected from RIO regarding provision of the packs and responses will be monitored and actions identified from these. The feedback on the carers' survey is monthly basis. So far, the surveys have revealed a mixed response and they are providing us with ideas for improvements. We may look at using volunteers to encourage increased responses, as although they are providing valuable information the numbers are still lower than expected. The community hospitals manage the content of their own packs and the information needs to be kept up to date. Feedback from carers is directed through the Carers Steering Group monthly meetings. Phase two of the Triangle of Care is to make sure that carers in contact with any KCHFT community services, have access to the carers' information pack that is relevant and up to date. The next stage of this project is to roll out across the organisation starting with Long Term community services.