

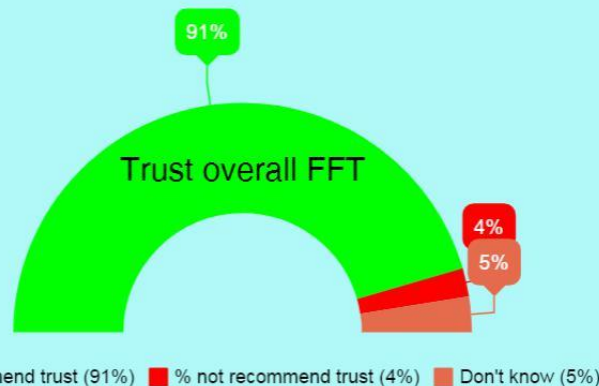
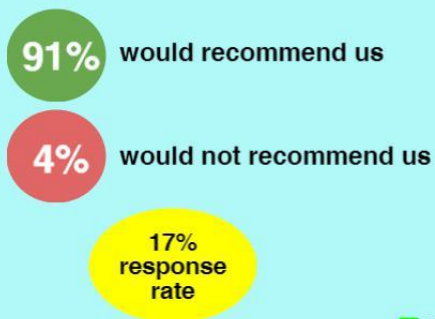
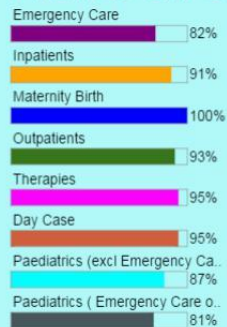
PATIENT EXPERIENCE REPORT

May 2017 (April 2017 data)

Trust level report

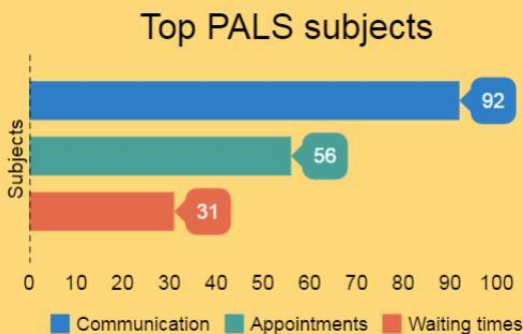
- Complaints
- PALS
- Friends & Family Test
- Patient Opinion
- Voluntary Services
- Patient Experience news and developments

Friends & Family Test



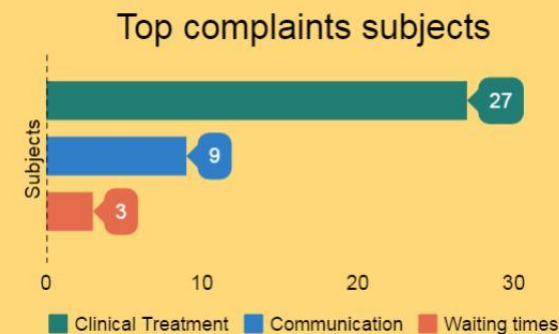
PALS

288
PALS concerns received



Complaints

58
Complaints received



64 stories posted

10,333 people have read the stories

74% positive stories

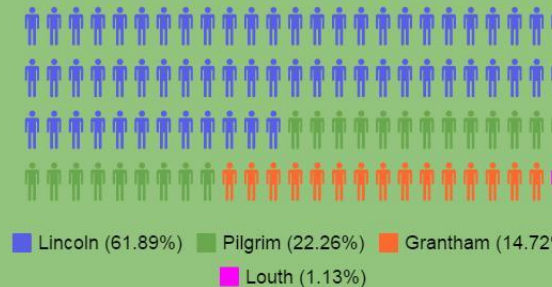
Compliments



1,378 counting compliments recorded
Compliments v Concerns
25:1*

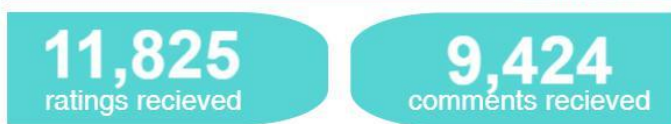
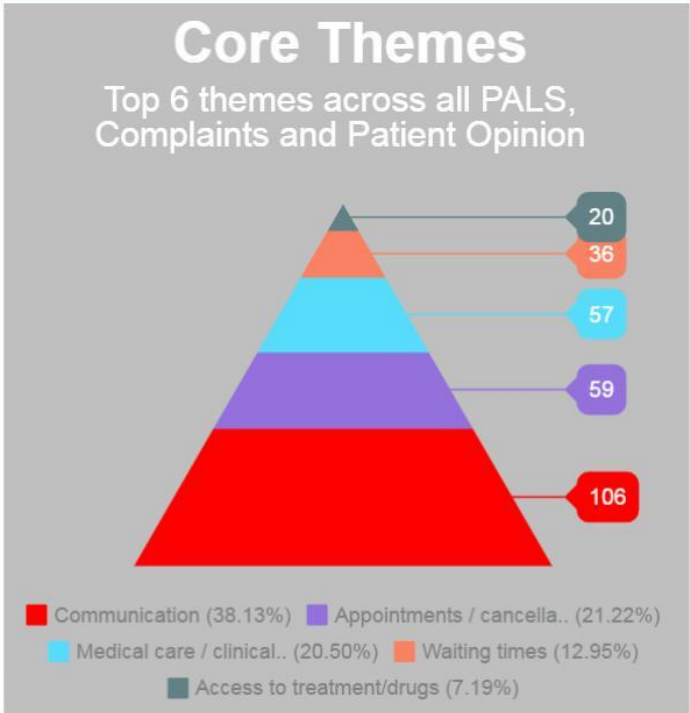
*includes counting compliments and Patient Opinion

Volunteers

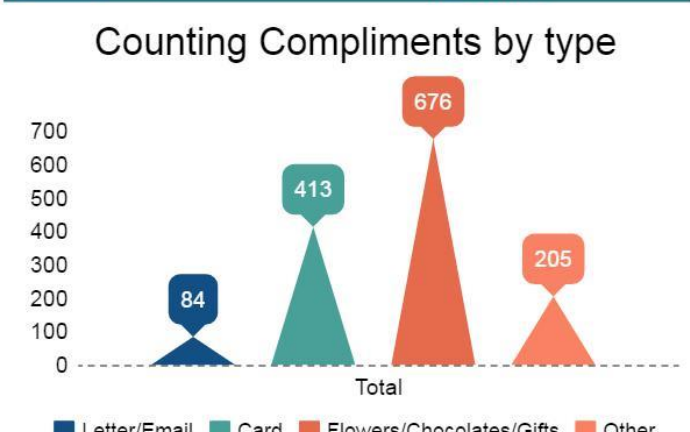
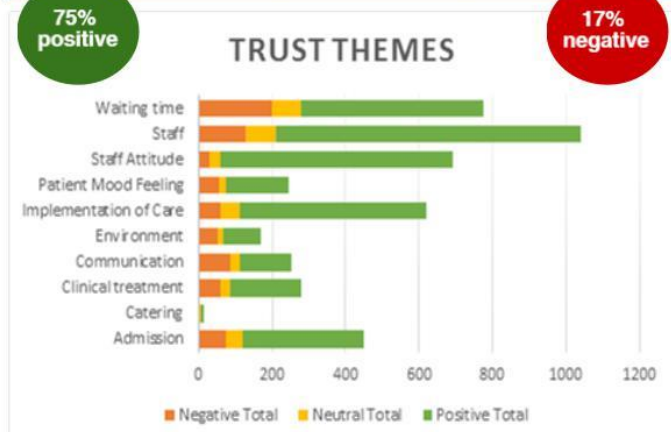




Patient Experience Report April 2017



FFT Themed Analysis



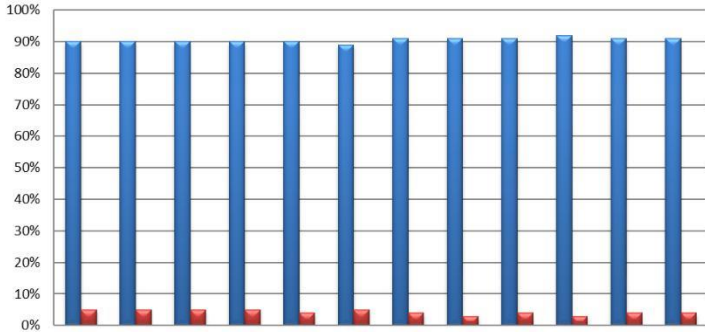
To find our more please visit our patient experience intranet pages <http://ulhintranet/patient-experience> or contact Sharon Kidd, Patient Experience Manager - Sharon.kidd@ulh.nhs.uk or 01476 464560



