

**NHS ENGLAND
CARERS WELCOME**



John's Campaign Pledges

**from the Acute Hospital Trusts,
Mental Health & Community Trusts
& Clinical Commissioning Groups**

Presented to Jane Cummings, June 11th 2018

Introduction

This book is for Jane Cummings who has been Chief Nursing Officer for NHS England all the time that this work has been being done.

We would like to thank you, Jane, for supporting this work with your heart as well as your head and always being ready to think about the experience of families and loving friends in hospital from a personal as well as a professional perspective.

As a nurse leader you have championed the 6Cs of nursing: care, compassion, courage, communication, commitment and competence. You will find plenty of examples of those qualities in this book. You have encouraged nurses to take a new pride in their work and to take initiative and responsibility. That's what so many of them have been doing, together with all of their colleagues who work in England's hospital system.

The first pledges to welcome carers of people with dementia into hospitals without restriction were published on the *Observer* list in July 2015. It has taken almost three years to reach this point where all of the acute hospital trusts in England are committed to welcome carers, though it is not yet universal through all their services, nor in the mental health and community sectors.

The first section of this book focuses on the pledges from the acute trusts, 152 of them. These include the specialist hospitals who have historically had accommodation available for family members and have not therefore been a focus of our campaign. (You have only to look at the example of Liverpool Heart and Chest Hospital, however, to see how far a true welcome can extend beyond the mere provision of accommodation.)

The first general hospital trusts to pledge were Imperial College Healthcare in London and the two Bristol trusts. They were soon followed by others and within a few months we had reached our First Hundred. These trusts hold a special place in our hearts.

Returning to look at their pledges almost three years later, the differences are striking. Many of those first hundred pledges were limited to the elderly care wards and people often declared nervously that they had "no special overnight facilities". When they have been asked to look at them again, to be included in this presentation to you, almost everyone whose pledges were limited, has asked for them to be upgraded. People have tackled the challenge of overnight support, have bought camp beds and recliner chairs and provided carers rooms and meals at staff prices. They have understood that a welcome to carers needs to extend throughout the hospital, from the admission department to the discharge lounge and all the specialist treatment facilities.

For the purposes of this book, the acute trusts were offered the opportunity to provide a supportive statement, ideally from someone quite senior, and an image illustrating the way they have put their pledge into practice. Very often the initial decision to pledge had been made by someone at a grassroots level — a dementia nurse or a ward manager but for Carers Welcome to become an embedded way of working, not dependent on any individual personality, the most senior managers must take ownership. And they have. You will read some impressively heartfelt and clear thinking statements from your Director of Nursing colleagues.

Likewise it seemed important, for this book, that there should be some concrete evidence that these pledges were actually being put into practice. That's why we asked for an image. The time to collect these has been very short indeed so it's been fortunate that over this last few years people have been sharing their resources in order to assist

their colleagues in other trusts. The John's Campaign website, built and maintained by Bertie Wheen, has become a repository of resources. These may be material things such as posters, passes and information packs but they are also records of experience in articles, blog posts and videos. This book will be a resource in itself and will be hosted on the website.

Hundreds (and I think I mean that literally) of people have contributed to this book. I'm grateful to all the communication officers who responded to our urgent pleas for material; to all the patient experience and safeguarding leads, the carer liaison workers and dementia nurses to whom they went for information; to the people who had already remembered to record what they were doing via their external hospital website.

No one could find us more time, however, so when you see pages which are not as well filled as you might expect, do not necessarily assume that the material was not there, only that there were not sufficient hours in the day to get it. Your colleagues in NHS Improvement are interested in taking this work forward. We hope this book will be useful to them but more that hospitals will use it as a way of learning from each other.

The three year period that has been covered here has also been a period of intense activity by major charities (The Alzheimer's Society, Age UK, Dementia UK, Carers UK and the Carers Trust are the ones that we know best) as well as by the NHS itself and major institutions such as the Royal Colleges. (Consider the evidence collected by the National Audit of Dementia for instance.) We are certainly not claiming that John's Campaign has been anything other than a catalyst that has sometimes helped people to remember the most basic human relationships that are vital to us all, from the beginning to the end of our lives.

People who are living with dementia have constantly guided and inspired us. It's a shame that none of those who we invited to today's celebration were able to attend (as far as I know). I would like to pay tribute to members of our own families who have been with us through this. That's our partners and children, of course, but it's the survivors from the older generation who have mattered most directly. Our campaign was inspired by Nicci's father (we wish it had not been) and it was a poignant moment when Nicci's mother Pat stood with her to open our London Conference in October 2016.

In the first weeks of the campaign my mother June wrote a letter on our behalf, which she can no longer remember, but which has touched the hearts of many. A photograph, taken with a cameraman and reporter on the day we reached our First Hundred and Anglia TV came to interview her, remained a cherished possession long after she'd lost any concept who those people had been. She hadn't much idea at the time but they were warm and friendly and interested in her. That was enough. Emotions survive long after memory, reason, verbal communication and all other abilities are gone.

That's probably what the whole campaign has been about. Thank you for accepting this record of the moment that the English Hospital Trusts have reached now.

Julia Jones & Nicci Gerrard (11.6.2018)

Table of Contents

Table of Contents	3
Aintree University Hospital NHS Foundation Trust	11
Airedale NHS Foundation Trust	12
Ashford & St Peter's Hospitals NHS Foundation Trust	13
Barking, Havering & Redbridge University Hospitals NHS Trust	14
Barnsley Hospital NHS Foundation Trust	15
Barts Health NHS Trust	16
Basildon & Thurrock University Hospitals NHS Foundation Trust	17
Bedford Hospital NHS Trust	18
Blackpool Teaching Hospitals NHS Foundation Trust	19
Bolton NHS Foundation Trust	20
Bradford Teaching Hospitals NHS Foundation Trust	21
Brighton & Sussex University Hospitals NHS Trust	22
Burton Hospitals NHS Foundation Trust	23
Calderdale & Huddersfield NHS Foundation Trust	24
Cambridge University Hospitals NHS Foundation Trust	25
Chelsea & Westminster Hospital NHS Foundation Trust	26
Chesterfield Royal Hospital NHS Foundation Trust	27
City Hospitals Sunderland NHS Foundation Trust	28
Colchester Hospital University NHS Foundation Trust	29
Countess of Chester Hospital NHS Foundation Trust	30
County Durham and Darlington NHS Foundation Trust	31
Croydon Health Services NHS Trust	32
Dartford & Gravesham NHS Trust	33
Derby Teaching Hospitals NHS Foundation Trust	34
Doncaster & Bassetlaw Hospitals NHS Foundation Trust	35
Dorset County Hospital NHS Foundation Trust	36
East & North Hertfordshire NHS Trust	37
East Cheshire NHS Trust	38
East Kent Hospitals University NHS Foundation Trust	39

East Lancashire Hospitals NHS Trust	40
East Sussex Healthcare NHS Trust	41
Epsom & St Helier University Hospitals NHS Trust	42
Frimley Health NHS Foundation Trust	43
Gateshead Health NHS Foundation Trust	44
George Eliot Hospital NHS Trust	45
Gloucestershire Hospitals NHS Foundation Trust	46
Great Western Hospital NHS Foundation Trust	47
Guy's & St Thomas' NHS Foundation Trust	48
Hampshire Hospitals NHS Foundation Trust	49
Harrogate & District NHS Foundation Trust	50
Hillingdon Hospitals NHS Foundation Trust	51
Homerton University Hospital NHS Foundation Trust	52
Hull & East Yorkshire Hospitals NHS Trust	53
Imperial College Healthcare NHS Trust	54
Ipswich Hospital NHS Trust	55
Isle of Wight NHS Trust	56
James Paget University Hospitals NHS Foundation Trust	57
Kettering General Hospital NHS Foundation Trust	58
King's College Hospital NHS Foundation Trust	59
Kingston Hospital NHS Foundation Trust	60
Lancashire Teaching Hospitals NHS Foundation Trust	61
Leeds Teaching Hospitals NHS Trust	62
Lewisham & Greenwich NHS Trust	63
Liverpool Heart and Chest Hospital NHS Foundation Trust	64
London North West Healthcare NHS Trust	65
Luton & Dunstable University Hospital NHS Foundation Trust	66
Maidstone & Tunbridge Wells NHS Trust	67
Manchester University NHS Foundation Trust	68
Medway NHS Foundation Trust	69
Mid Cheshire Hospitals NHS Foundation Trust	70
Mid Essex Hospital Services NHS Trust	71

