

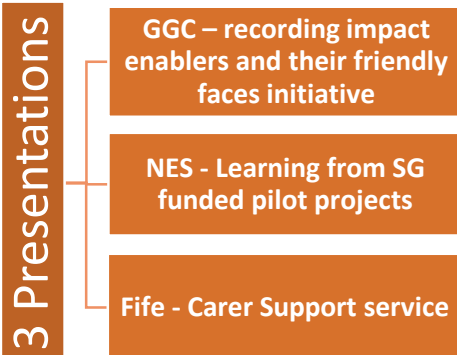
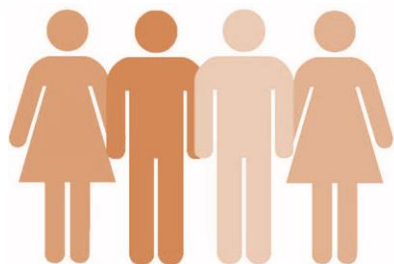
Involving Carers in Hospital Discharge

Learning Session | October 2022

Aims of Learning Session

Creating an opportunity to bring together those working to improve the involvement of unpaid carers in hospital discharge, to share identified enablers and challenges with Scotland's Health and Social Care Partnerships (HSCPs), Discharge without Delay Programme (DwD) and Carer Centres (CC)

Carer Centre Managers were invited to join Local Carer Leads and Discharge without Delay Leads, bringing together these three networks for the first time.



Registration/Attendance

117 registered for this session, with 68 attendees:

- 18 registrants from National Partners (3 organisations)
- 19 registrants from third sector (10 organisations)
- 40 registrants from HSCPs (12 HSCPs)
- 40 registered from territorial boards (11 of 14 boards represented)

All resources from the session will be sent to registrants

Session Evaluation

What went well...

- Presentations - learning what's happening elsewhere and what works
- Working together to understand the challenges
- Opportunity to connect both locally and nationally

Even better if....

- More opportunity to connect with local stakeholders at these events - local stakeholder breakout rooms
- Longer time for speakers to enable a Q&A session
- The Miro board was a distraction for some

Future Focus

We will continue to learn from others about what their enablers and barriers are.

We are interested in hearing from participants about the focus of future sessions.

Please click below to vote for your particular interest via email:



- [VOTE:](#) Training and awareness raising
- [VOTE:](#) Power of Attorney/Guardianship
- [VOTE:](#) Leadership involvement
- [VOTE:](#) Creating local networks



Themes from Breakout Sessions

Raising Awareness



Enablers

- Access to wards and workforce
- Visibility of Carer Support Workers
- Culture shift to 'think carer'

Challenges

- Recruitment and turnover
- Capacity and big workloads
- Carers don't identify as such
- Carers not aware of rights
- Access to hospital or ward
- Senior leadership unaware of impact of carers on system

Next Steps

- NES training offer to be reviewed
- Mandatory training
- Improve communication for staff and carers
- Improve awareness of senior leadership

Joint Working



Enablers

- Links with DWD – early identification of carers
- Local HSCP/HB/CC network

Challenges

- Local staff don't know who's doing what where or who to connect with
- Whole system approach

Next Steps

- Create local networks of those with a role in unpaid carers
- Link with Dwd

Carer Support Services



Enablers

- Funded long term
- Attend MDT and discharge meetings
- Based in hospitals

Challenges

- Access to wards and staff
- Carers identified too late
- Carers identified but referrals not made
- Carers don't identify as such
- CSW not involved in discharge meetings

Next Steps

- CSW involvement in discharge meetings
- Alert senior management re access issues
- Review terms used by staff in conversations with carers/identify and refer carers earlier

Processes



Enablers

- Collecting feedback from staff and carers
- Clear and embedded identification, involvement and referral processes
- Reviewed paperwork and IT links

Challenges

- Drive to ID carers is from HSCP/third sector but duty belong to health and is not given priority
- Workforce unclear what involvement is and what support is – who does what?

Next Steps

- Review, develop and embed early identification and referral of unpaid carers processes
- Clarify involvement v support – what they are and where responsibility lies

Funding



Enablers

- Availability & Access – choice and control
- SLA's in place
- Local carer initiatives funded

Challenges

- Lack of support services such as short breaks
- Awareness of sources of funding

Next Steps

- Raise awareness of what funding is available across the country
- Challenging the funding system to be less rigid
- Share impact with funders