Patient Experience Annual Overview 2016-2017

Friends & Family Test 2016-2017

Overall Trust scores



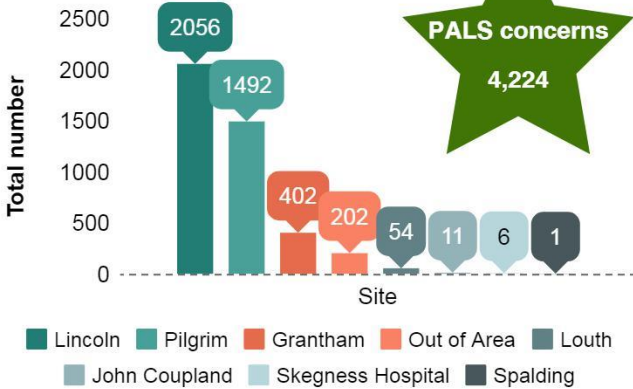
146,803 FFT ratings received

125,004 FFT comments received

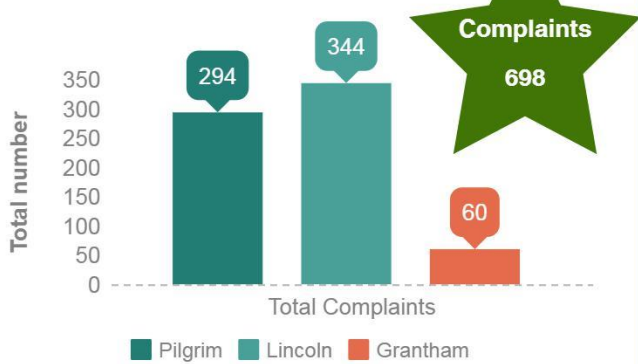
90%
Would Recommend

4%
Would not Recommend

PALS

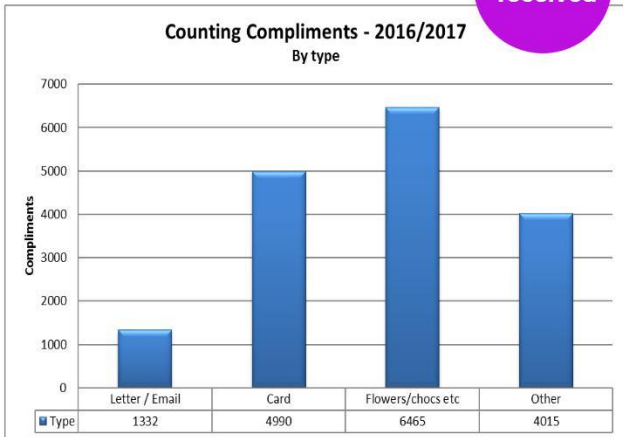


Complaints

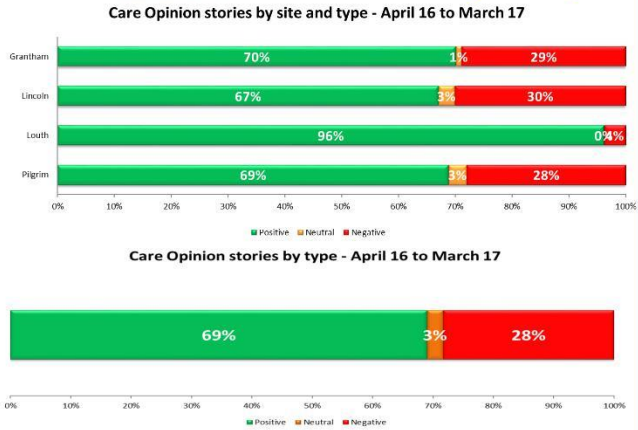


Counting Compliments

16,802 received



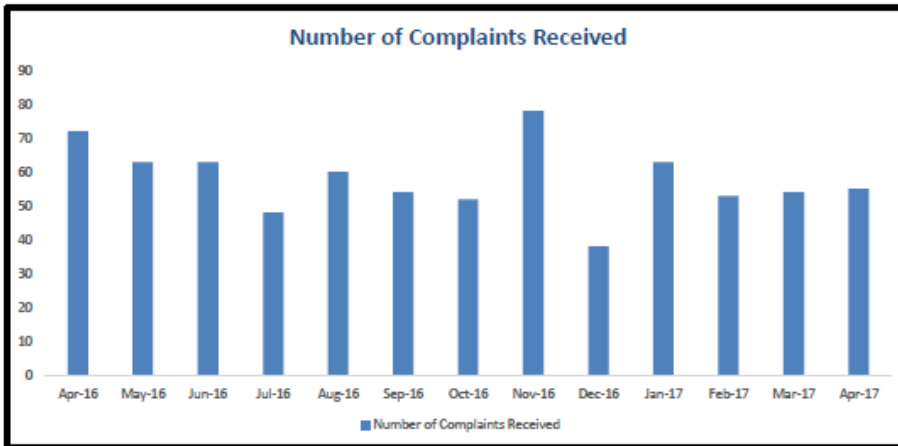
672 stories posted



To find our more please visit our patient experience intranet pages <http://ulhintranet/patient-experience> or contact Sharon Kidd, Patient Experience Manager - Sharon.kidd@ulh.nhs.uk or 01476 464560

COMPLAINTS

Trust level



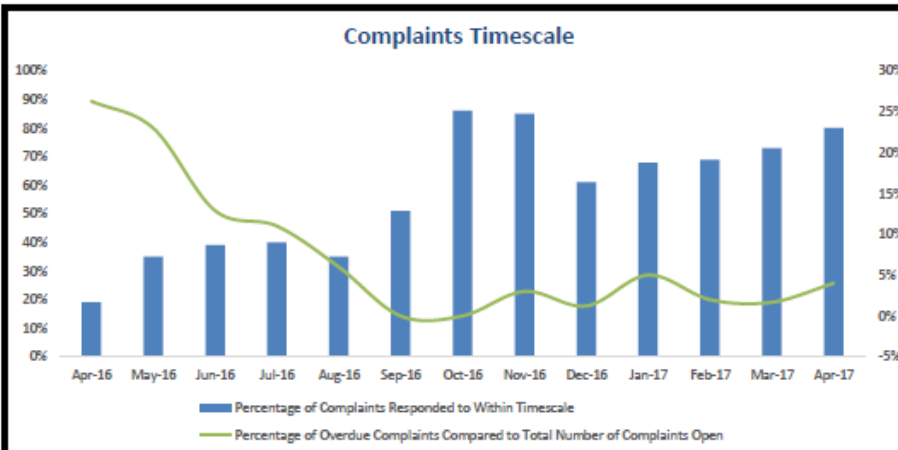
Notes:

April 2017: 55 complaints received

Subjects of complaints include:

- 49 clinical treatment
- 43 communication
- 8 admission and discharge
- 9 values and behaviour
- 8 waiting times
- 0 safeguarding
- 2 prescribing

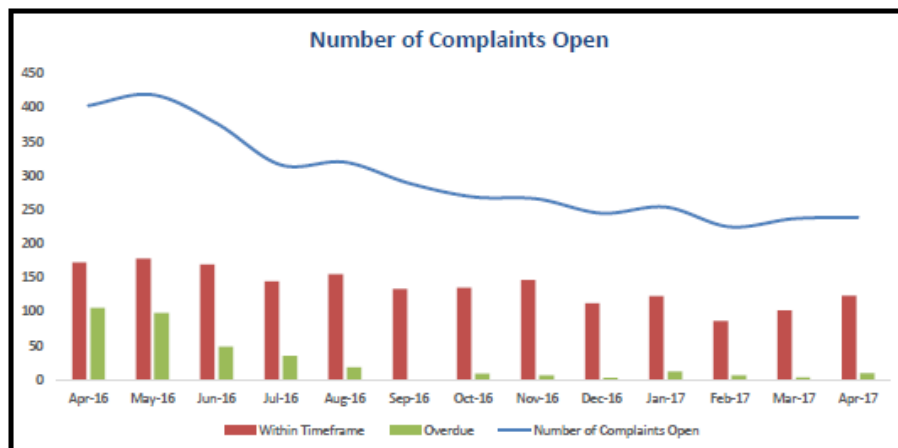
2016 average monthly complaints received = 29



Notes:

April 2017:

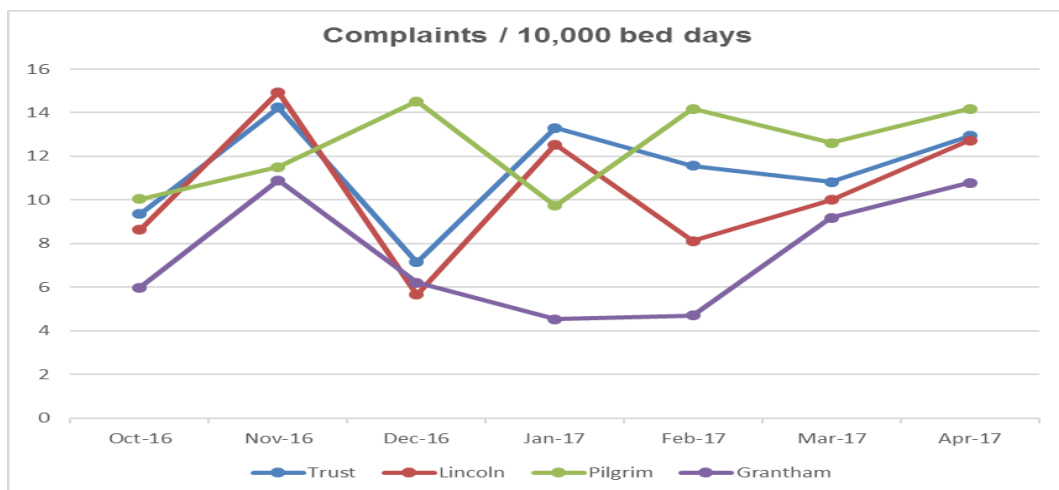
- 23/31 complaints responded to within timescale 80%
- 10/239 of overdue complaints against the total number of complaints open



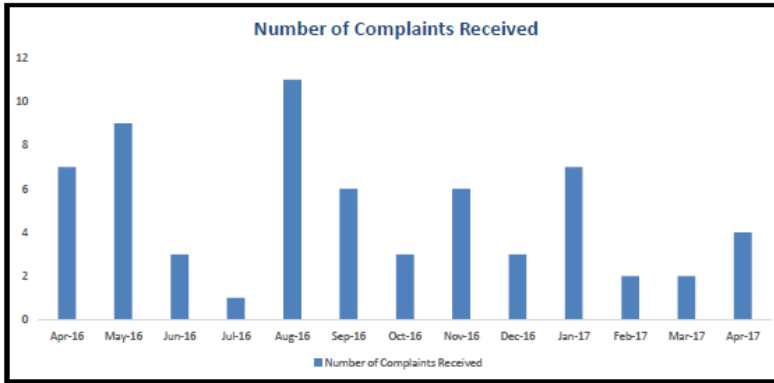
Notes:

April 2017:

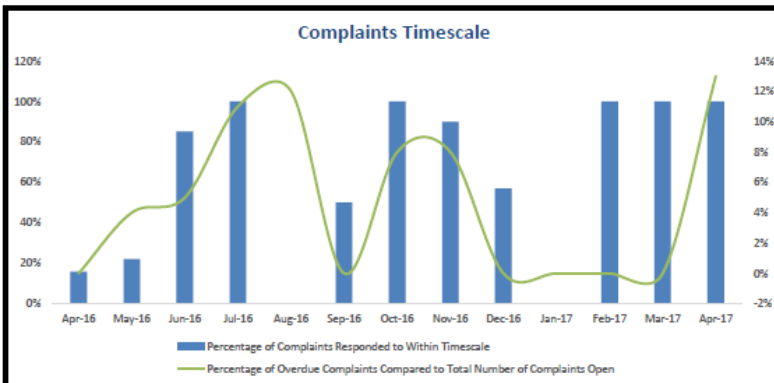
- 239 complaints open
- 124 within timeframe
- 10 overdue
- 39 ongoing
- 18 PHSO/IR
- 48 awaiting closure/signing
- 10 overdue responses for April



