**Carer Lead Role Summary: HEALTHCARE**

**Role Purpose:**

* To support the Directorate to increase carer engagement across the hospital and wards.
* To build on and develop interventions that identify and support carers.
* To provide feedback to the Directorate of Carers Lead monthly on trends and themes which have raised from Carers.
* To increase the amount of carer feedback via surveys.

The role holder will:

* Support the Cygnet Hospital to further develop its work with relatives and carers ensuring that it meeting the Carer Strategy standards.
* To work in collaboration with the MDT to support communication.
* Support relative and carer groups to become established on the wards in the hospital.
* To increase involvement of relatives and carers in activities across the hospital.
* To be involved in specific carer led and co-produced service improvement projects with particular emphasis on further developing and supporting engagement and involvement.
* To facilitate the participation of families and carers and their service users in the overall work of within the hospital.
* To input / support relative and carer input into Hospital local governance.
* To meet monthly with the Directorate of Carers Lead to provide monthly updates.
* To attend Regional Carer Networks events.
* To work in partnership with the voluntary community sector especially Carers Organisations
* To continue the development of joint initiatives so that they are culturally and socially appropriate for our service users and their carers.
* Be required to work some evenings and weekends per month (to be agreed) to facilitate work with relatives and carers.

**Organisational Position and Professional Governance**

**Director of Nursing**

**Directorate of Carers Lead**

**Hospital Senior Management Team**

**Regional Carer Leads**

**Ward Lead Carer**

**Key Responsibilities:**

* To act as the Carer lead on Cygnet Hospital Bierley concerning issues relating to carers and families of service users and to encourage ward staff to always think of the wider family and carers.
* To ensure all required contacts are completed with relatives and carers in line with Cygnet policies and procedures and that all the documents are sent.
* To encourage all staff to provide direct support to families and carers in each ward team by meeting with them, signposting them and helping them to understand services and to have a valuable input in the care of their loved one.
* To co facilitate a bi monthly group for carers across all Cygnet Hospital Bierley.
* To update information on the wards for families and carers posters, leaflets etc. on display for carers and for other staff members
* To engage with external stakeholders in the voluntary and statutory sector to work alongside them to increase collaboration and partnership work .e.g. Local Carers Support Group.
* To develop substantial knowledge of the carers services/resources in the hospital area.
* To audit patient care records to confirm carer contacts and compliance with policy.
* To build and link with a network of ward carer champions.
* To be involved and present updates at the Hospital site local governance.
* To highlight carers issues to be discussed at meetings with the Directorate of Carers Lead.
* To be involved in regular ward carers surgeries
* To support the Directorate Carers Lead with facilitating the quarterly forum for ward carers leads.
* To keep updated with policy change around carers and to update the ward teams.
* To support the implementation of best practice and/or accreditation in relation to carer initiatives at site. To ensure relevant evidence is collated and submitted.

**Communications and Working Relationships**

* Carers; family/friends: daily
* Ward multidisciplinary teams: daily
* At least monthly with the Directorate carers lead:
* Monthly Externally: Contact with local voluntary and statutory agencies: as required

**Summary**

This role summary is an outline of the key tasks and responsibilities of the role and the role holder may be required to undertake additional duties. The role may change over time to reflect the developing needs of the Cygnet service.