

Improving the involvement of family and carers of patients on Chaffinch Ward

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Finlay-Carruthers et al (2018). Taking Parents seriously: The experiences of parents with a son or daughter in adult medium secure settings. *International Journal of Mental Health Nursing*.

Research Findings:

- * Major gap between policy and intent in services and what actually happens in terms of delivery
- * Parents had little opportunity to talk about and consider their experiences
- * Most relationships with services and professionals were “strained”.
- * They felt their needs and opinions were ignored or not taken seriously
- * Families did not feel supported by services

Themes:

- * Cant get loved ones into services
- * When they do - “It’s a terrible battle”, relating with professionals
- * Lack of information and involvement
- * Nobody could tell me how the future would be – “caring with no end in sight”.
- * Facing change and loss while trying to stay connected
- * Maintaining hope for the future in the face of uncertainty

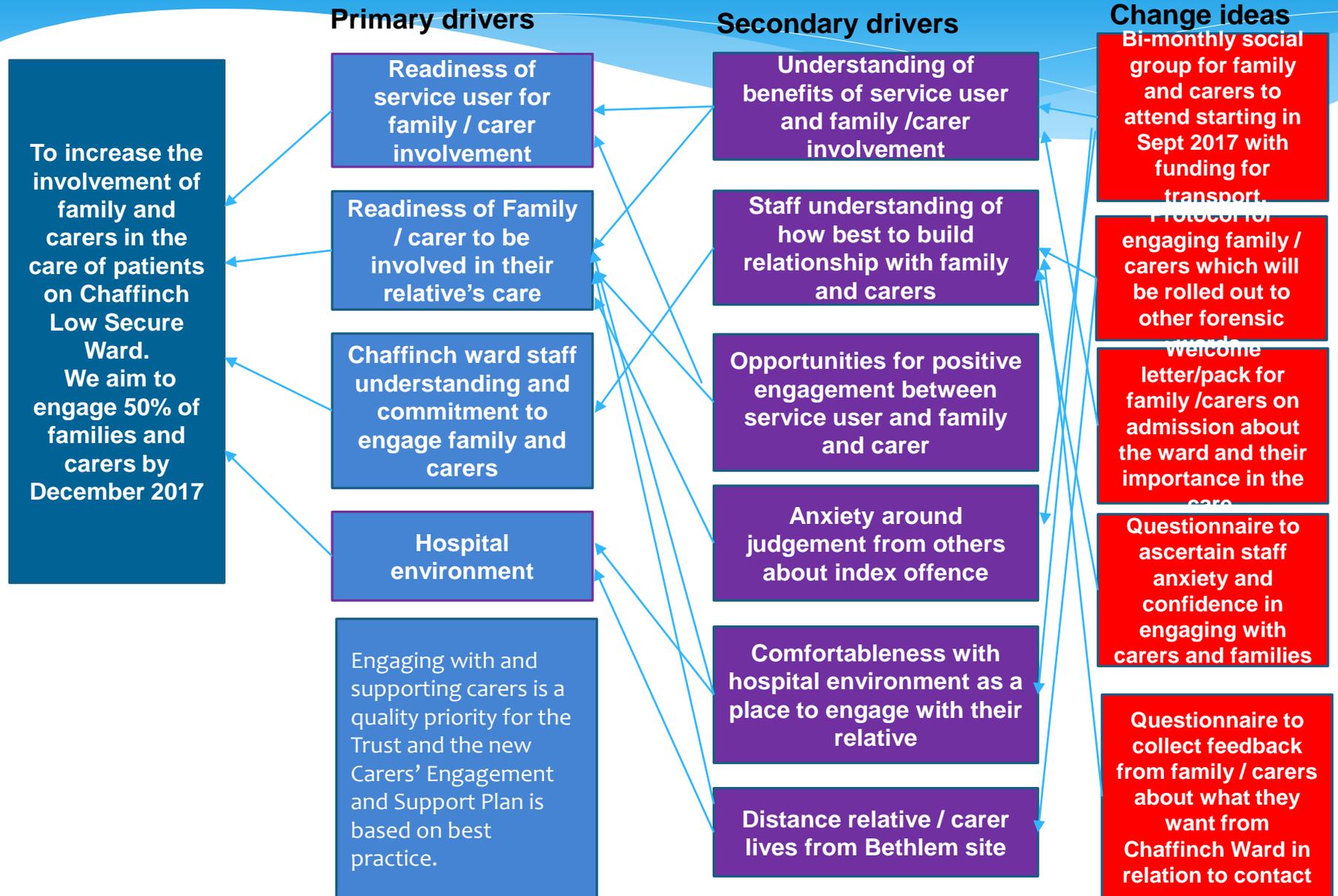
Trust Family and Carers Strategy

- ▶ As per Trust Carer Involvement Strategy the MPT / Social Worker is recording carer involvement and engagement; the benefits of this include assessments completed to inform us whether carers/family have needs to be met by their Local Authority and will be referred for a full assessment of their own needs.