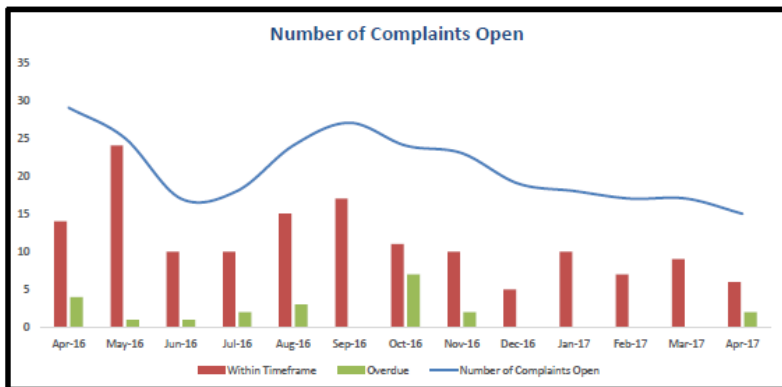
Grantham



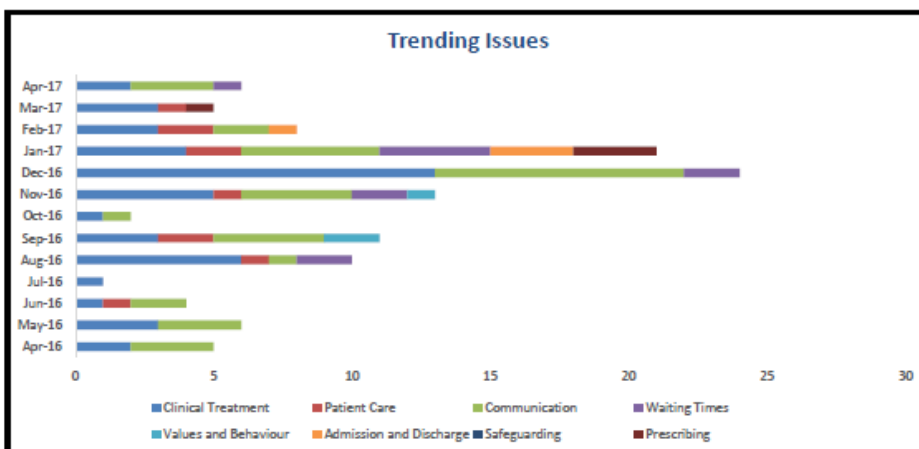
Notes:
 April 2017: 4 complaints received
 Subjects of complaints include:
 2 clinical treatment
 0 communication
 0 admission and discharge
 7 values and behaviour
 1 waiting times
 0 safeguarding
 0 prescribing
 2016 average monthly complaints received = 4



Notes:
 April 2017:
 There were no responses due in April for Grantham
 2/15 of overdue complaints against the total number of complaints open

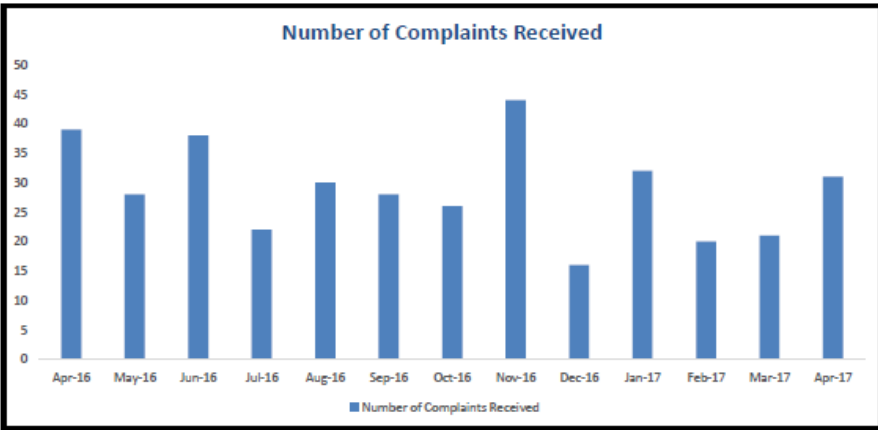


Notes:
 April 2017:
 15 complaints open
 6 within timeframe
 2 overdue
 5 ongoing
 1 PHSO/IR
 0 awaiting closure/1 signing
 2 overdue responses for April



Notes:
 April 2017:
 Top 3 themes for complaints for April were:
 . Communication
 . Clinical Treatment
 . Waiting times

Lincoln



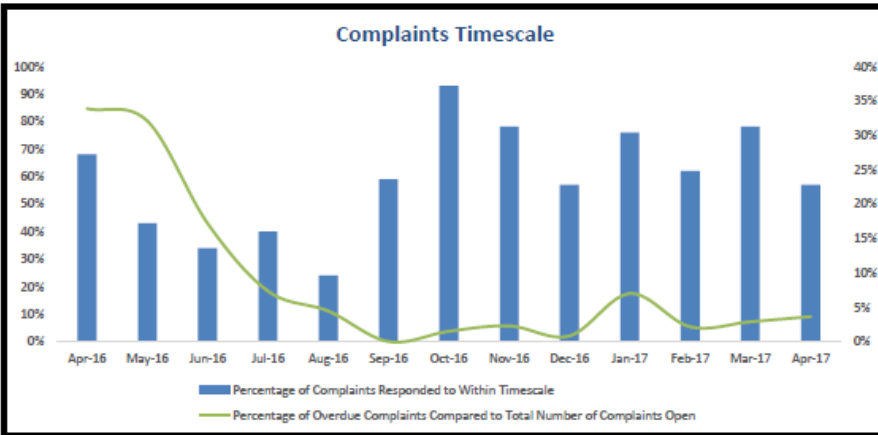
Notes:

April 2017: 31 complaints received

Subjects of complaints include:

- 34 clinical treatment
- 35 communication
- 4 admission and discharge
- 7 values and behaviour
- 4 waiting times
- 0 safeguarding
- 2 prescribing

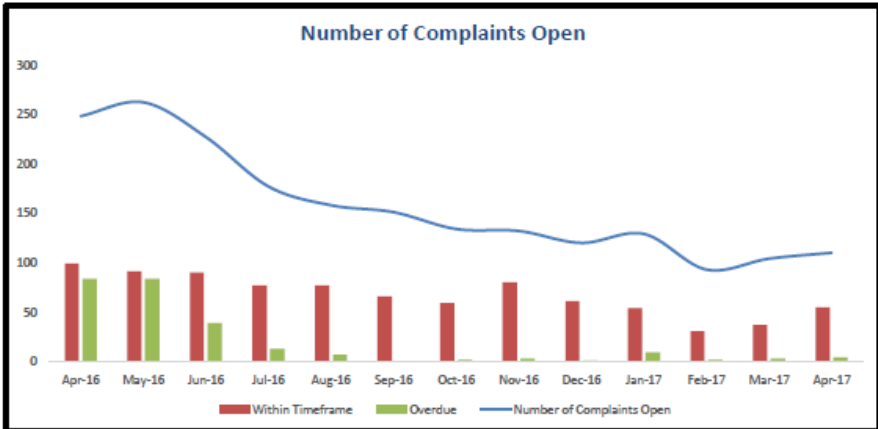
2016 average monthly complaints received = 29



Notes:

April 2017:

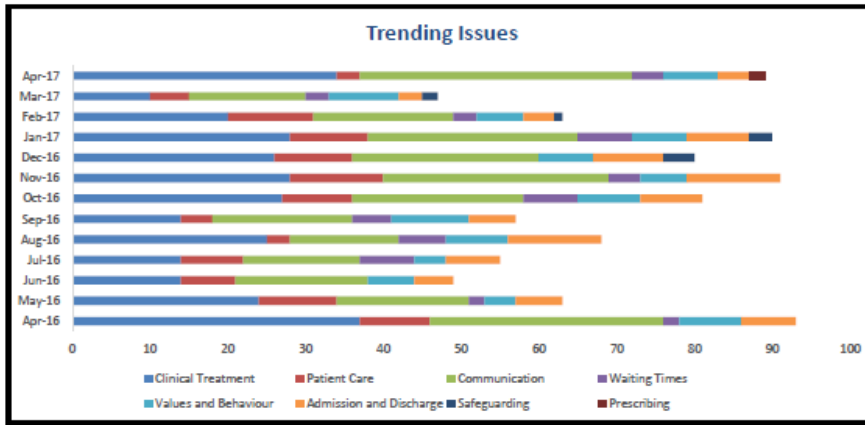
- 8/14 complaints responded to within timescale 56%
- 4/110 of overdue complaints against the total number of complaints open



Notes:

April 2017:

- 110 complaints open
- 55 within timeframe
- 4 overdue
- 15 ongoing
- 8 PHSO/IR
- 23 awaiting closure/5 signing
- 4 overdue responses for April



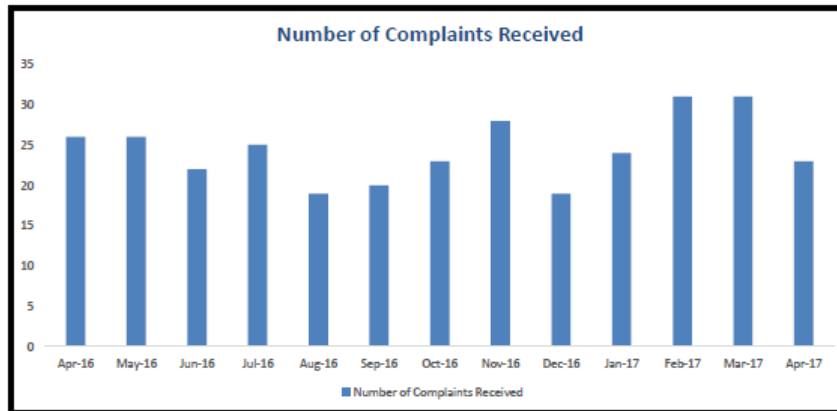
Notes:

April 2017:

Top 3 themes for complaints for April were:

- . Communication
- . Clinical Treatment
- . Values & Behaviours

Pilgrim



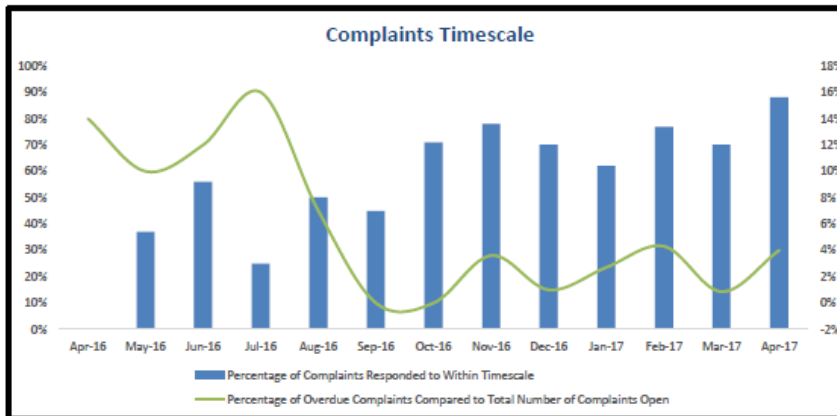
Notes:

April 2017: 23 complaints received

Subjects of complaints include:

- 34 clinical treatment
- 35 communication
- 4 admission and discharge
- 7 values and behaviour
- 4 waiting times
- 0 safeguarding
- 2 prescribing

2016 average monthly complaints received = 24

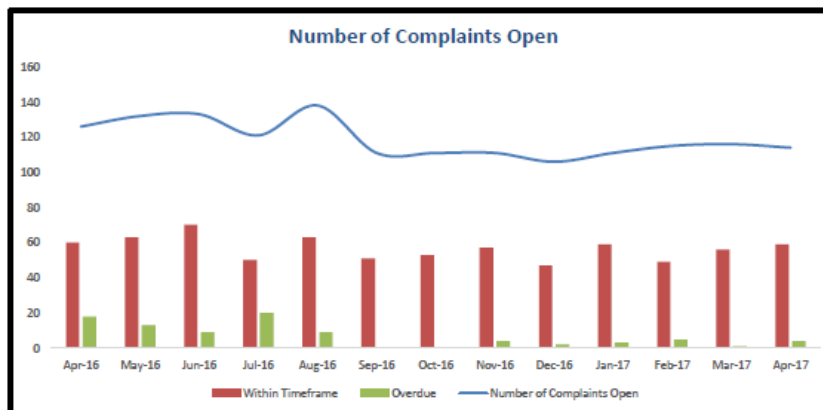


Notes:

April 2017:

15/17 complaints responded to within timescale 88%

4/114 of overdue complaints against the total number of complaints open

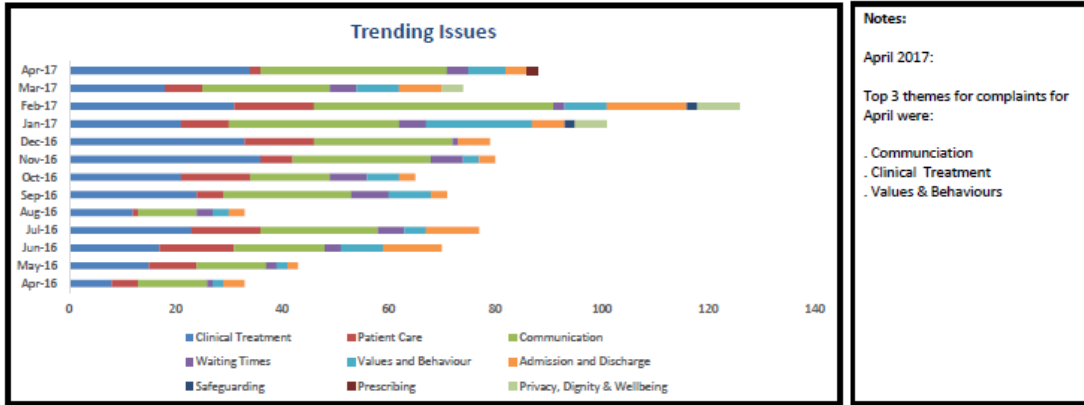


Notes:

April 2017:

- 114 complaints open
- 63 within timeframe
- 4 overdue
- 19 ongoing
- 9 PHSO/IR
- 15 awaiting closure/4 signing

4 overdue responses for April

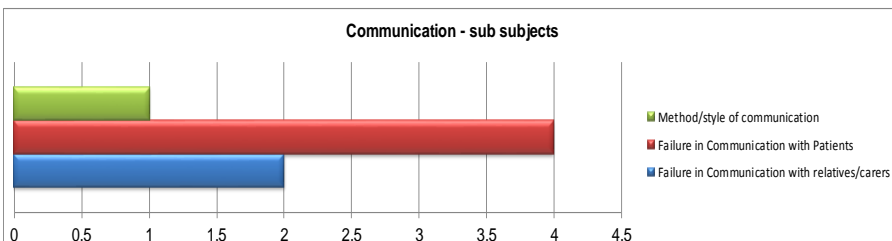
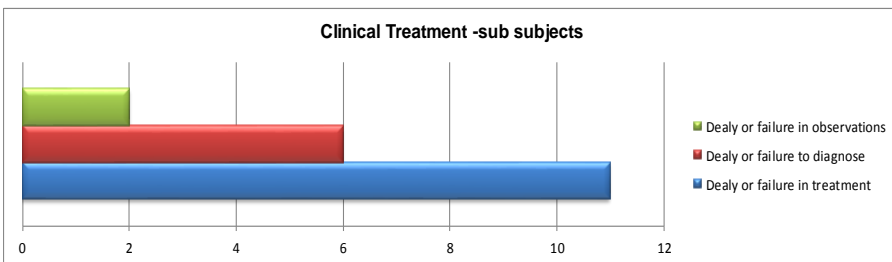
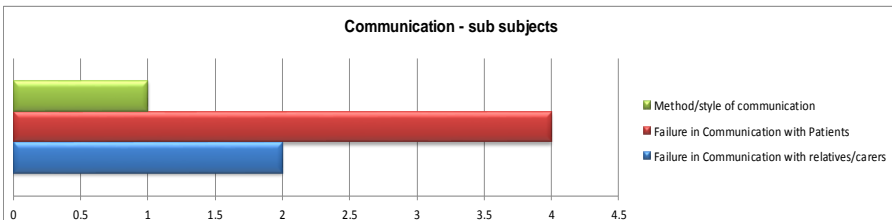
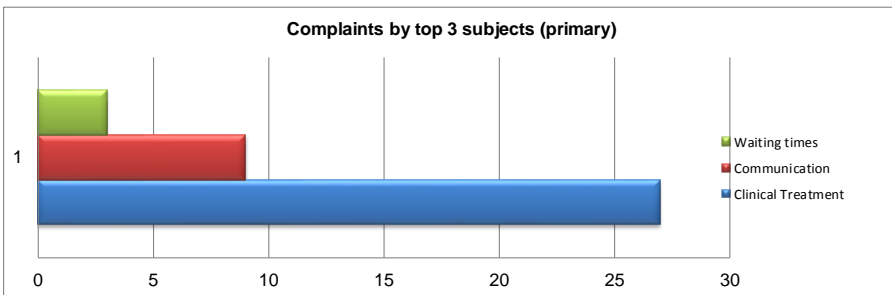


Notes:

April 2017:

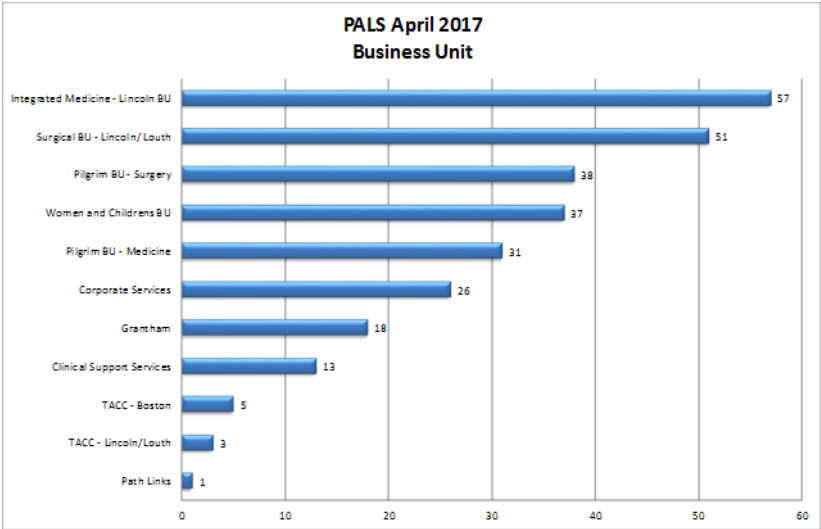
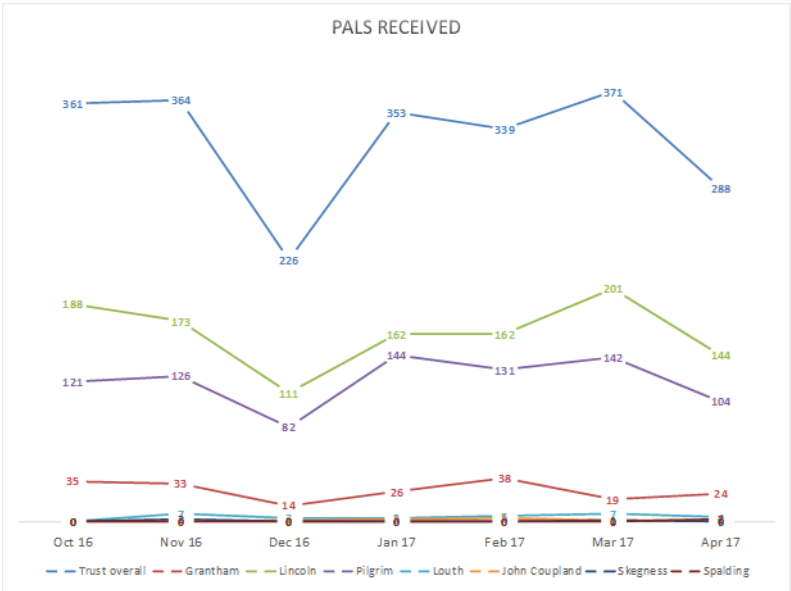
Top 3 themes for complaints for April were:

- . Communciation
- . Clinical Treatment
- . Values & Behaviours

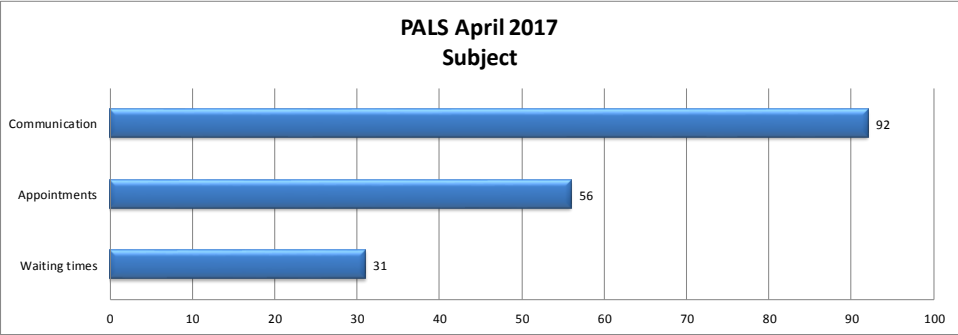


PALS

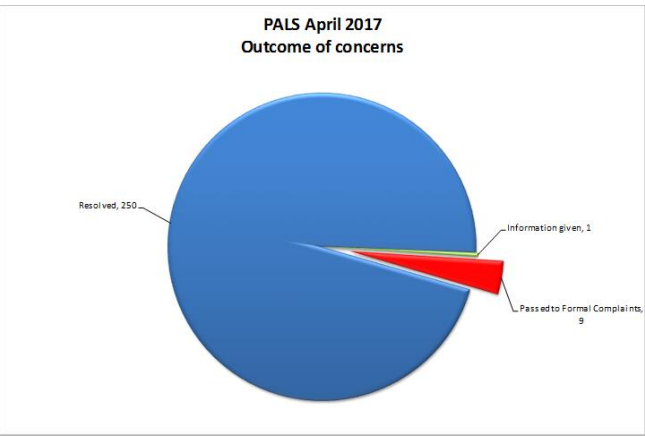
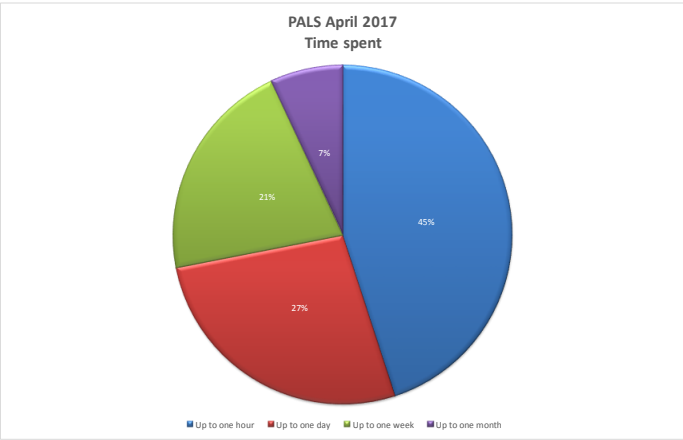
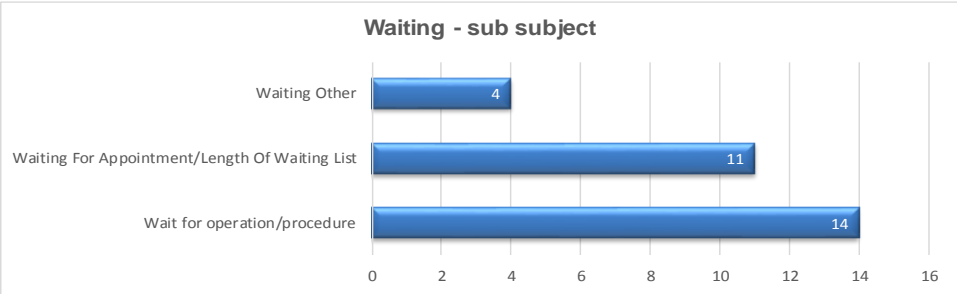
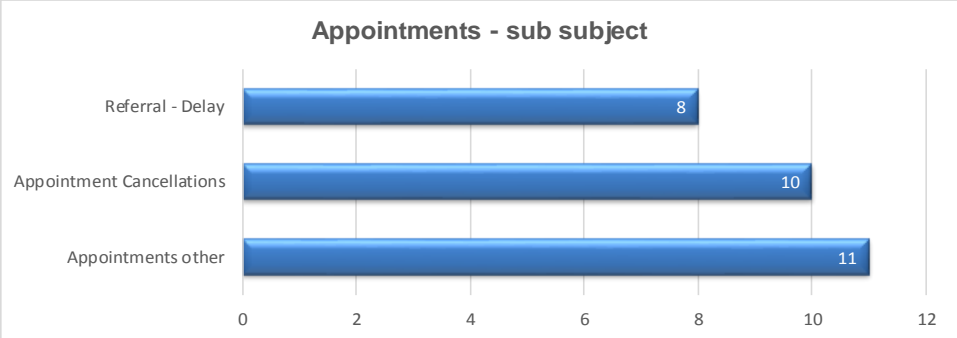
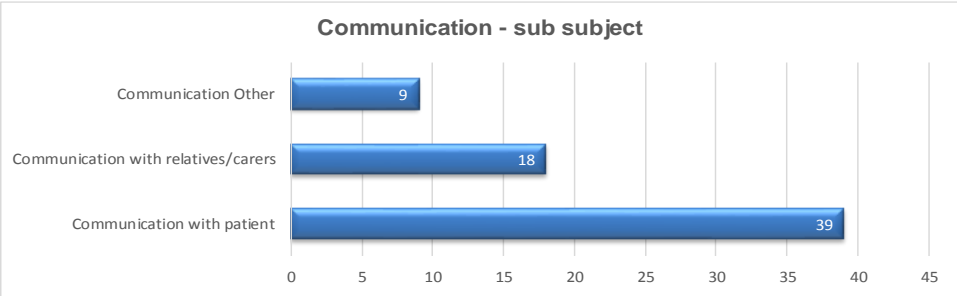
288 PALS concerns were received in April 2017.



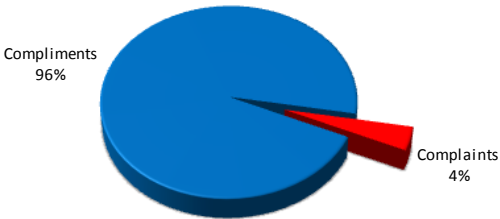
Top 3 subjects



Top 3 sub subjects



COMPLIMENTS



The ratio on compliments vs complaints for April is **25:1***

FRIENDS & FAMILY TEST

The table below shows April performance against ULHT internal target and the variance against March performance.

Stream	Would recommend			Would not recommend		Response rate		
	Monthly performance	Against target	Change from last month	Monthly performance	Change from last month	Monthly performance	Against target	Change from last month
Trust overall	91%	n/a	0%	4%	0%	17%	n/a	0%
Inpatients	91%	-6%	2%	4%	-2%	29%	3%	-3%
Emergency care	82%	-5%	2%	10%	0%	22%	3%	0%
Day Case	95%	-2%	1%	2%	0%	24%	-2%	1%
Outpatients	93%	-1%	0%	3%	1%	16%	2%	-1%
Paediatrics	85%	n/a	1%	9%	-2%	4%	n/a	1%
Therapies	95%	1%	0%	2%	1%	31%	17%	1%

Antenatal community	100%	2%	5%	0%	-2%			
Labour Wards	100%	3%	12%	0%	-6%	3%	-20%	-1%
Postnatal wards	81%	-14%	-4%	12%	-4%			
Postnatal community	97%	-1%	2%	0%	0%			

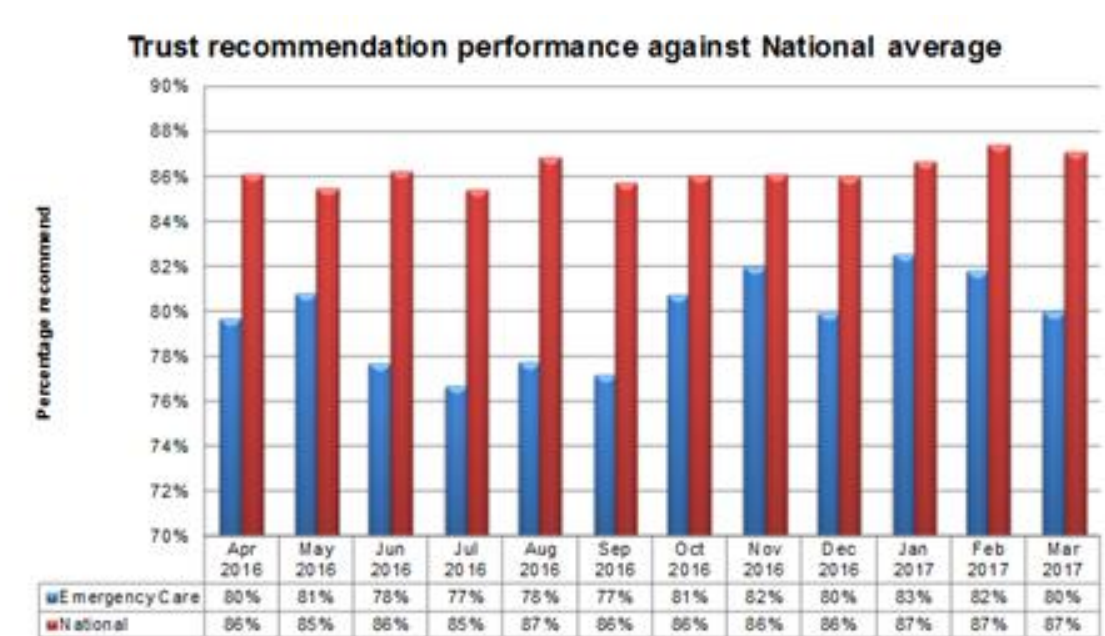
April Headlines:

- Trust overall **static**
- IP **2% improvement**
- EC **1% improvement**
- Day case **1% improvement**
- Therapies **static**
- Paediatrics **1% improvement**
- Outpatients **static**

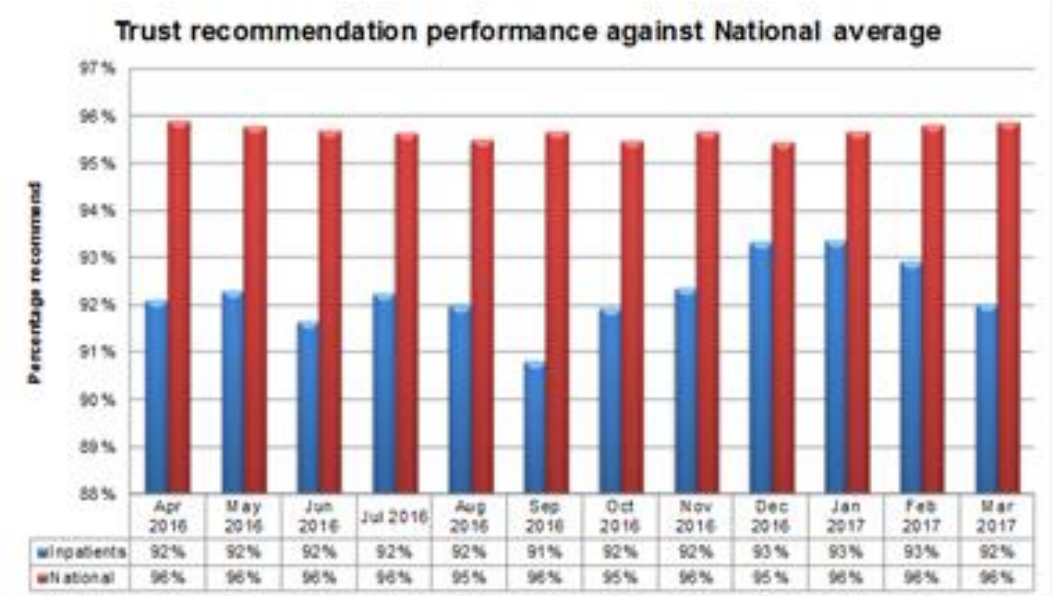
Benchmarking

This is a national temperature check for the Trust against all other NHS acute trusts. The FFT does not provide results that can be used to directly compare providers because of the flexibility of the data collection methods and the variation in local populations. This means it is not possible to compare like with like. There are other robust mechanisms for that, such as national patient surveys and outcome measures.

