

Healthwatch Worcestershire
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Amy Neary,
Personalised Care Manager,
NHS Herefordshire & Worcestershire.

By email

12.07.22

Dear Amy,

Re Empowering Carers at Hospital Discharge

Thank you for sharing the papers that have been developed for this project – the Personalised Carer Checklist and the Personalised Carer Plan.

We very much welcome all of the work that has been undertaken by yourself and partner organisations to take this forward. Our work on Patients Experience of Being Discharged from Worcestershire Hospitals during Covid-19 highlighted once again the importance of good communication between patients, carers and health and care services and the difficulties that can be experienced when this does not take place. The consistent use of the documentation you have developed would help to facilitate this. We are very keen therefore to see this work integrated across NHS and social care services in Worcestershire.

Can you please provide an update on:

How NHS and social care providers plan to use both the Personalised Carer Checklist and the Personalised Carer Plan in their settings.

In particular:

1. Who will have responsibility for identifying carers?
2. Who will work alongside carers to enable them to complete both the Personalised Carer Checklist and the Personalised Carer Plan and answer the questions raised?
3. How will the Personalised Care Plan be fed back into, shared and operationalised across health and care services?
4. Is it the intention that both of these documents will form part of the Shared Care Record?

We appreciate that this is a new initiative, and no doubt services are currently developing their responses, which may evolve over time. Nevertheless, an update on the current status of these important documents and the projected timeline for when they will be in use across the system would be appreciated.

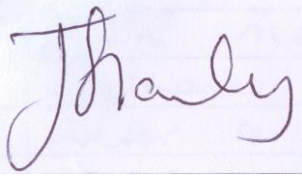


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As per the legislation, can you please respond within 20 working days – i.e. by 9th August 2022. If this time frame is difficult to achieve, please do get in touch.

Yours sincerely

A handwritten signature in purple ink, appearing to read 'J Stanley', on a light blue background.

Jane Stanley
Director, Healthwatch Worcestershire