Mid Yorkshire Hospitals NHS Trust	72
Milton Keynes University Hospital NHS Foundation Trust	73
Moorfields Eye Hospital NHS Foundation Trust	74
Norfolk & Norwich University Hospital NHS Foundation Trust	75
North Bristol NHS Trust	76
North Cumbria University Hospitals NHS Trust	77
North Middlesex University Hospital NHS Trust	78
North Tees & Hartlepool NHS Foundation Trust	79
North West Anglia NHS Foundation Trust	80
Northampton General Hospital NHS Trust	81
Northern Lincolnshire & Goole NHS Foundation Trust	82
Northumbria Healthcare NHS Foundation Trust	83
Nottingham University Hospitals NHS Trust	84
Oxford University Hospitals NHS Foundation Trust	85
Papworth Hospital NHS Foundation Trust	86
Pennine Acute Hospitals NHS Trust	87
Plymouth Hospitals NHS Trust	88
Poole Hospital NHS Foundation Trust	89
Portsmouth Hospitals NHS Trust	90
Princess Alexandra Hospital NHS Trust	91
Queen Victoria Hospital NHS Foundation Trust	92
Robert Jones & Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	93
Rotherham NHS Foundation Trust	94
Royal Berkshire Hospital NHS Foundation Trust	95
Royal Bournemouth and Christchurch NHS Foundation Trust	96
Royal Brompton & Harefield NHS Foundation Trust	97
Royal Cornwall Hospitals NHS Trust	98
Royal Devon & Exeter NHS Foundation Trust	99
Royal Free London NHS Foundation Trust	100
Royal Liverpool and Broadgreen University Hospitals NHS Trust	101
Royal National Orthopaedic Hospital NHS Trust	102
Royal Surrey County Hospital NHS Foundation Trust	103

Royal United Hospitals Bath NHS Foundation Trust	104
Royal Wolverhampton NHS Trust	105
Salford Royal NHS Foundation Trust	106
Salisbury NHS Foundation Trust	107
Sandwell & West Birmingham Hospitals NHS Trust	108
Sheffield Teaching Hospitals NHS Foundation Trust	109
Sherwood Forest Hospitals NHS Foundation Trust	110
Shrewsbury and Telford Hospitals NHS Trust	111
South Tees Hospitals NHS Foundation Trust	112
South Tyneside NHS Foundation Trust	113
South Warwickshire NHS Foundation Trust	114
Southend University Hospital NHS Foundation Trust	115
Southport & Ormskirk NHS Trust	116
St George's University Hospitals NHS Foundation Trust	117
St Helens & Knowsley Teaching Hospitals NHS Trust	118
Stockport NHS Foundation Trust	119
Surrey & Sussex Healthcare NHS Trust	120
Tameside & Glossop Integrated Care NHS Foundation Trust	121
Taunton & Somerset NHS Foundation Trust	122
The Christie NHS Foundation Trust	123
The Clatterbridge Cancer Centre NHS Foundation Trust	124
The Dudley Group NHS Foundation Trust	125
The Newcastle-upon-Tyne Hospitals NHS Foundation Trust	126
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	127
The Royal Marsden NHS Foundation Trust	128
The Royal Orthopaedic Hospital NHS Foundation Trust	129
The Walton Centre NHS Foundation Trust	130
Torbay & South Devon NHS Foundation Trust	131
United Lincolnshire Hospitals NHS Trust	132
University College Hospitals NHS Foundation Trust	133
University Hospital Southampton NHS Foundation Trust	134
University Hospitals Birmingham NHS Foundation Trust	135

University Hospitals Bristol NHS Foundation Trust	136
University Hospitals Coventry & Warwickshire NHS Trust	137
University Hospitals of Leicester NHS Trust	138
University Hospitals of Morecambe Bay NHS Foundation Trust	139
University Hospitals of North Midlands NHS Trust	140
Walsall Healthcare NHS Trust	141
Warrington & Halton Hospitals NHS Foundation Trust	142
West Hertfordshire Hospitals NHS Trust	143
West Suffolk NHS Foundation Trust	144
Western Sussex Hospitals NHS Foundation Trust	145
Weston Area Health NHS Trust	146
Whittington Health NHS Trust	147
Wirral University Teaching Hospital NHS Foundation Trust	148
Worcestershire Acute Hospitals Trust	149
Wrightington, Wigan & Leigh NHS Foundation Trust	150
Wye Valley NHS Trust	151
Yeovil District Hospital NHS Foundation Trust	152
York Teaching Hospital NHS Foundation Trust	153
Mental Health Trusts. Community Health Trusts & CCGs	154
A mental health nurse's voice:	155
2gether NHS Foundation Trust	157
Avon & Wiltshire Mental Health Partnership NHS Trust	157
Barnet, Enfield and Haringey Mental Health NHS Trust	157
Berkshire Healthcare NHS Foundation Trust	157
Birmingham & Solihull Mental Health NHS Foundation Trust	157
Birmingham Community Healthcare NHS Trust	157
Black Country Partnership NHS Foundation Trust	158
Bradford District Care NHS Foundation Trust	158
Bridgewater Community Healthcare NHS Foundation Trust	158
Buckinghamshire Healthcare NHS Trust	159
Cambridgeshire & Peterborough NHS Foundation Trust	159

Cambridgeshire Community Services NHS Trust	159
Camden & Islington NHS Foundation Trust	159
Central & North West London NHS Foundation Trust	159
Central London Community Healthcare NHS Trust	159
Cheshire & Wirral Partnership NHS Foundation Trust	160
Cornwall Partnership NHS Foundation Trust	161
Coventry & Warwickshire Partnership NHS Trust	161
Cumbria Partnership NHS Foundation Trust	161
Derbyshire Community Health Services NHS Foundation Trust	162
Derbyshire Healthcare NHS Foundation Trust	163
Devon Partnership NHS Trust	163
Dudley & Walsall Mental Health Partnership NHS Trust	163
Dorset Healthcare University NHS Foundation Trust	163
East London NHS Foundation Trust	164
Essex Partnership University NHS Foundation Trust	164
Greater Manchester Mental Health NHS Foundation Trust	164
Gloucestershire Care Services NHS Trust	165
Hertfordshire Community NHS Trust	165
Hertfordshire Partnership University NHS Foundation Trust	165
Hounslow & Richmond Community Healthcare NHS Trust	165
Humber NHS Foundation Trust	165
Kent Community Health NHS Foundation Trust	166
Kent and Medway NHS & Social Care Partnership Trust	166
Lancashire Care NHS Foundation Trust	166
Leeds and York Partnership NHS Foundation Trust	166
Leeds Community Healthcare NHS Trust	166
Leicestershire Partnership NHS Trust	166
Lincolnshire Community Health Services NHS Trust	167
Ambassadors	167
Lincolnshire Partnership NHS Foundation Trust	168
Mersey Care NHS Trust	168
Norfolk & Suffolk NHS Foundation Trust	168

Norfolk Community Health & Care	168
North East London NHS Foundation Trust	168
North Staffordshire Combined Healthcare NHS Trust	169
North West Boroughs Healthcare NHS Foundation Trust	169
Northamptonshire Healthcare NHS Foundation Trust	169
Northern Devon Healthcare NHS Trust	170
Northumberland, Tyne & Wear NHS Foundation Trust	170
Nottinghamshire Healthcare NHS Foundation Trust	170
Oxford Health NHS Foundation Trust	171
Oxleas NHS Foundation Trust	171
Pennine Care NHS Foundation Trust	171
Rotherham, Doncaster & South Humber NHS Foundation Trust	171
Sheffield Health & Social Care NHS Foundation Trust	171
Shropshire Community Health NHS Trust	171
Solent NHS Trust	171
Somerset Partnership NHS Foundation Trust	172
South London & Maudsley NHS Foundation Trust	172
South Staffordshire & Shropshire Healthcare NHS Foundation Trust	172
South West London & St George's Mental Health NHS Trust	172
South West Yorkshire Partnership NHS Foundation Trust	172
Southern Health NHS Foundation Trust	173
Staffordshire & Stoke on Trent Partnership NHS Trust	173
Surrey & Borders Partnership NHS Foundation Trust	173
Sussex Community NHS Foundation Trust	173
Sussex Partnership NHS Foundation Trust	173
Tavistock & Portman NHS Foundation Trust	174
Tees, Esk & Wear Valleys NHS Foundation Trust	174
Virgin Care Services	174
West London Mental Health Trust	175
Wirral Community NHS Trust	175
Worcestershire Health and Care NHS Trust	176
NHS Guildford & Waverley Clinical Commissioning Group	177

NHS Surrey Downs Clinical Commissioning Group

177

Last Words

177

Aintree University Hospital NHS Foundation Trust

“Carers of patients with dementia are welcome outside visiting hours throughout the hospital with open visiting on the Frailty Unit. Our person-centred documentation bundle includes a carers' information leaflet and a carers passport. We have a monthly carers drop-in session and a Dementia Champions Network. For more information please contact Jane Green 0151-529-8027”

- **Aintree University Hospital**

Dianne Brown, Chief Nurse at Aintree University Hospital NHS Foundation Trust, said: “We value working with carers and families and recognise how they can help to enhance the experience and recovery of patients. We are committed to providing person centred care for everyone and offer flexible visiting in all our wards. We are currently working towards updating our carers passport to continue to support all carers and are improving facilities for carers to be able to stay overnight on the wards if they wish.”



Dianne Brown

Airedale NHS Foundation Trust

“Carers are welcome to visit outside usual visiting hours and are encouraged to play an active part in the care of relatives with dementia. We have Butterfly Information Packs for carers and have some facilities for carers to stay overnight, please speak to the ward sister.”