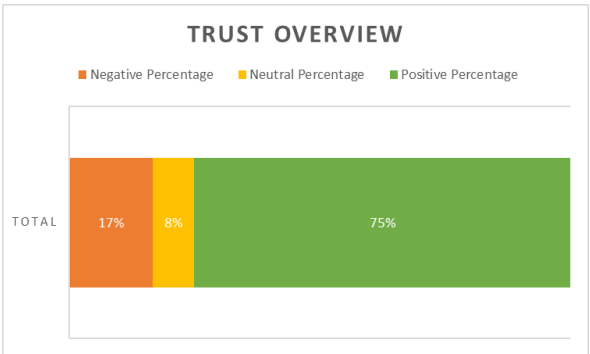
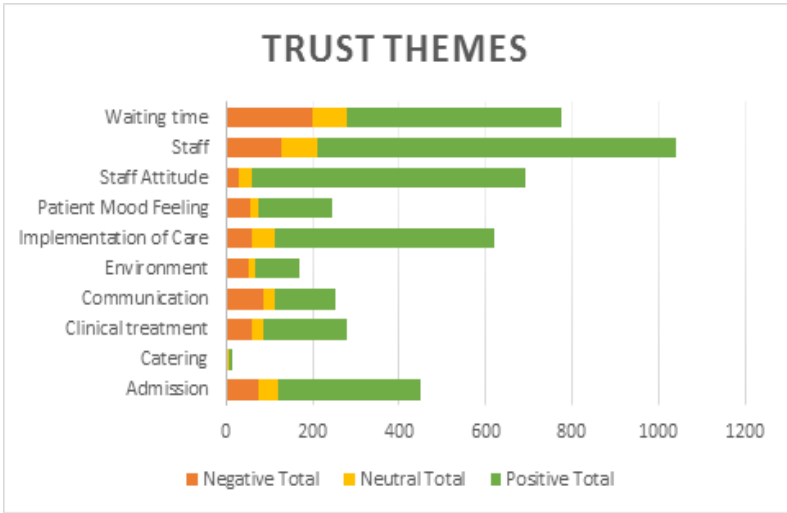
Emergency care – ULHT is still below national % recommends. Comparison with the published March national data shows a slight decrease in the % recommends and has resulted in ULHT being ranked 124th against 141 Trusts compared to 118th for February 2017.



Inpatients including day case – ULHT is still below the national % recommends; scores dropped in September but lifted marginally in October & November. A comparison against the national February published data shows ULHT a slight increase in % recommends. Benchmarked with 173 Trusts ULHT is ranked 127th which is compared to 147th in February.



The charts below show the overall number of positive, neutral and negative themes based on all FFT comments by theme. There has been a slight improvement within the positives over the last month at 75% and there has been a reduction in the negatives down to 17%.



Recommendation rates - April 2017

Response rates - April 2017

Area	%age recommend	%age non recommend
Day Case	95%	2%
Emergency Care	82%	10%
Inpatients	91%	4%
Maternity Birth	100%	0%
Outpatients	93%	3%
Paediatrics	85%	9%
Therapies	95%	2%

Area	Response Rate
Day Case	24%
Emergency Care	22%
Inpatients	29%
Maternity Birth	3%
Outpatients	16%
Paediatrics	4%
Therapies	31%

The charts below show the Trust rankings for all nationally published FFT streams, both for recommendation and response rates (again noting the caution in comparisons)

ULHT ranking against national data

Recommendation rate														
Ranked out of*	Stream	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	
141	Emergency Care	123	119	131	127	130	130	115	114	119	108	119	124	
173	Inpatients	157	156	157	158	153	161	152	158	143	147	147	127	
233	Outpatients	176	181	179	161	167	151	162	163	155	167	189	174	
135	Maternity Antenatal	1	1	103	1	116	46	1	83	81	1	102	80	
135	Maternity Birth	1	1	121	1	118	1	1	1	1	1	121	127	
135	Maternity Postnatal ward	123	108	40	115	90	110	78	99	111	96	120	122	
135	Maternity Postnatal community	87	79	76	1	1	101	1	1	1	1	75	94	

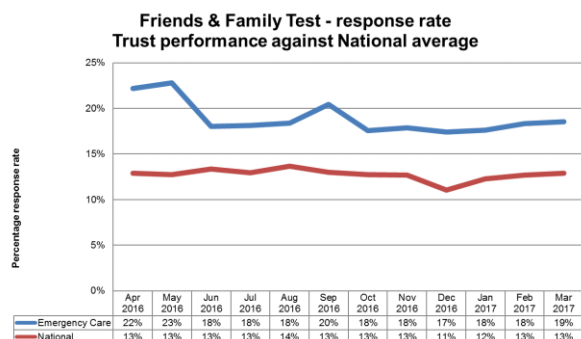
Response rate														
Ranked out of*	Stream	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	
141	Emergency Care	23	17	39	39	42	26	45	39	30	40	40	38	
173	Inpatients	103	98	111	108	109	101	101	109	114	91	111	81	
233	Outpatients	43	35	37	38	30	31	41	42	30	28	29	30	
135	Maternity Birth	130	130	129	124	126	126	128	131	129	131	130	126	

* 'Ranked out of' is an approximate figure, as the number of trusts can vary slightly month on month.

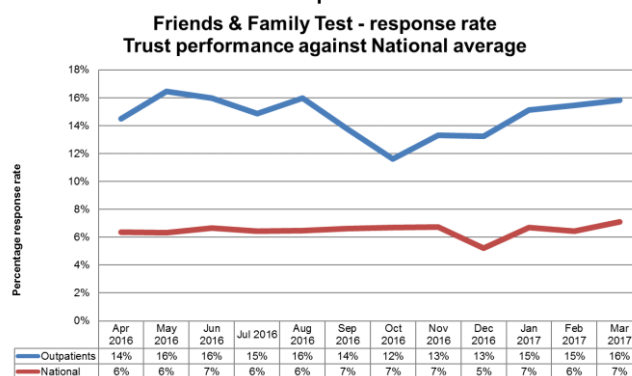
Response rates

The graphs below demonstrate that the Trust is well above the national average for response rates across emergency care and outpatients and only slightly below for inpatients.

Emergency Care

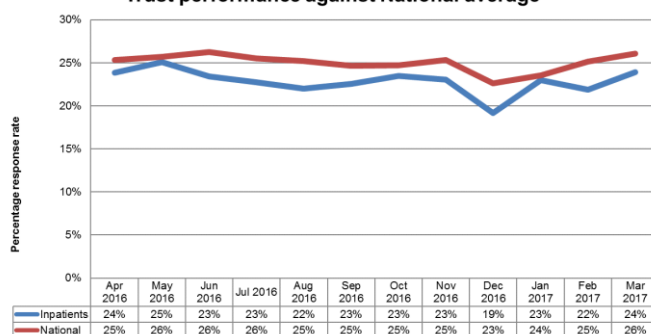


Outpatients



Inpatients

Friends & Family Test - response rate
Trust performance against National average



Maternity FFT

In April 2015, maternity services were mandated to ask the Friends and Family Test question across four main 'touchpoints':

1. Antenatal (36 weeks)
2. Labour ward
3. Post-natal ward
4. Post-natal community

Currently we ask the question via feedback card for touchpoints 1 and 2 (as these appointments occur mainly within the community setting) and via SMS and automated phone call for touchpoints 2 and 3. All NHS trusts are mandated to upload FFT data via UNIFY for touchpoint 2 only as NHSE became aware that identifying an accurate eligible population for touchpoints 1, 3 and 4 was complex and time-consuming. NHS England does not publish a response rate for touchpoints 1, 3 and 4.

As FFT is based on the discharge of a patient, we became aware that our response rate for touchpoint 2 was low, at around 3-4 %. The main issue was that patients were not being *discharged* but *transferred* to post-natal ward and as such were being excluded from the FFT survey extract. The Patient Experience team has worked with the Information Services team for the last six months to adjust our datasets, which will allow more accurate data to be reported on from June 2017. In addition a 3 month trial of a change to feedback cards at touchpoints 2 and 3 has commenced to encourage more feedback to be gathered.

The change to feedback cards for FFT will have a financial impact within the FFT contract value as seeking feedback via card is more expensive compared to SMS and automated phone calls. Costs will be monitored during the pilot phase and a full evaluation will be undertaken; adjustments can be made elsewhere such as reducing surveys in other areas to ensure budget is maintained.

During April - **11,825** FFT ratings for FFT and **9,424** individual comments were received.

