

The Shrewsbury and
Telford Hospital



NHS Trust

Carer's Survey – Learning disabilities

Report

March 2018

1. Background and Methodology

The survey was designed by the Clinical Audit Patient Panel and carried out to assess whether carers feel adequately informed and supported by the Trust.

The first distribution of Surveys went to 93 patients. Along with the survey, each patient was given a letter explaining that the survey was to be completed by the person who looks after them (carer or relative) and asked for them to pass on the survey to their carer for completion.

Of the 93 surveys distributed, 26 were completed and returned, giving a response rate of 28%. Returned surveys were scanned and verified using the Teleform scanning software; and results analysed in MS Excel.

2. Results

1. Does the person you care for have a Patient Passport or "This is Me" Document?

	N=26
Yes	18 (69.2%)
No	8 (30.8%)
No response	

2. Were you asked to bring it with you?

	N=26
Yes	5 (20.8%)
No	19 (79.2%)
No response	2

3. Was the information shared with the Ward Team?

	N=26
Yes	14 (56%)
No	11 (44%)
No response	1

4. Do you think the information in the Patient Passport is useful to staff?

	N=26
Yes	19 (95%)
No	1 (5%)
No response	6

5. When the person you care for was admitted to hospital, were you given enough information about their treatment?

	N=26
Yes, the right amount	22 (84.6%)
Yes, but too much*	1 (3.8%)
No, I didn't get any info*	2 (7.7%)
No, I got some info, but not enough*	1 (3.8%)

6. If you ticked a box with a * in Q5 please can you say why:

*has 3 admissions to hospital during this period - 2 planned admissions - staff were given info. The unplanned admission staff / manager were given information about what was wrong with ***. But were contacted when the hospital want to rearrange. Discharged letter sent 2 weeks after discharge outlining what was wrong.
There seemed to be lots of confusion around the blood results telling us he was fine when in fact his results were far from ok :(Little info given by staff on the ward.
Occupational health checked that I could walk and look after myself - then sent me home
*The procedure was explained well
*Very thorough. Very polite
*Jean stayed with *** 24 hrs. a day 7 days a week whilst he was in hospital

* These were comments from Carers who answered Q5 with "Yes, the right amount of information"

7. Did you have the opportunity to talk to staff about the ability of the person you care for to:

Feed themselves	9 (34.6%)
Drink	9 (42.3%)
Use the toilet	11 (42.3%)
Wash/keep themselves clean	9 (34.6%)
Communicate (sight, hearing, understanding info, speaking)	18 (69.2%)
Call for help (i.e. button pressing)	8 (30.8%)

NOTE: There was no "not applicable" option on this question; therefore, some areas may have lower percentages, due to there being no need for the patient to have help in this aspect of daily living.

8. Were there any particular difficulties concerning the person you care for that you did not have the opportunity to advise or discuss with staff?

	N=26
Yes	14 (56%)
No	11 (44%)
No response	1

9. If you answered yes, what were these difficulties?

Lack of communication from hospital staff to support staff Re. what was wrong with ***.
*** felt he wasn't given any time or information as he was not supported on this visit
Was concerned I as the carer was not allowed in the procedure room as the patient requested. Was concern over communication and understanding from medical staff to patient.
all of Q7, but the most important was communication
Making staff know when change over that *** still needed to know what was going on he would get very upset over not knowing.
*Can I just say one thing I found was they knew *** has special needs I assume?? We were taken onto a WARD the nurse who took us down turned and said it was NOT suitable for ***, then she went and found *** a room on her own. She always needs a room on her own.
*We provided our own 24hr care while in hospital so staff did not get involved apart from medications

*These comments came from carers answered "No" to Q8.

10. Do you feel the plans for discharge were discussed with you?

	N=26
Yes, completely	17 (68%)
Yes, a bit	5 (20%)
No, but I would have liked them to have been	2 (8%)
No, but it was not necessary	1 (4%)
No response	1

11. At what point were you involved in plans for the person you care for being discharged from hospital?

	N=26
Before they were admitted	5 (21.7%)
On the day they were admitted	7 (30.4%)
During their hospital stay	1 (4.3%)
On the day they were discharged	10 (43.5%)
No response	3

12. Have you heard about the carer's passport?

	N=26
Yes	12 (46.2%)
No	14 (53.8%)

13. Have you been given a carer's passport?

	N=26
Yes	8 (32%)
No	17 (68%)
No response	1

14. Were you advised that you could visit the hospital at any time?

	N=26
Yes	13 (52%)
No	12 (48%)
No response	1

3. Conclusions

Overall the carers/relatives reported that 69% of the people they care for have a 'Patient Passport' or 'This Is Me' document. However, only 20% were asked to bring it with them on admission to hospital.

There was some discrepancy as to whether the carers thought that this information was shared with the Ward Team; however it is encouraging to see that 95% of carers feel the Patient Passport is useful to staff.

It is of concern to note that over half of carers who responded (56%) felt that there were particular difficulties concerning the patient that they did not have the opportunity to advise staff of.

The majority of carers reported that they were given 'the right amount' of information about their treatment (84.6%) and that discharge plans were 'completely' discussed with them (68%). Over 40% of carers were involved in plans for discharge on the actual day of discharge and 30% on the day they were admitted.

The majority of carers (53.8%) were not aware of the carer's passport and only 32% had actually received one. Over half of carers had been told they could visit hospital anytime.