- **Airedale General Hospital:**

Airedale hospital has confirmed that their pledge covers all areas in their hospital. They have also recently introduced new visiting times across the majority of inpatient wards 11am-8pm. There is a specific section for carers on their website. The Patient Experience department is responsible alongside the senior nursing team for implementation.

SUPPORTING PATIENTS WITH DEMENTIA IN HOSPITAL

WWW.AIREDALE-TRUST.NHS.UK/FOR-PATIENTS/DEMENTIA

Butterfly Memory Trolleys are available on most wards. They contain therapeutic and reminiscence products for people with dementia.

Butterfly Care Plan records the individual needs and preferences of our patients.

Support for carers is available through partnership working with **Carers' Resource**.

Carers of people living with dementia can access flexible visiting arrangements.

Supporting Carers to Care

Environment's and products to enhance the experience for people living with dementia.

Volunteers supporting patients with dementia such as support at mealtimes and afternoon cafes.

FOR MORE INFORMATION CONTACT:
PRACTICE DEVELOPMENT SISTER - OLDER PEOPLE
 EM.SNOWDON@ANHST.NHS.UK 01535 292113

Ashford & St Peter's Hospitals NHS Foundation Trust

“At Ashford and St Peter’s Hospitals we’ve done a lot of work in recent years to improve the experience of our patients with dementia. We know that hospital can be an unfamiliar and unsettling place for these patients and their relatives and carers are the people who know them best, with an intimate understanding of their preferences and needs. We do everything we can to support this, particularly in enabling open visiting so they can stay with the patient if desired..”

- **Ashford Hospital**
- **St Peter's Hospital**

Barking, Havering & Redbridge University Hospitals NHS Trust

“Carers of patients with dementia are welcome outside of visiting hours though there are no special facilities for overnight stays. There are Carers' cards, information packs and monthly coffee afternoon drop-ins. Ask individual ward sisters or contact dementia team on 01708435000 Ext 6747.”

- Harvest A & Sunrise B Wards, Queen's Hospital
- Holly Ward, King George Hospital

Barnsley Hospital NHS Foundation Trust

“We recognise the important role families and carers can play in helping to improve patients’ wellbeing and experience. All our adult inpatient wards are open between 11am and 8pm. We are part of the Butterfly Scheme and welcome carers as our partners in care, encouraging open visiting for patients with dementia..”

- **Barnsley Hospital**

Heather McNair, Director of Nursing and Quality at Barnsley Hospital: "I am delighted we are supporting this campaign as an organisation, and it has the backing of the whole trust board."



Dementia nurse Victoria launches John's Campaign in Barnsley

Barts Health NHS Trust

“We offer carers badges so carers are easily identifiable to staff when visiting outside usual visiting hours and posters encouraging carers to let staff know who they are, so we can ensure carers are as involved as they wish to be and receive the support they need.”

- Whipps Cross University Hospital
- Newham University Hospital
- The Royal London Hospital
- Mile End Hospital
- St Bartholomew's Hospital

Caroline Alexander, Chief Nurse at Barts Health NHS Trust said: “Carers know their family members and friends best, so looking after carers is integral to helping us provide high quality care to our patients. I am proud of the developments we’ve made across our hospitals to improve their experience, including producing badges to help our staff easily spot and support those who identify as carers.”



Caroline Alexander

Basildon & Thurrock University Hospitals NHS Foundation Trust

“The Trust supports carers to be as involved in the care of their relative as they wish, sitting with them , assisting them at meal times or partaking in their care throughout the hospital stay. We now are able to offer a more comfortable overnight stay with the purchase of ‘put you up ‘ beds. We offer specialist dementia support for families in partnership with Dementia UK.”

- **Basildon University Hospital**

Jane Gilby, Admiral Nurse, explains: “Since being one of the first 100 Trusts to support the Campaign, the Trust has continued its commitment. We now are able to offer a more comfortable overnight stay for carers with the purchase of ‘put you up’ beds for the wards. The Trust offers a buffet style meal option to support the person with dementia to maintain their independence during mealtimes, which can be enjoyed without cutlery and eaten at the person’s own pace. The Trust, in partnership with Dementia UK, provide specialist dementia support for families through the Admiral Nurse Service. The Older Peoples’ wards have the support of the Activity Coordinator who provides a wide range of activities, to interest and stimulate the physical and mental state of patients with and without dementia - in group settings or on a one to one basis. Our Patient and Carers information leaflet includes a reference to John’s Campaign which is intended to support ward staff in raising awareness of open visiting outside normal visiting times.”

Dawn Patience, Director of Nursing, Basildon Hospital writes: “The Trust is committed to supporting John’s Campaign encouraging carers of patients with dementia to have open visiting. We recognise the importance carers have in supporting patients with dementia during their admission, during procedures, mealtimes and providing calming support. The carers are encouraged to be part of the care where they want to be. Carers are provided with drinks and staff support during their visiting.”

Ambassador:

Jane Gilby

Basildon and Thurrock University Hospitals 
NHS Foundation Trust

Carer's passport mealtime voucher

This voucher entitles the carer to a meal at staff prices

Name of carer:

Name of nurse in charge:

Signature of nurse in charge:

Ward name: Ext:

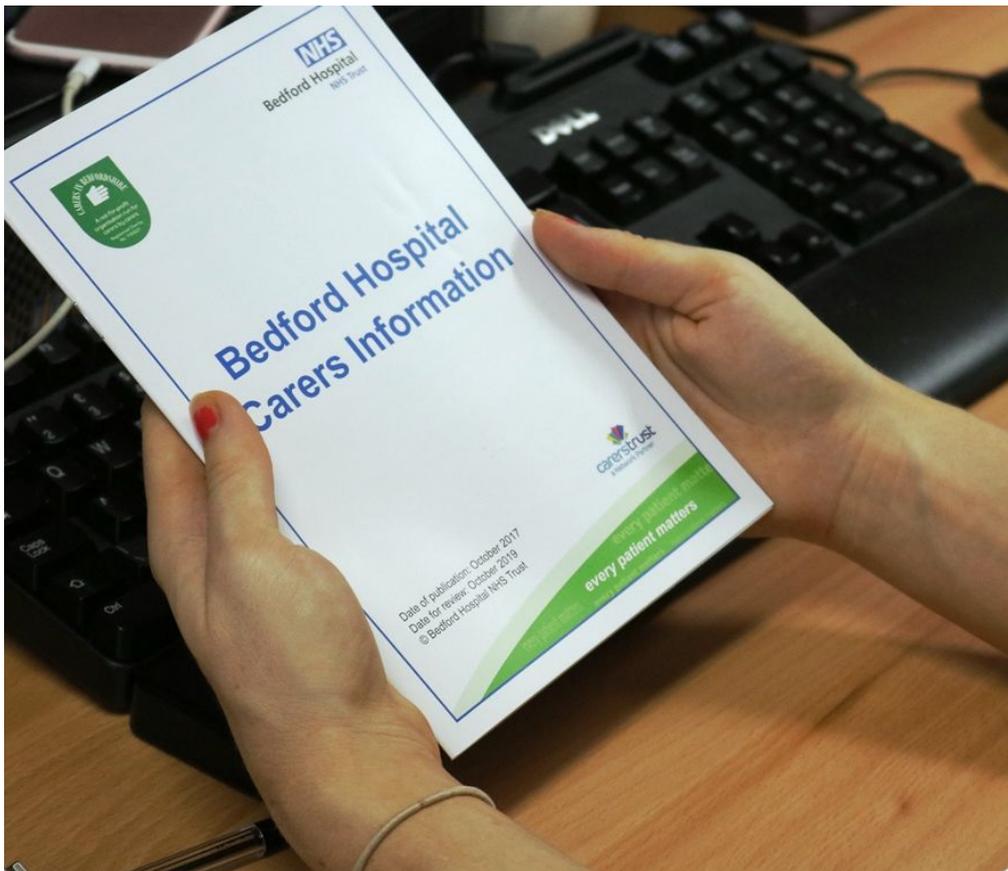
Date:

Bedford Hospital NHS Trust

“We welcome carers of patients with any cognitive impairment into the hospital 24 / 7. We work with the Butterfly scheme to ensure patients' needs are identified and addressed. We also work closely with our Carers Lounge within the hospital to ensure that carers' needs are identified and responded to through our Carers Information Pack.”

- **Bedford Hospital**



Bolton NHS Foundation Trust

“Bolton’s values of; Vision, Openness, Integrity, Compassion and Excellence (VOICE) were chosen by staff at all levels of the organisation. As such, they reflect our staff’s joint vision and approach to care. John’s Campaign aptly reflects our openness value and we are proud to be part of this wonderful initiative.”

- **Royal Bolton Hospital**

Marie Forshaw, Deputy Director of Nursing at Bolton NHS Foundation Trust, said: “The Trust is delighted to have signed up to John’s Campaign. This has been implemented in a phased approach, with the key areas: wards and Intermediate Care resourced first and foremost. In 2017 the Trust focussed on a care bundle for use with each patient, including a refreshed hospital passport, reflecting the “Your Journey” approach.