Themes		
Positive Themes		
Staff	3,876	41%
Staff attitude	3,569	38%
Clinical Treatment	1,941	21%
Waiting time	1,189	13%
Implementation of care	1,188	13%

I was treated with genuine compassion, I was spoken to like an adult and everything explained so they I could understand it, I didnt feel rushed or as if I was wasting time or holding any one up and absolute respect was shown in all aspects of my appointment

Negative Themes		
Waiting Time	270	3%
Staff	177	2%
Communication	166	2%
Clinical treatment	104	1%
Implementation of care	76	1%

I suffer with ehlers danlos syndrome and had dislocated my ankle. Every one off your staff that saw me treated me with dignity and care even though they didnt understand my condition they asked about it and treated me very well. Thank you

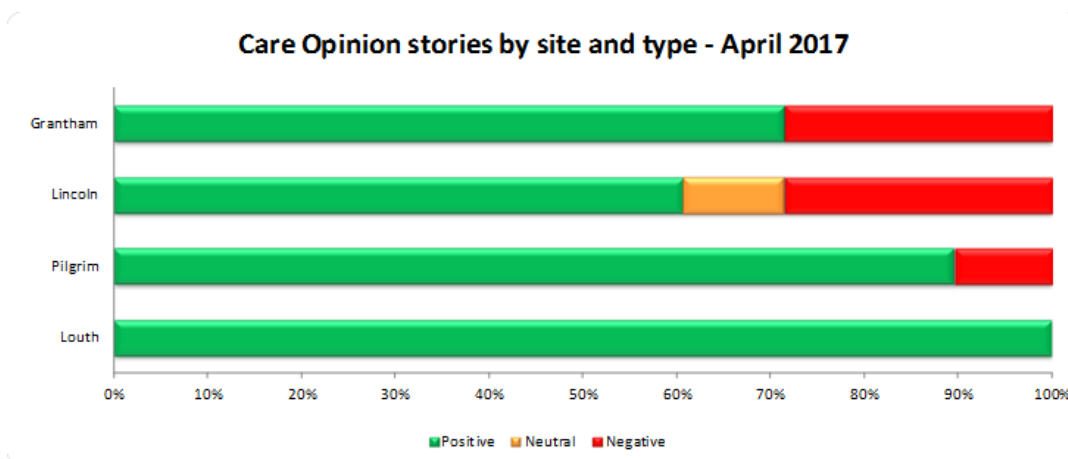
The day was actually fine, but I had been ringing for weeks beforehand to ask a question and no one ever answered. I then fell ill a few days later and spent a whole afternoon ringing for advice and no answer. Ended up at A&E

Reception was to busy talking to each other about their social life to help me so a volunteer gave me directions ! Then the consultant didnt bother with an examination or prescription for an infection just made a follow up appointment for 7 months !

CARE OPINION

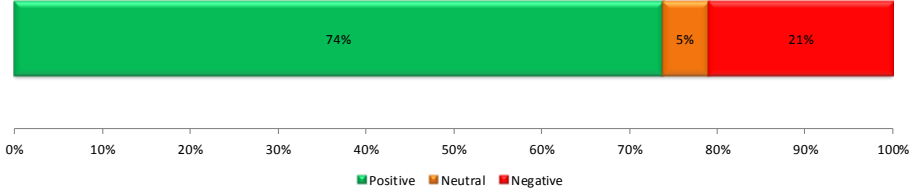
On 1st May 2017 Patient Opinion changed their name to Care Opinion. Patient Opinion were aware that many of people who are not patients want to share their experiences of care to make a difference which included relatives, friends, carers, advocates, volunteers and even staff. Also they are working with ever more services where people do not necessarily see themselves as patients. For example, many people using mental health services, drug and alcohol services, learning disability services and residential care services do not call themselves patients. They also recognised over recent years there have been determined efforts to “integrate” services across the health and social care divide so they wanted to make it easy for people to share stories which are about health care, social care, or both, in one place, without adding any unnecessary confusion.

64 stories have been posted during April and have been read **10,333** times. This equates to each story being read **161** times.



Total number of stories by site					
Grantham	Lincoln	Pilgrim	Louth	Not known	Spalding
7	29	23	3	1	1

Care Opinion stories by type - April 2017



Emergency admission via A&E resus to Stroke unit

Lincoln County Hospital (read 503 times)

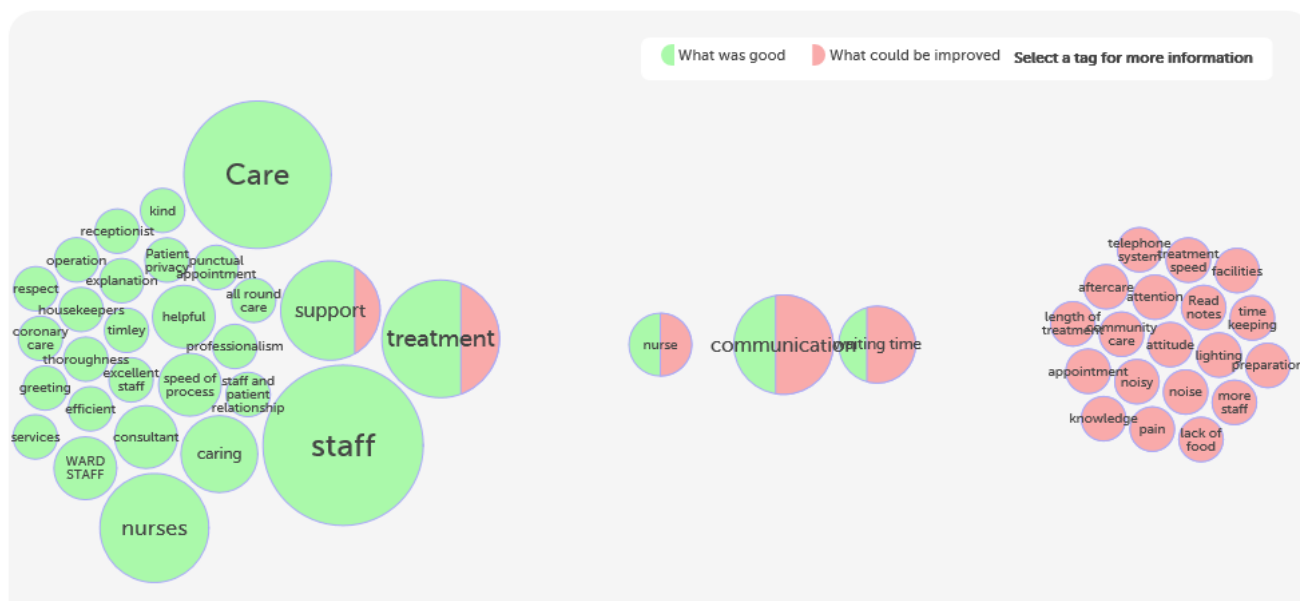
My mother was admitted as an emergency by ambulance and went straight into resus at around midnight. In resus she was treated very quickly and efficiently with the utmost care and respect maintaining her dignity wherever possible. In the early hours she was subsequently transferred to the Stroke unit where the level of care was exemplary in all aspects. She was admitted efficiently and staff were both kind and courteous keeping me (carer) fully informed throughout. The stroke unit medical staff explained what was going on and all staff were kind and caring throughout the end of life situation for my mum even providing a side room for privacy in her final hours. Despite the sad ending this whole situation was made as good as it possibly could be thanks to the dedication and care shown by all the staff on the stroke unit especially. Thank you all for the kindness shown, keep up the good work.



Dear Julie,
Thank you for taking the time to write such lovely comments, especially at such a difficult time. I shall ensure that your kind words are shared with the team on the stroke unit.
Kind regards Nicola Hewett, Clinical Nurse Educator - Stroke Unit

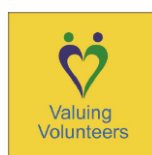
Tag bubbles

The bubbles are split according to how often the tag is used to say "what was good", or "what could be improved". This visualisation provides a lot of information in a very easy to understand way.



Tag bubbles – April 2017

VOLUNTARY SERVICES



Overview

- 38 new applications were received during the month, continuing an excellent level of interest compared to 23 last month.
- A total of 113 applications are currently being processed, whilst this clearly highlights the impressive interest in volunteering at the Trust it is putting strain on the administrative efficiency of applications.
- 8 new volunteers started with the Trust during April.
- A successful recruitment day was held at A/E Pilgrim and applications have been received.
- A new volunteer position was set up during the month in Grantham radiology department providing support within the unit.
- The training department e-learning platform for volunteers was successfully launched in April and now provides a comprehensive tool to ensure all volunteers can access and complete their core training.
- Long Service Award event invitations were sent to 108 volunteers who have achieved between 5 and 29 years' service, to be held in June across the trust.

Report Review

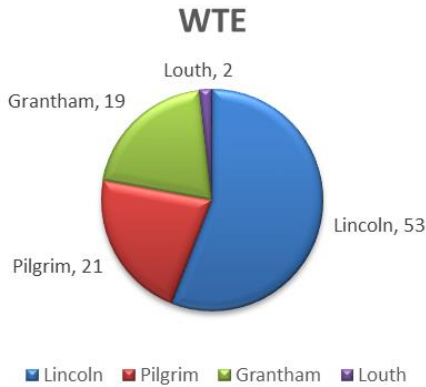
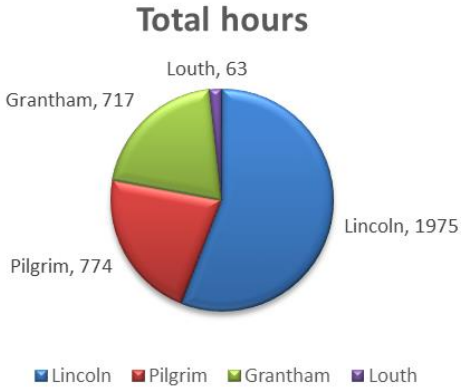
- Active volunteers at the month end numbered 265. A net increase of 4 for the month.
- 164 (62%) are based at Lincoln, 59 (22%) at Pilgrim, 39 (15%) at Grantham and 3 (1%) at Louth.
- The number of hours achieved was 3529 for the month, an decrease of 172 hours on last month due primarily to the Easter break and the Norovirus outbreak at Lincoln
- This total equates to 94 Full Time Equivalent staff (@ 37.5 hours per week).
- At the end of February 113 applications were currently being processed. Of these 32 people had been interviewed and had not yet started, 19 of which were booked onto the upcoming May staff inductions. The average wait time was 36 days since interview.
- 45 vacancy roles are currently being advertised on the ULHT Website and at the local Volunteer Centres across the County.
- 5 Volunteers left the Trust during the month and none of these were dissatisfied with their volunteering experience.

Volunteers Story

Unfortunately, over the years, my wife has been poorly in Hospital and I have always seen the nursing staff and housekeepers running around like mad things. So I said to my wife within 2 years of my retirement, if I am able, I would like to become a Hospital volunteer.

