



Nottinghamshire
Carers
Association

01773 833 833

info@nottinghamshirecarers.co.uk
www.nottinghamshirecarers.co.uk

Carers in Employment Case Study

Nottinghamshire Carers Association



Carer-friendly
Employer 2023

Nottinghamshire Hospice

Nottinghamshire Hospice is a registered charity founded by a group of local people in 1980 who believed that everyone has a right to expect care and a death which:

- respects and celebrates their life
- is dignified
- is in a place with those around them that they care for

Employing 131 members of staff and 210 volunteers, everyone involved in Nottinghamshire Hospice is part of their family, whether volunteers, supporters, carers or staff. The Hospice team support all aspects of the work, which is achieved across a number of departments and teams:

- Board of Trustees and Executive Team
- Care teams which include support services, therapy and wellbeing and hospice in your home
- Our volunteer, fundraising, marketing and retail teams ensure that we can plan ahead by raising resources and money to support our care
- Our catering, maintenance, transport, finance and human resources teams who make our work possible.

Supported by amazing volunteers in every department and team within the organisation.

The Challenge

The Hospice's awareness and support for the carers of their patients was very evident. And, the Hospice already had a number of carer friendly procedures in place to support its own staff, but they wanted to look at ways of improving this and adding more value for their teams. For example, how unpaid carers could be better identified, how information and support could be supplied in a sustained and accessible way, whether someone was applying for a position, newly employed or an existing employee.



The Solution

A review of existing support was carried out, from which an action plan was created, this included:

- Securing approval from corporate management team
- Creating a carers policy and undertaking a review of existing family leave and flexible working policies
- Reviewing recruitment procedures and made changes
- Reviewing induction to incorporating carer awareness and support
- Via NCA training multiple teams in carer awareness.
- Seeking volunteers for carers champion role
- Carers champions trained by NCA
- Include carer support in regular line management and supervision meetings
- Use staff questionnaire to help identify carers
- Use existing comms resources to communicate to all staff, including staff noticeboards, intranet and website, newsletters
- Achieved the NCA Carer Friendly Employer quality mark.

Feedback

"Working collaboratively with Nottinghamshire Carers Association has been an absolute pleasure. The support, guidance and training that they have provided has been invaluable and has enabled us to broaden our support to our own staff.

With the advice from Jayne, we are working on a carer's policy and now have carers champions in place. They have received training from NCA and are on hand for our staff, who are also carers in a personal capacity, to speak to about additional support such as flexible working and a carer's passport plus information and increased awareness of the support available across the County and City".

Kate Martin
Palliative Care Practice Lead