“As a result of support from the Alzheimer’s Society and the Women’s Institute, ward staff have been equipped with campaign posters and “I’m a Carer” lanyards. “The new resources have now been launched by the Trust Dementia Nurse Specialist Christopher Davidson. Future plans include quality improvements in outpatients, pre-assessment and clinic letters.

“As part of Dementia Action Week our Dementia Specialist Nurse, Chris Davidson, provided staff with NHS Tier 2 Dementia Awareness training and we are grateful to all our staff for taking up this offer of training.”



Launching the new resources

Bradford Teaching Hospitals NHS Foundation Trust

“We recognise that carers of people with dementia have a unique expertise and skill in understanding the needs of a person in their care. We offer flexible visiting across our trust and overnight facilities/refreshments are provided across most of our Care of Elderly wards.”

- Bradford Royal Infirmary
- Ward F6, St Luke's Hospital
- St Luke's Hospital
- Westbourne Green Community Hospital
- Westwood Park Community Hospital
- Eccleshill Community Hospital

Karen Dawber, Chief Nurse Bradford Teaching Hospitals NHS Foundation Trust said:

“We deeply value the carer’s role in supporting a loved one as we believe their involvement significantly improves patient care. After all, no one knows the patient better than their family or loved one. Involving carers is not only reassuring and helpful for patients but their invaluable knowledge helps to inform the staff caring for them.

Our carer’s room on our elderly care wards provides people who need to stay with a place to make refreshments and get some respite. With the help of Bradford Hospitals Charity, we’ve also purchased bed settees, reclining chairs and overnight packs so that carers with open access have the chance to stay. We strongly believe that by opening up the visiting hours and not being constricted by traditional boundaries, our patients and their loved ones are better supported, treated and looked after.

Jane Cummings and her leadership has been instrumental in this campaign, and Jane will leave a lasting legacy.”

Ambassadors

- Sonia Nosheen



Carers passports and leaflets

Brighton & Sussex University Hospitals NHS Trust

“At BSUH we fully recognise the importance of the carer’s role throughout the hospital journey. Open visiting hours are offered across all adult inpatient wards on both hospital sites. This benefits the well-being of both patient and carer and allows staff to provide more individualised care. We are continuing to promote partnership working with carers and this is reflected in our new Carers’ Charter and also the new information for Carers booklet.”

- **Royal Sussex County Hospital**
- **Princess Royal Hospital**

Burton Hospitals NHS Foundation Trust

“All wards and departments welcome carers of people with dementia at any time. If you are a carer please make yourself known to the ward manager or dementia nurses and ask for your carers card. You are vital in supporting the care we provide to patients and we will always aim to include you in conversations about the patient’s health and treatment.”

- **Queen's Hospital**
- **Sir Robert Peel Community Hospital**
- **Samuel Johnson Community Hospital**

Julie Thompson, Senior Nurse for Older People at Burton Hospitals said: “We have been supporting John’s campaign for two years and focus on making our staff aware of our inclusive approach for carers. We are committed to dementia care and use a carers card scheme to ensure carers have flexible visiting arrangements.”

Calderdale & Huddersfield NHS Foundation

Trust

“We welcome carers to stay with people living with dementia. We use the Butterfly Scheme, and have designated roles, including engagement workers and volunteers. This approach ensures that patients receive person-centred care, and that carers are involved in a meaningful way.”

- **Calderdale Royal Hospital**
- **Huddersfield Royal Infirmary**

Director of Nursing Jackie Murphy writes: “As a Trust we are keen to ensure patients and their families receive compassionate care in an inclusive way when in either of our hospitals, or when they are receiving care in their own homes from our colleagues in the community. This pledge is extended to their families who equally need support when their loved ones require our care. We are committed to John’s Campaign, and hope patients and their families have a better experience with us through this commitment.”

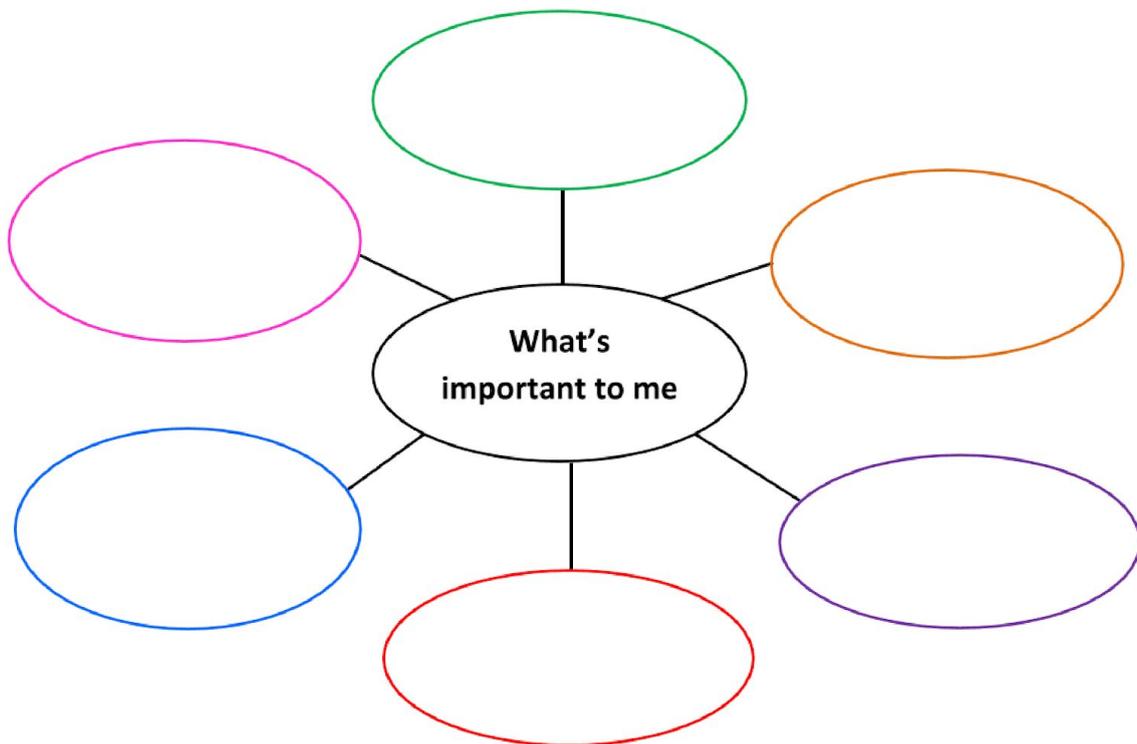


*CHFT's Ladies in Red Engagement Support Team
providing extra care for our patients with dementia*

Cambridge University Hospitals NHS Foundation Trust

“Our Trust is committed to working in partnership with carers and we value their expertise and the vital role they play. Our staff will make every effort to ensure carers are welcomed on adult wards outside visiting hours, including early in the morning and late at night.”

- Addenbrooke's Hospital



An A4 laminated poster used on adult wards for people with cognitive impairment and delirium: The idea is to involve the carer(s) - should they be willing - to help complete the poster (which then goes behind the bed) with a health professional, adding preferred names / (dis)likes / calming things / important people / routines / hobbies / music / games / objects they like

Chelsea & Westminster Hospital NHS

Foundation Trust

“Our Trust is proud to support John’s Campaign, recognising the value of collaboration between our patients living with dementia and all connected with them. We provide Carers’ cards and memory impairment admission packs, welcoming all recognised carers of our dementia patients to access the wards outside of normal visiting hours.”

- **Chelsea & Westminster Hospital**
- **West Middlesex Hospital**

Sarah Bryan, dementia case manager: “We are always striving to improve our patient experience and through supporting John's Campaign, we aim to enable families and carers to have access to our wards throughout the day.”

We work with multi-disciplinary teams across our hospital, as well as with our charity CW+ and Alzheimer's Society, to go above and beyond for our dementia and elderly patients. Some of these initiatives include running exercise lunch groups in our wards, as well as ‘crafternoons’. Patients can take part in arts and crafts to stimulate their minds and keep them engaged.



Pictured: patient Moira with Dr Cerys Morgan

Chesterfield Royal Hospital NHS Foundation Trust

“We endorse John’s Campaign - ensuring carers are recognised, involved and supported, when caring for someone in our hospital, or as a patient. With a Lead Dementia Matron and Carer Liaison Officer available for one-to-one support and advice carers are also our partners and we value the difference they make.”

- **Chesterfield Royal Hospital**

Lynn Andrews, Director of Nursing & Patient Experience, writes: “John’s Campaign remains at the heart of our pledge to improve how we work in partnership with carers and to recognise the vital role they have in patient care and experience. Alongside simple acts, such as open visiting for recognised carers, we have done more to strengthen the way in which we identify, involve and support carers – with a Carer’s Liaison role now an instrumental link to not just staff, patients and carers, but also to our partners including GP surgeries, social care and local community groups.

We’ve also worked with relatives and carers to upgrade twelve quiet rooms, which provide calming, relaxing spaces where carers can take a break, where patients can have time away from a clinical setting and where people can have private conversations. In addition we’ve pledged to support carers of all ages, through a local authority initiative, recognising there are some young people in our communities supporting family members. Our patient access team are also starting to talk to patients and relatives about carer responsibilities when they’re making appointments, to help us to record details in advance of a hospital visit, so we can offer support right from the word go.