New Volunteer Activity					Total
	Lincoln	Pilgrim	Grantham	Louth	
New Applications	21	10	6	1	38
Started During Month	4	2	2	1	9
Applications in progress	33	16	21	4	74
Total	58	28	29	6	121

Volunteer Placements					Total
	Lincoln	Pilgrim	Grantham	Louth	
On Ward	37	7	5	0	49
Day Wards	24	10	0	0	34
OPD/Clinics	26	11	3	2	42
A&E/Assessment units	5	0	5	0	10
Pharmacy	6	0	9	0	15
Chaplaincy	12	17	4	1	34
Macmillan	7	7	3	0	17
Catering	29	0	0	0	29
Admin/Other	18	7	10	0	35
Total Active Volunteers	164	59	39	3	265
Total Hours	1975	774	717	63	3529
WTE	53	21	19	2	94



Patient Experience news and developments

Talking Mats Project

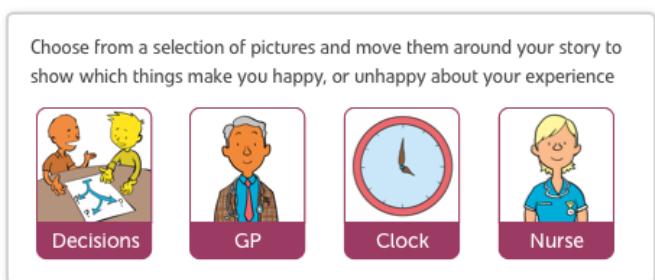
We have been approached by Care Opinion to become one of a few trusts to pilot and test an innovative way to seek online patient feedback using pictures.

The core mission at Care Opinion is to make it safe and easy for everyone to share their experiences of their care, and make a difference and are especially keen to make sure we all hear from those “seldom heard voices” – people who are ignored, marginalised, or find it hard to speak up.

Care Opinion have created a partnership with Talking Mats, a fellow social enterprise, with a mission to “help people organise thoughts and express views”. Thanks to encouragement and financial support from Life Changes Trust, they have been working on a project to make it easier for people with dementia to share their views and experiences of care online.

The Talking Mats system is simple but powerful. It is centred around placing pictures on a mat to reflect both the issues that matter, and how you feel about them. And of course, in the process, to have a conversation about what matters, and why.

Care Opinion wanted to make the Talking Mats approach available to people sharing their stories on Care Opinion website. The project team has spent time talking with people with dementia and their carers, to shape the set of pictures they needed to provide. And they have worked with the very skilled and thoughtful team at Numiko to make it simple for people to add and position pictures to help tell their story, if they want to.



Response from Janette Vyse, Deputy Head of Nursing, Patient Experience & Participation Lead, Birmingham Children's Hospital NHS Foundation Trust 3 weeks ago

We are preparing to make a change

Hello, I am very sorry to hear that this was your experience but thank you for taking the time to share it with us - I would really welcome the opportunity to discuss it in more detail with you to make sure it does not happen again - my contact details are below.

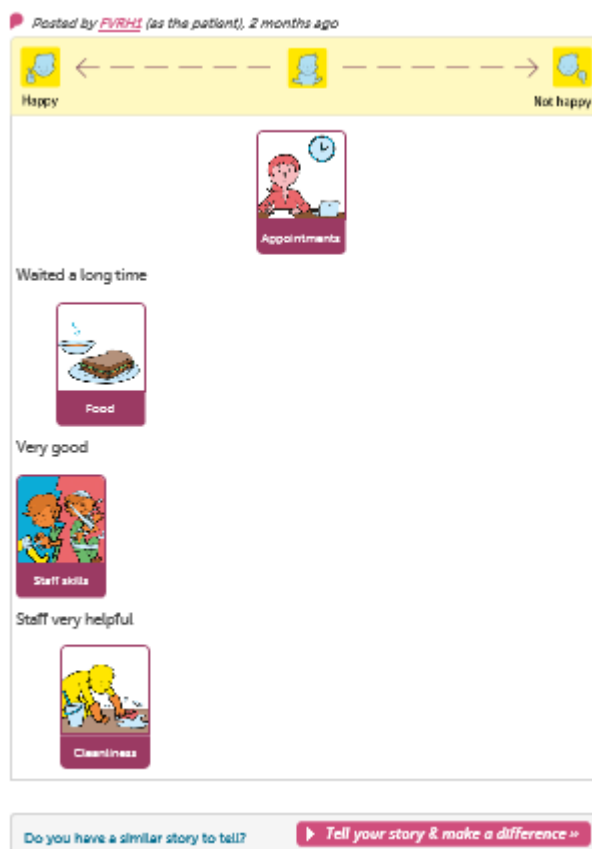


We would usually provide Mum's who are breast feeding with at least a drink, often a snack and a voucher to obtain discounted food in our restaurant. It would also be our usual practice to offer a syringe or bottle top up if extra feeds are required, I am sorry this did not happen.



In the meantime though please be assured we will use this feedback to improve our care. I will share your comments with a team of staff who are looking at how we 'make food better', this includes a review of providing food for Mum's who are breastfeeding and I have discussed this with our Health Promotion Practitioner, we will share it with our Ward Sisters to remind all staff of the importance of caring for Mum's who are breastfeeding as well as their baby.

I hope that both you and your son are making good progress.



ULHT will be piloting the project at Grantham Hospital during June and have several volunteers who will be seeking out stories from our patients using an iPad. The volunteers will be fully trained on how to use the new online website. We will send our full evaluation of the project to Care Opinion and our feedback will help shape the design and usability of the website before the national launch. Whilst the project has been aimed at patients with dementia, the pictorial story telling concept can also be used for seeking feedback

from children and those with low literacy levels. A further development following the testing phase will be the ability for trusts to respond back using pictures.

Caring for Carers

The Trust has a number of initiatives relating to how we ensure carers are recognised, involved and informed about a patient's care.

Carers Badge

The Carers Badge project launched a year ago initially piloting on a number of wards and now being rolled out across all areas. The feedback from carers has been extremely positive and as of April 30th 178 badges had been used.

GDH	5
LCH	50
PHB	123



Grand Total 178

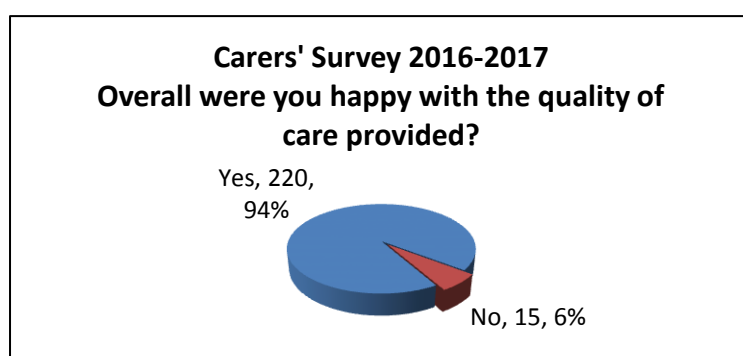
Our dementia practitioners and Carers First (Lincolnshire wide commissioned service providing advice, support and assessments for carers) are actively promoting the use of the badges as part of their roles and our PALS teams act as the coordinators. Forthcoming plans for the 2017 Carers Week in June include raising further awareness of the badge.

Carers surveys

For the last 2 years continuous surveys have been offered to carers through volunteers and through our PALS service. The surveys have proved extremely valuable though being an additional task are very much dependent on surveyors capacity and as a result response rates are variable. It is hoped going forward that increased volunteers will enable a more consistent approach. The carers survey itself is currently being updated to reflect recent developments.

Carers surveys completed by month 2016 - 2017	
Month	Number
Apr-16	23
May-16	20
Jun-16	33
Jul-16	19
Aug-16	28
Sep-16	10
Oct-16	11
Nov-16	29
Dec-16	34
Jan-17	1
Feb-17	19
Mar-17	12
Total	239

Carer relationship to patient 2016 - 2017	
Month	Number
Husband	65
Wife	54
Daughter	26
Mother	21
Son	17
Partner	9
Sister	7
Father	6
Friend	6
Relative	6
Carer	5
Sister in law	4
Granddaughter	3
Other	3
Grandson	2
Brother	1
Fiancé	1
Son/Daughter in law	1
Total	237



Carers First

The new county provider has now implemented support coordinators on each of our hospital sites who work closely across all our wards liaising with clinical teams, discharge teams and social work providing information, advice and guidance looking holistically on all aspects a carers needs; for example:

- Supporting conversations with people including GPs, social services and hospitals
- Offering opportunities to access practical training to with the caring role, e.g first aid
- Supporting to maximise household income by assisting with checking eligiibiity for benefits and financial support
- Completing a carers assessment to find out if eligible for additional support.
- Provide oppotunities to attend support groups and activities
- Stay in regular contact through a Carers Hub phone line, website, monthly e-bulletins and regular “What’s On” guides
- Supporting a carers emergency reponse plan

This is an exciting new hospital based service and is bedding in well and already proving extremely beneficial. The locality manager has been invited to join Patient Experience Committee to ensure carers needs are considered and addressed and to reiterate the importance of seeing our carers as expert partners in care.

Johns Campaign

John’s Campaign is a national camgign founded in November 2014 by Nicci Gerrard and Julia Jones. Behind its simple statement of purpose lies the belief that carers should not just be allowed to stay with a patient in hospital but should be welcomed, and that a collaboration between the patients and all connected with them is crucial to their health and their well-being. John’s Campaign applies to all hospital settings: acute, community, mental health and its principles could extend to all other caring institutions where people are living away from those closest to them. ULHT were one of the first 100 Trusts to sign up to the campaign and our Carers Badge is a core way for us to honour its principles. The essence is also captured within our Enhanced Care procedures. In 2017 the Women’s Institute have formally supported Johns Campaign and in March of this year the Lincolnshire federations presented the Trust with over 400 knitted twiddle mitts for our dementia patients and over 450 bags of toiletries for carers to use if they stay with the patient in hospital. We offer a toiletry bag when someone comes to collect a carers badge and we have also distributed the bags to our admissions units.



Everyone – Carers Quality Award

Follwing the Trust’s sign up to the national John’s campaign we have been working with Every-one (formerly Lincolnshire Carers and Young Carers Partnership) who have been commissioned by Lincolnshire County Council through the Lincolnshire Health and Wellbeing Board to develop and establish a Carers Charter/ Quality Standards Award which sets out key principles in the recognition, value and support of carers and will become a recognised symbol of quality.

Within the Patient and Carer Experience Strategy 2016-2019, we promote the Quality Standard Award across the trust. The key benefits of the programme are:

For the Trust

- Recognised by CQC as an example of good practice
- Raises Awareness
- Supports patient experience
- Supports discharge process
- Creates consistent approaches in practice
- Ensures awareness and effective methods of support

For Carers

- Raises the profile of carers
- Overcomes barriers
- Creates avenues of support
- Develops a culture of understanding
- Reduces inequalities
- Ensures consistency

Clayton Ward at Lincoln has become our first accredited ward, and Ward 3B at Pilgrim has commenced their journey to accreditation.

Carers Week 2017

Carers Awareness Week 2017 runs from 12th June and awareness stands will be in place across all our sites during the week jointly run by Carers First and ULHT and supported by our volunteers. The stalls will highlight and feature some of the above initiatives with information and advice.