



Increasing carers and family participation in care planning on Sally Sherman Ward

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How to get the best outcomes when you care for your carers.

Aim

To increase family and carer participation in care planning of the service users by increasing carer attendance by 90% in 12 months*.

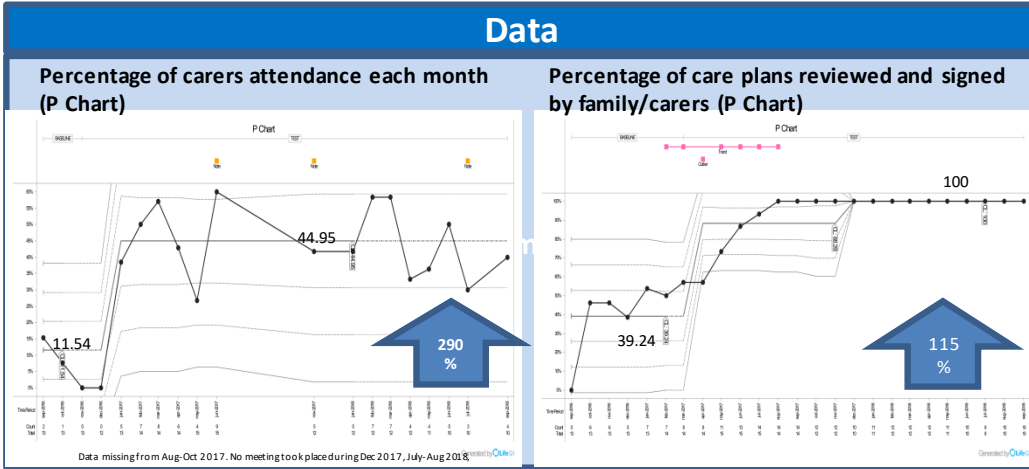
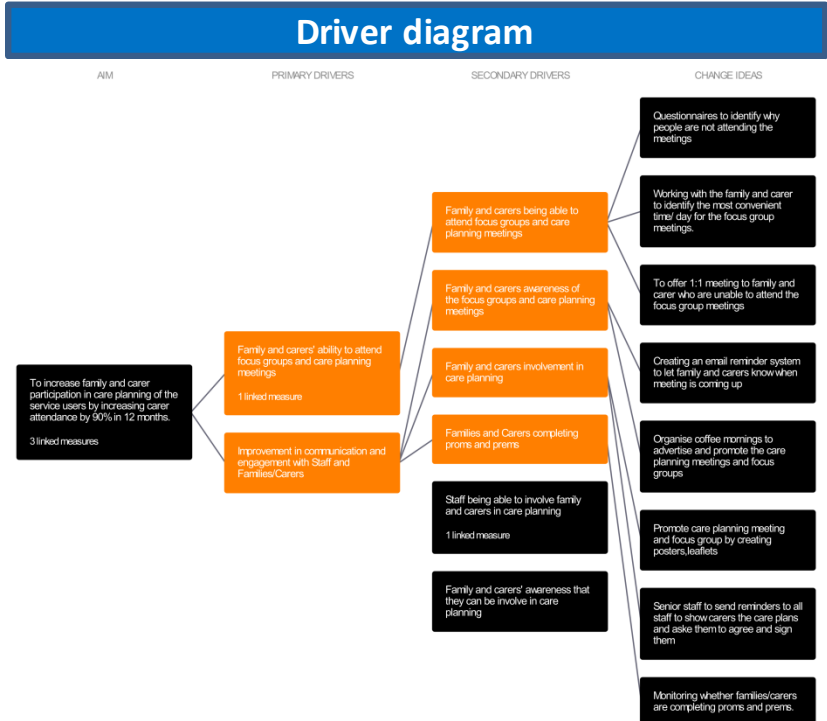
* Project started in January 2017.

Why is this important to service users and carers?

- Carers meetings are self directed with support from staff.
- Tapping into the expertise of carers, learning from and supporting each other.
- More we get to know the carers, the more we learn about what matters to the carers, and the patients.
- It has enabled the team to be aware of our patients journey through life and therefore able to improve the care we deliver.

Tests of Change

- Organise **coffee mornings** to advertise and promote the care planning meeting and focus groups.
- Promote care planning meeting and focus group by creating **posters, leaflets**
- Creating an **email reminder system** to let family and carers know when meeting is coming up
- **Questionnaires** to identify why people are not attending the meetings
- Working with the family and carer to identify the **most convenient time/ day for the focus group meetings**.
- To offer **1:1 meeting** to family and carer who are unable to attend the focus group meetings.



Learning and what next?

- The support that carers can provide to other carers.
- Meeting with them enhances more communication between the carers and staff.
- Involving families and carers in care planning increases satisfaction and reduces complaints.
 - *There have been zero complaints since November 2017.*
- Need a project team with the right skill mix.
- Need full ownership from the whole team.
- Input data straight onto Life QI after each meeting to prevent losing data in the future.



Tell us your story in a nutshell

In no more than 100 words, roughly equal to the text that will fit in this box. Tell us what you have achieved with your quality improvement work.

Not everyone is familiar with driver diagrams, control charts and PDSA cycles. So to make your story as accessible as possible, use this space to tell us very simply:

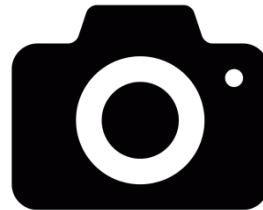
What you have achieved

What you and your team have gained from the experience

What this means for staff, service users and carers

What is next for you and the team

Any additional team or project photos?



Paste them into a slide and we will share them with your project story!

Please return your completed poster to elft.qi@nhs.net