Ambassadors

- **Glyn Wildman**

Video & Blog

- “Our approach to carers and providing patient-centred care
<https://youtu.be/pBmbduvJhaA>
- Why I love my job by Rebecca Cowley, Carers Liaison Officer
<https://johnscampaign.org.uk/#/post/why-i-love-my-job-rebecca-cowley>



Our Carer Liaison Officer in a patient/carer/staff team photo.

City Hospitals Sunderland NHS Foundation Trust

“City Hospitals Sunderland is committed to the development of good quality, flexible services to support all patients and carers by involving them in any decision making processes. We welcome carers to stay with their loved ones and provide support and encouragement if they would like to continue to be involved in providing care.”

- **Sunderland Royal Hospital**

Melanie Johnson, Executive Director of Nursing, AHPs and Patient Experience: “At City Hospitals Sunderland NHS Foundation Trust and South Tyneside NHS Foundation Trust we understand that carers are a hugely important asset to the NHS. Our staff recognise the great value and importance of carers and their vital role as experts in providing care for those they look after. By supporting carers to provide care and to stay well themselves we can contribute to better lives for those needing care.”



Carers' Charter

'A carer is someone who looks after a family member, partner, friend or neighbour who due to illness, disability, frailty or addiction is unable to manage alone'

Our staff recognise the great value and importance of carers who provide care to people who use our services. We are strongly committed to supporting and working in partnership with carers in order to ensure that we can provide the highest quality and most effective care possible.

<p>Recognition and Value</p> <p><i>We will recognise and value carers as 'experts' involving where appropriate in all aspects of care including; assessment, planning, treatment, and discharge. We will ensure that all carers are offered a 'Carer's Passport' to assist with easy identification and offer of additional entitlements.</i></p>	<p>Recognise Young Carers</p> <p><i>We will recognise the vital role young carers play and signpost to the relevant support agencies and groups at the earliest stage possible.</i></p>	<p>Working in Partnership</p> <p><i>We will work with carers and other care agencies to help inform, develop and evaluate services.</i></p>
<p>Help and Advice Service</p> <p><i>We will work closely with carer organisations in promoting contacts in order to help carers obtain information and access support for themselves and the people they care for.</i></p>	<p>Carer Involvement</p> <p><i>We will aim to involve carers with the delivery of care. In addition, carers will be invited to be involved in the future development of services.</i></p>	<p>Raising Staff Awareness</p> <p><i>We will provide all frontline staff with appropriate and relevant awareness training to help them to develop an understanding of the role of a carer and recognise and respond to carers' individual needs.</i></p>

For more information visit www.stft.nhs.uk or www.chsft.nhs.uk



Colchester Hospital University NHS Foundation Trust

“The carers of our patients are welcome at any time although, at this time, we have no special overnight facilities. (We are working on this) Please introduce yourself to the staff and ask the ward sister for a Carer’s information pack. A carers’ liaison and support worker is also available (see Trust website).”

- **Colchester General Hospital**

Catherine Morgan, Director of Nursing, who is very supportive of the campaign, said: “We are committed to improving care of patients with dementia in our hospital. We recognise that family carers are essential partners in care, and therefore welcome them to stay or visit outside of normal visiting hours, should they wish to.”

Countess of Chester Hospital NHS Foundation

Trust

- **Ward 34, Countess of Chester Hospital:** “As an Intermediate Care Unit ward 34 welcomes the input and increased comfort provided by carers with open arms. Carers are very much seen as being part of the person, not 'apart from' and are given a lanyard to distinguish them from visitors. A 'touch-base' meeting with the ward manager and memory nurse embeds this partnership approach. This area of the hospital is gradually becoming a more relaxed next-step home unit, moving away from feeling like a clinical environment. As part of this ongoing journey we will be piloting dedicated overnight accommodation for carers who wish to stay.”
- **Wards 50 & 51, Countess of Chester Hospital:** “Wards 50 and 51 are our specialist elderly care wards, which will soon be introducing a new memory lane facility for reminiscence and further building on our relationship with a local knitting group called ‘Handmade for Dementia’ that provide twiddle items for patients to enjoy. Relatives and carers are welcomed on to the wards at any time of day, with carers recognised as expert partners in care that are empowered to inform decisions and help to guide our practice.”
- **Ellesmere Port Hospital:** “We offer open visiting times with overnight stay facilities on the Bluebell Unit. An area of the hospital called Kate’s Corner was opened in 2016 that is set up in a closed off space, almost like a ‘mini-apartment’, complete with kitchen facilities and relaxing décor. This area was named after one of our patients after their family used it, with the help of staff, to demonstrate they could look after their loved one so she could be discharged home. Such was its success that it was turned into a permanent facility with the help of NHS Property Services. A specialist dementia nurse also works in close partnership with carers to provide truly person-centred care. Carers are always encouraged to play an active part in the care of their loved one.”

Director of Nursing and Quality Alison Kelly said: “Providing high quality care for people living with dementia is about us being flexible in our approach and changing the way we do things to wrap around individual needs wherever possible. At the Countess we are committed to giving that additional support, with all of our wards being extremely encouraging of relatives and carers being involved in their loved ones’ care. We are delighted to be an active supporter of John’s Campaign with initiatives such as Kate’s Corner at Ellesmere Port Hospital and our Intermediate Care Unit.”



Alison Kelly

Videos

- **Kate’s Corner at Ellesmere Port Hospital**
<https://johnscampaign.org.uk/#/video/2018-03-19>

County Durham and Darlington NHS Foundation Trust

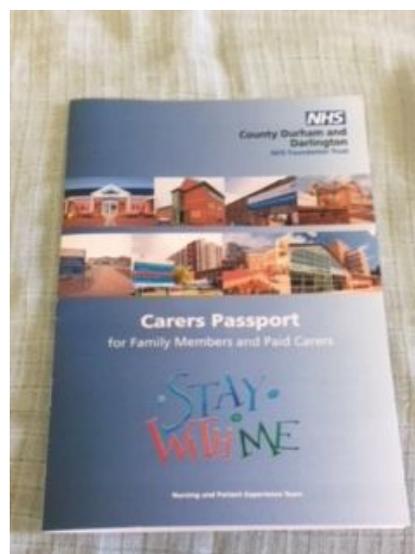
“CDDFT values the important role of all carers. We want carers to feel comfortable should they wish to provide assistance at mealtimes or stay overnight. Carers can speak to ward staff if they would like support looking after their relative or friend in hospital and if they would like a carers passport for identification on the wards and access to the hospital outside usual visiting hours (Janet Mortimer dementia specialist 07824569369).”

- **Darlington Memorial Hospital**
- **University Hospital of North Durham**
- **Our services at Bishop Auckland Hospital**
- **Our services at Shotley Bridge Hospital**
- **Our services at Chester-le-Street Community Hospital**
- **Our services at Weardale Hospital**
- **Our services at Sedgefield Hospital**
- **Our services at the Richardson Hospital**

Sue Jacques, Chief Executive and Noel Scanlon, Executive Director of Nursing writes:
“We are delighted as a Trust to be supporting John’s Campaign in all of our hospitals acute and community.

“John’s Campaign focuses on people with dementia but there are many others who are frail or who have particular needs that would benefit from the nurture of a family member or trusted friend when they are in hospital. We value the important role of carers in supporting their loved ones. We are delighted to invite them to be our partners in care whether it is visiting outside normal visiting to staying day and night; our staff will endeavour to make reasonable adjustments.

“We have the utmost respect for carers as experts in the care of individuals. By using the Carers Passports we can help to support carers continue to care for their relative or friend as much as they wish, as we know this helps the patient to have someone familiar with them.”



CDDFT’s Carers Passport

Croydon Health Services NHS Trust

“Carers provide vital support to many patients so we fully welcome them to all our hospitals and clinics. If they wish, they can support and participate in a patient’s personal care and, with prior agreement from the nurse in charge of the ward, are also welcome outside regular visiting times.”

- Croydon University Hospital
- Purley Memorial Hospital
- Clinics provided by the Trust

Caroline Walker, Lead Dementia Nurse writes: I feel it is really important that services that provide care to people living with dementia involve carers as they know the person best, and this can help us (health care providers) deliver an enhanced level of care to those individuals. From my own personal experience my father would have struggled if visiting times were not relaxed when he was taken into hospital whilst living with vascular dementia. Seeing familiar faces throughout the early morning and during the day and night meant that for most of the time he was settled on the ward and was not continuously looking for those that he loved. It also meant that we were able to advocate on his behalf and ensure he received the care and treatment that he deserved.



A group of carers with Caroline Walker (centre back) & a ward sister

Dartford & Gravesham NHS Trust

“We support carers through in-patient carers 1-1 support clinic (twice weekly) and support service from Carersfirst voluntary organisation. Carers are actively involved at all stages of care, hospital visiting hours can be extended by prior arrangement to accommodate carers' commitments. We commission crisis care in the community to support the first days of discharge.”