Background

- ❖ Chaffinch Ward is a low secure ward at the Bethlem Royal Hospital for 19 male patients
- ❖ In 2017, fewer than 50% of patients had involvement from family/carers attending meetings on the ward once or twice a year
- ❖ We would like to increase the involvement of families and carers at other times which will help patient outcomes on discharge
- ❖ We know that patients have a better outcome on discharge if they are well connected and supported by their families/carers and their families and carers are involved in their care

Driver diagram – Chaffinch Ward



Ideas for improvement

- ❖ *Talking to families* about how we can help them get involved: telephone survey
- ❖ *Providing a social space* for families and carers to meet together for support bi-monthly
- ❖ *Leaflet/letter for families* and carers about the ward
- ❖ Structured surgery times with the clinical team for families and carers – led by the Consultant
- ❖ Training for staff on carer awareness

Questionnaire to staff

- ❖ A questionnaire was devised for staff to complete:
- ❖ How helpful is carer /family involvement in supporting the recovery of patients?
- ❖ How time-consuming is involving carers / families?
- ❖ Do you feel confident when working with carers /families?
- ❖ Do you have any concerns about involving carers and families more on Chaffinch?

Outcome: To be rolled out in 2018

Talking to families and carers

- ❖ In April 2017 a telephone survey with carers and families was conducted and staff spoke in depth with three carers.
- ❖ They said:
- ❖ Two wanted to be more involved & one less involved, felt the more informed the better they could help, would welcome meeting other families in same situation, concerns expressed about aftercare in the community.
- ❖ Plan to do this annually.

Providing a social space for families and carers

- ❖ In March 2017 planned an event for families to be held on the ward to provide information and support;
- ❖ No one attended so some re-thinking was needed;
- ❖ Look at why they couldn't come: work commitments, forgot it was on, journey, not sure what it was for; unsure about confidentiality of open forum;
- ❖ Improvements suggested included a telephone call the day before the event to remind people;
- ❖ Hold the event in evening or at the weekend and provide transport for those who need it.
- ❖ **Outcome: new meeting to be arranged in 2018 – complete telephone conversations about the proposal first;**

Leaflet/letter for families and carers / measuring improvement

- ❖ Developed a welcome letter for families and carers in conjunction with carers and ward information leaflet: Letter to act as a bridge to families and carers, talks about how important they are in the recovery of the person they care for. **Outcome: completed;**
- ❖ Asked for feedback from patients about letter at ward Community Meeting. **Outcome: completed;**
- ❖ Sending letter out in June 2017 with leaflet about the ward and SLAM Carers Handbook. **Outcome: completed & on-going for all new admissions to Chaffinch Ward;**

Barriers to carer/family involvement

- ❖ Distance – families live in Lambeth, Southwark and Croydon – not easy to get to Bethlem
- ❖ Stigma – as well as stigma of mental ill health also stigma of the index offence
- ❖ Comfortableness with the hospital environment as a place to engage

Measuring improvements

How will we know if we have improved?

- * **Number of contacts with family/carers (rate of attendance at CPAs, carers group)**
 - * **Decrease in number of complaints from carers**
 - * **Increased carer satisfaction with care of their relative by Chaffinch ward (regular surveys).**
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- ❖ **Example: 17 out of 40 CPAs held in 2017 were attended by family member(s); compared to 2016 where only 9 out of 41 CPAs were attended by family member(s);**
 - ❖ **No Complaints from Carers in 2017;**

Measuring improvements

- *How patients get on post discharge, number of relapses?*
 - ❖ There were 14 discharges in **2017** thus far there have been no recalls;
 - ❖ 8 out of those 14 patients had family involvement throughout their admission to Chaffinch Ward;
 - ❖ In comparing this to **2016** there were 15 discharges and only 4 had family involvement on Chaffinch and 4 out of the 15 discharges were recalled to hospital or prison;

Change Ideas – Plan going forward in 2018

- ❖ Attendance at carer/family social space event – event to be planned for summer 2018;
- ❖ Ask carers/families for their feedback – Questionnaire to collect feedback to be devised and distributed by Sept. 2018;
- ❖ Protocol for engaging family to be devised by Sept. 2018;
- ❖ Questionnaire to staff to be rolled out in early 2018;