- **Darent Valley Hospital**

Darent Valley Hospital is dedicated to upholding the needs of our patients and their carers. This is particularly true of patients with dementia who can find a hospital stay distressing. The Trust has a number of initiatives to support older people admitted to hospital and have an ethos of dementia *inclusive* policies and pathways.

- We were the first Trust to trial the Dementia Buddy Volunteer scheme.
- Initiated the DAA nominated Caring Companion volunteer scheme specifically for lone older people attending our emergency department.
- Dedicated carer support administrator to ensure person-centred care by ensuring all patients who need it have a *This is Me* document and support carers to complete it.
- We have a rolling programme of carer survey which is reported at board level so that carer feedback informs our dementia strategy and improvement programme.
- We support carers through in-patient carers 1-1 and commissioned support service from Carersfirst and ADSS voluntary organisations.
- Carers are actively involved at all stages of care, hospital visiting hours are flexible for all patients with Dementia and we are working towards open visiting for all patients.
- Our dementia friendly wards Linden and Ebony have achieved stage one of the nationally accredited Elder Friendly Quality Marker.
- Silver Birch Fund charity fund supports activities and regular tea parties for patient and carer to enjoy quality time together to help maintain relationships and enhance recovery to wellness.
- We will accommodate carers' commitments to enable them to spend time with their relative.
- We commission crisis care in the community to support the first days of discharge, which can be stressful for the carer.



A film afternoon on an elderly care ward

Derby Teaching Hospitals NHS Foundation Trust

“Derby Teaching Hospitals is proud to offer open access visiting across all our inpatient areas. Carers are able to sleep by the bedside. The Royal Derby we have a dedicated room for carers "John's Room" where carers can sleep and access showering and cooking facilities.”

- London Road Community Hospital
- Royal Derby Hospital

Derby Teaching Hospitals Dementia Lead Nurse, Sue Roberts, said: “We signed up to John's Campaign a few years ago now and welcome carers to use the on-site accommodation provided for them, as well as the recliner chairs, which can be placed next to the bedside of their loved ones. The benefit to the carer and patient is very valuable, while we've received extremely positive feedback, stating an improvement to patients' hospital experience and a reduction in the anxiety levels of relatives.

Derby Teaching Hospitals **NHS**
NHS Foundation Trust

John's Campaign

Supporting open visiting
for carers 24/7
on all our wards

John's Room will open
for carers to sleep overnight
on 11 November

Visit the dementia portal on *flo*

Taking pride in caring



Doncaster & Bassetlaw Hospitals NHS Foundation Trust

“All adult wards are signed up to Johns Campaign and welcome carers of people with dementia whenever the patient needs them.”

- Doncaster Royal Infirmary
- Bassetlaw Hospital
- Montagu Hospital

In our hospitals we recognise that carers have a vital role in the care of our patients. They are the people who know our patients best, while at this vulnerable time, we are just playing a small part in their lives. All of our adult inpatient wards welcome carers and we actively promote their involvement in treatment and care so that, together, we are working in a holistic and person centred way. Our wards also offer unrestricted visiting times for carers. Our Dementia Strategy and education is reflective of the importance of carers and has been written with their guidance and includes carers quotes throughout.

Ambassadors

- Bethany Cotton
- Cindy Storer

Person centred interventions to reduce patient harms and improve patient experience

NHS
Doncaster and Bassetlaw Teaching Hospitals
NHS Foundation Trust

Use 'This is Me' Say 'Hello My Name is...' Ask 'What Matters to You?'	#EndPIparalysis #EDFIT2SIT Prevent Deconditioning 24 Hour Rehab	#last1000days Value patients time	John's Campaign Welcome and involve carers Open Visiting
Hydration and Nutrition Oral hygiene Social dining China cups	Remove Unnecessary Devices Catheters Cannulas	Good Wound Care Minimise tissue pressure and friction	Advanced Care Planning Me and My Plan
Enhanced Care Plan Supervision and Engagement assessment 5 For Falls	Medication Review Pain Control Identify and Manage Postural Hypotension	Eyes, Ears, Teeth Look after glasses, dentures and hearing aids	Bladder and Bowels Avoid constipation Identify Retention Regular toileting
Healthy Sleep Environment Consider sleep diary	Dementia friendly environment Orientation strategies Engagement activities	Achieving Reliable Care (ARC) #Red2Green	Early Multi-disciplinary team involvement Therapies IDT Pharmacy

Blog Posts

- A Person-Centred Approach to Implementing John's Campaign at Doncaster and Bassetlaw Teaching Hospitals:
<https://johnscampaign.org.uk/#/post/a-person-centred-approach-to-implementing-jc-at-dbth>

Dorset County Hospital NHS Foundation Trust

“We aim to work in partnership with carers as part of our commitment to provide high quality care for our patients. Carers for Dementia patients are offered extended and flexible visiting hours to meet the needs of the individual, in support of John’s Campaign”

- Dorset County Hospital



Carers are welcome here

We welcome carers and would like to work in partnership with you.

If you are a carer, please let our staff know who you are and ask for a **‘Carer’s Passport’** card.



Showing your **Carer’s Passport** allows you to visit the person you care for outside of regular visiting hours.



For more information about the benefits of extending visiting hours for carers, please visit JohnsCampaign.org.uk

East & North Hertfordshire NHS Trust

- **The Lister Hospital:** “The Lister Hospital is committed to recognising and supporting the invaluable role that carers contribute to the wellness of our patients. We are committed to ensuring a partnership approach is adopted when working with carers, and that the carer's expertise and understanding of the patient's needs will be recognised and taken into account when planning patient's care, treatment and discharge.”
- **Mount Vernon Cancer Centre:** “Mount Vernon Cancer Services is a specialised cancer centre, accepting referrals for care from across the country. The staff at Mount Vernon help support patients and families helping them cope with all aspects of the disease from diagnosis, through treatment and beyond. We recognise carers and assist in supporting them in their caring role.”

Rachael Corser, Director of Nursing, East and North Hertfordshire Trust writes: We recognise the vital role carers play and know how important it is for a patient with dementia to have a familiar face with them during their stay in hospital, which is why we support John's Campaign. Carers are encouraged to work alongside staff and help us provide high quality care for patients with dementia and we support them through a number of different initiatives, including extended visiting hours, carers passports and the carers discount scheme.



The Lister Pharmacy (discount)



carers' passport scheme



Tracy, Rachael, Jodie

East Cheshire NHS Trust

“We welcome visitors and carers on our wards and fully support those who wish to be involved in caring for their loved one, including staying overnight. Patient passports are in use and reasonable adjustments can be made. Please contact the nurse in charge on the ward for further information.”

- **Congleton War Memorial Hospital**
- **Macclesfield General Hospital**

Kath Senior, Director of Nursing, Performance and Quality, said: "We wholeheartedly support the aims of John's Campaign and fully appreciate the vital role carers and family members play in supporting patients and aiding recovery.

"Our Welcome Policy is tailored to reflect our support for the initiative and we support open visiting and encourage carer involvement in decisions, care planning and personalised care. We also provide support for carers and relatives who wish to stay overnight with their family members."



Kath Senior



Stall at Macclesfield Hospital, DAW 2018

East Kent Hospitals University NHS Foundation Trust

“We have and will continue to support carers to stay throughout the duration of the hospital admission, recognising that the carers are the experts and their presence is vital. This enhances the wellbeing of both the person living with dementia and the carer.”

- **Buckland Hospital**
- **Kent and Canterbury Hospital**
- **Queen Elizabeth the Queen Mother Hospital**
- **Royal Victoria Hospital**
- **William Harvey Hospital**

Joy Marshall, Matron for Dementia with EKHUFT said “We are so pleased that the Trust have committed to taking part in the campaign. It is an invaluable service to carers and their loved ones at what can be a very difficult time.”

[The East Kent Hospital website](#) contains useful phone numbers for people living with dementia and their carers plus details of the hospital’s current charity appeal for resources to provide more stimulating activities to help people with dementia maintain their cognitive function while in hospital.

East Lancashire Hospitals NHS Trust

“Carers are welcome outside visiting hours on all Medicine for Older People wards; we have limited special facilities for overnight stays. Ask the ward sister for information about the Butterfly Scheme or to contact the Dementia Lead Nurse for further advice and support. For additional help, contact Carers Link.”

- Accrington Victoria Hospital
- Burnley General Hospital
- Clitheroe Community Hospital
- Pendle Community Hospital
- Royal Blackburn Hospital

Ambassadors

- Sandra Nuttall

Videos

- **1:1 Care at East Lancashire Hospitals**
<https://johnscampaign.org.uk/#/video/2018-05-14>
- **Supportive resources**
<https://johnscampaign.org.uk/#/group/east-lancashire-hospitals>

East Lancashire Hospitals 
NHS Trust



East Lancashire Hospitals 

Carers Welcome

This ward supports Johns Campaign.

We welcome carers of patients living with dementia onto this Ward.

If you are a carer for a person living with dementia and need support, please talk to a member of staff.

www.johnscampaign.org.uk
Twitter: @johnscampaign

Safe | Personal | Effective

Partnership in Care



Working together with relatives and carers to provide safe, personal and effective care for vulnerable patients

Safe | Personal | Effective

www.elht.nhs.uk

East Sussex Healthcare NHS Trust

“The Trust has over 150 Dementia Care Champions who have undertaken a six day programme to increase their knowledge and skills in aspects of care and communication that support people with dementia. We are about to introduce the Butterfly scheme. All our hospitals welcome carers whenever the patient needs them.”

- **Eastbourne Hospital**
- **Conquest Hospital**
- **Rye, Winchelsea & District Memorial Hospital**
- **Bexhill Hospital**
- **Crowborough War Memorial Hospital**
- **Uckfield Community Hospital**
- **Lewes Victoria Hospital**
-

Elaine Lindfield, ESHT Dementia Care Lead: “ESHT was an early adopter of Johns Campaign, and we passionately believe in the ethos of supporting patients living with dementia which is embedded throughout our acute and community hospitals. All of our staff receive induction training and further bespoke educational sessions which incorporate the Butterfly Scheme© and Johns Campaign. This includes learning about how to effectively communicate with a person living with dementia, including the best ways to support both the patient and family carers to reduce their anxiety. We are also proud to say that we have now provided intensive education over a 5 day university accredited module to 983 Dementia Care Champions since 2013. Our teams therefore understand how dementia can impact on both patient and carer and are committed to offering the best possible care for them. ”

Our work to embed John’s Campaign and the Butterfly Scheme includes a raft of different improvements across all aspects of a patient’s care which includes educational, environmental and catering/nutrition and hydration issues. The ward senior nurse will always aim to accommodate out of hours visiting to meet the patient and carers need, and will also support and arrange overnight stay when absolutely essential. Wards may have set visiting times – but with the caveat of open visiting for relatives and carers of those patients who are distressed.

Our dedicated ‘Dementia Care’ section on our website - <https://www.esht.nhs.uk/service/dementia-care/> gives a wide range of advice and support for carers/families.

Epsom & St Helier University Hospitals NHS Trust

“We pledge to support carers to remain with their loved ones and stay at any time, for as long as needed. We have a Carers Guideline, passports and badges so that carers are easily identified and to ensure we work with and support them in the best way possible.”

- Epsom Hospital
- St Helier Hospital

Daniel Elkeles, CEO says: “We stand by our pledge to support carers to remain with their loved ones and stay at any time, for as long as needed.”

Debi Miller, Lead Nurse for the Older Persons Pathway at St Helier Hospital, said: “As part of our Carers Guidelines, we have introduced special passports and badges for carers so that they can be easily identified – this will help us make sure that we are working with and supporting them in the best way possible.

“We have introduced a number of different activities for our patients living with dementia, such as music concerts, afternoon tea and a reminiscence area, all of which we encourage carers to be part of. We are also looking at developing space on Ward C2 at St Helier, which has a dementia focus, into ‘carer bedrooms’ – a space support careers stay overnight to help with their loved ones, as we know night can be a particularly challenging time for those living with dementia.

“At the moment this work is focused in specific areas, but with support from staff and volunteers, we are making great developments across our hospitals. We are really proud of what we have in place, and will continue to work with our patients and carers to ensure that we are delivering the best care possible.”



Epsom and St Helier **NHS**
University Hospitals
NHS Trust

**Carers are
welcome here**

We welcome the carers of our patients in the ward and would like to work in partnership with you.

If you are a carer, please let a staff know who you are, and ask for a Carer's Passport and badge.



Epsom and St Helier hospitals support John's Campaign
www.johnscampaign.org.uk

Frimley Health NHS Foundation Trust

“Carers are our partner in delivering care to their loved ones living with dementia and we value their involvement. We welcome carers to visit and spend as much time with their loved ones while in the hospital at any time, although there are no special facilities for overnight stays.”

- **Frimley Park Hospital**
- **Heatherwood Hospital**
- **Wexham Park Hospital**

[There is useful information for carers on the Trust website](#) with a lot of supportive links to local groups as well as the announcement of support for John’s Campaign and introduction of the carers open pass.



Gateshead Health NHS Foundation Trust

“Gateshead Health NHS Foundation Trust works in partnership with local Carer Support groups. In-patient wards at the QE Hospital offer flexible visiting with areas able to support overnight stay if required and parking concessions. We have Carers Passports and all in-patient wards display Carers Welcome posters. Our PALS number is 08009530667.”

- **Queen Elizabeth Hospital**

Chris Crone, Modern Matron writes: When I first heard the story of John and his family in 2015, tears came to my eyes. There was no deliberate lack of care and yet by having a restrictive approach to visiting, both John and his family were sadly let down. As a nurse I reflected on patients who like John who ‘drifted from the shore’ lost in the unfamiliar environment that a hospital ward can be without the calming reassurance of their loved ones. We must do whatever we can do to support other patients like John and his family and to do the right thing working in partnership with carers. I am so pleased that, with the support of our Director of Nursing, we were able to be part of this, as one of the first 100 hospitals to sign up.

John’s Campaign has made such an difference, it has been a fantastic campaign to improve patient and carer experience - it’s the right thing to do!



Christine Crone

Blog Posts

- **Why I Love My Job: Linda Tracy Brennan**
<https://johnscampaign.org.uk/#/post/why-i-love-my-job-linda-tracy-brennan>
- **Gateshead's Implementation of John's Campaign**
<https://johnscampaign.org.uk/#/post/gatesheads-implementation-of-john-s-campaign>

Gateshead Health NHS Foundation Trust has reached out to link its general, community and mental health units together with Shadon House Dementia Resource Centre and Eastwood Promoting Independence Centre, facilities managed by Gateshead Metropolitan Borough Council.

George Eliot Hospital NHS Trust

“We work in partnership with carers of people with dementia to support you and those you care for whilst in hospital. We offer flexible visiting times and a carer passport. For further information please liaise with the nurse in charge.”

- **George Eliot Hospital**

George Eliot Hospital 
NHS Trust

I am a carer

I am the main Carer for this patient and this card allows me to visit them outside of visiting hours

Name: _____

Ward: _____

Ward No: _____

Additional arrangements: _____

Carer's Passport



Stand for Dementia Awareness Week 2018

George Eliot Hospital 
NHS Trust

**Carers are
welcome here**

We welcome the Carers of our patients in the ward. We would like to work in partnership with you.

If you are a carer, please ask for a carer's Passport and let the staff know who you are.

George Eliot Hospital 
NHS Trust

I am a carer

I am the main Carer for this patient and this card allows me to visit them outside of visiting hours

George Eliot Supports John's Campaign

www.johnscampaign.org.uk

Gloucestershire Hospitals NHS Foundation Trust

“Carers are welcome on all inpatient wards outside of our usual visiting hours and should speak to the Ward Sister in charge. Carers issued with a carers badge are also entitled to free parking, reduced meal costs in hospital restaurants and free drinks on the ward. [See our website for more details.](#)”

- Gloucestershire Royal Hospital
- Cheltenham Hospital

Chief Nurse Steve Hams: “We are pleased to be supporting John’s Campaign as we know that coming into an acute hospital can be a difficult time for the carers as well as for the person with dementia. We welcome and support the involvement of carers and believe that adopting this more flexible approach has had a really positive effect on the care we give to patients.”

[Gloucestershire Hospitals website](#) has good information about their support for carers as well as their carers passport system within the trust.



Nicci Gerrard launching John’s Campaign in Gloucestershire Hospitals

Great Western Hospital NHS Foundation Trust

“Please let one of our nursing staff know that you are a carer and we will do all we can to support you and the person you care for. Our carers passport pilot scheme provides access to benefits including free drinks and parking and discounted food.”

- Great Western Hospital

[The Great Western Hospital website announces a new carers hub](#) offering opportunities for information and support for carers visiting GWH, such as the Carers Passport, which provides access to a range of benefits including free drinks, cheaper parking and discounted food.

Guy's & St Thomas' NHS Foundation Trust

“We welcome carers of people with dementia. We provide a 'Carer's Passport' that enables them to be actively involved in the care of their relative. We also offer extended visiting and overnight stay where required. We offer information on dementia and we welcome and learn from regular feedback from monthly carers' surveys.”

- **Guy's Hospital**
- **St Thomas's Hospital**
- **Minnie Kidd House**
- **Lambeth Community Care Centre**
- **Pulross Centre for Intermediate Care**

Guy's and St Thomas' Carers' Passport: [information from Website](#) Guy's and St Thomas' Carers' Passport has been developed in recognition of John's Campaign, which promotes carers staying with dementia patients while they are in hospital. The Trust's passport is open to any carer whose contribution would significantly improve the patient's care at our hospitals. It is available on all the hospital wards. To find out more contact the Safeguarding Team on extension 53293 or safeguardingadults@gstt.nhs.uk.

Elizabeth Willis, Dementia and Delirium Clinical Nurse Specialist, said: “No one knows the patient better than their family or loved one. Involving carers is not only reassuring and helpful for patients but their invaluable knowledge of the patient helps to inform the staff caring for them. We know carers who play an active role in a patient's time in hospital can have significant benefits. For example a carer might stay longer to help settle the patient before bed, provide reassurance before a procedure like an x-ray or encourage and assist them to eat at mealtimes.”

All three NHS trusts in King's Health Partners (Guy's and St Thomas' NHS Foundation Trust, King's College Hospital NHS Foundation Trust and South London and Maudsley NHS Foundation Trust) have signed up in order to improve patient care.

[Our current initiative](#) is the provision of activity boxes for carers or staff to use to keep patients with dementia busy and relaxed.



Clarissa O'Keefe, safeguarding adults & dementia trainer, Nike Tella, dementia & delirium clinical nurse specialist, Kerry Harwood, learning disabilities clinical nurse specialist with an activity box

Hampshire Hospitals NHS Foundation Trust

“The ward sister can issue a signed badge to main carer, allowing visiting outside of normal hours. Staying with a patient overnight is at the ward sister's discretion and is dependent on the ward being able to accommodate the request while still meeting the privacy and dignity standards of all patients.”

- **Andover War Memorial Hospital**
- **Basingstoke and North Hampshire Hospital**
- **Royal Hampshire County Hospital**

Donna Green, Chief Nurse, Hampshire Hospitals writes: “We are delighted to be part of John’s Campaign and have found it to be enormously helpful for all involved – our patients, their families and our staff.”

Ambassadors

- **Rachel Hayden**



The Hampshire Hospitals welcome banner

Harrogate & District NHS Foundation Trust

“We welcome relatives and carers of people with dementia visiting at any time in order to provide reassurance and familiarity to our patients. We support carers who wish to become involved in activities with their loved one, such as helping at mealtimes and providing diversional activities if this is something that they wish to do.”

- Harrogate District Hospital
- Ripon Community Hospital



Launching the Carer's Pass

Hillingdon Hospitals NHS Foundation Trust

“All carers are welcome in our hospital. We recognise that carers often have a better understanding of their relatives day-to-day needs than nursing staff so we are making it easier for those who wish to have round-the-clock access to loved ones in hospital to provide support, comfort and familiarity.”

- Hillingdon Hospital
- Mount Vernon Hospital

Jacqueline Walker, Director of the Patient Experience and Nursing: “Here at The Hillingdon Hospitals NHS Foundation Trust, we are committed to John’s Campaign, with our message “Carers are welcome here” clearly visible to all in our main entrances and on all wards. We understand that for many patients and their carers it is important that this role continues during a hospital stay.

The initiatives we have implemented at the Trust to support carers, include:

- A carer Passport/Badge to identify their unique role and right to stay with the patient
- Opportunity to visit outside of visiting hours to care for the person they support
- Concessionary car parking
- A hot drink on the ward at meal times
- Guest bed to enable overnight stay if required
- Carers Strategy in place, co-designed with local carers

“Assisting Carers plays a key part in providing the best care to patients. It is essential that the NHS recognises the vital role that carers play and at Hillingdon, we are proud to support Carers and the invaluable compassion they add in caring for loved ones.”



Carers Welcome poster



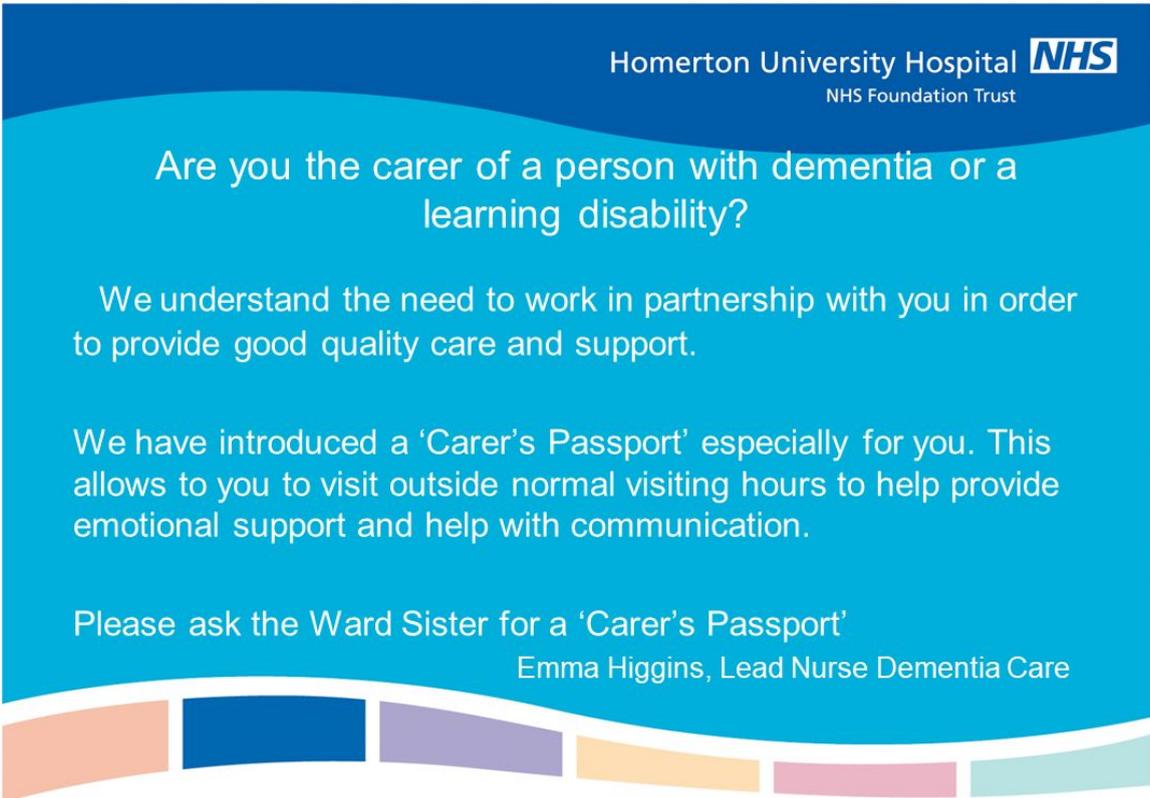
Hillingdon Hospitals FT's Four Principles

Homerton University Hospital NHS Foundation Trust

“We welcome carers of people with dementia or learning disability and want to work in partnership with you to provide good quality care. We have introduced a carers passport which will allow you to visit outside normal visiting hours to provide emotional support and help communication. These are available from the ward sister.”

- **Homerton University Hospital**

[The Homerton website has a useful page for carers](#) which includes a video called Care for the Carer presented by Admiral Nurse Rachel Thompson



Homerton University Hospital **NHS**
NHS Foundation Trust

Are you the carer of a person with dementia or a learning disability?

We understand the need to work in partnership with you in order to provide good quality care and support.

We have introduced a 'Carer's Passport' especially for you. This allows to you to visit outside normal visiting hours to help provide emotional support and help with communication.

Please ask the Ward Sister for a 'Carer's Passport'
Emma Higgins, Lead Nurse Dementia Care

Hull & East Yorkshire Hospitals NHS Trust

“New overnight facilities to enable carers of people with dementia to stay with their loved ones in hospital have been opened on the 8th floor at Hull Royal Infirmary. We are committed to improving the care provided for patients with dementia and support John's Campaign. We plan to continue to roll this out across Hull Royal Infirmary and Castle Hill Hospital sites.”

- **Hull Royal Infirmary**
- **Castle Hill Hospital**

Stacey Healand, Senior Matron in Elderly Medicine, comments: “John’s Campaign is firmly embedded within our elderly care wards with the provision of flexible visiting and a relatives’ room situated in close proximity to the elderly care wards to support patients living with dementia during their hospital stay. We are committed to improving dementia care and have now rolled out John’s Campaign throughout the trust.”.



The Relative's Room

Imperial College Healthcare NHS Trust

- **St Mary's Hospital and Charing Cross Hospital:** "All carers are welcome at any time in all wards . There are Carer's Passports and a Welcome Pack available for carers which includes contact details for the Dementia Team. A weekly drop in is available and carers can contact the team for advice or to refer a relative directly."
- **Western Eye Hospital and Hammersmith Hospital:** "All carers are welcome at any time in all wards. There are Carer's Passports and a Welcome Pack available for carers which includes contact details for the Dementia Team. Carers can contact the team for advice or to refer a relative directly."

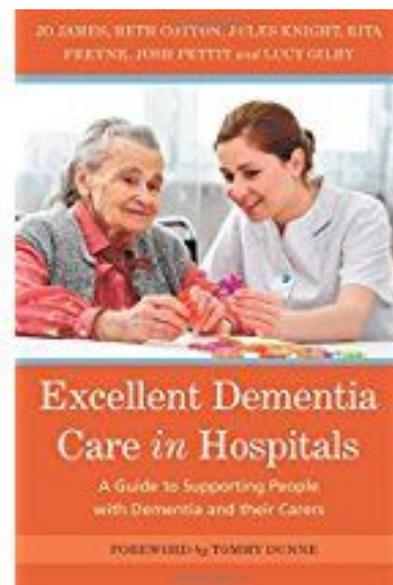
Janice Sigsworth, Director of Nursing, writes: 'It has been wonderful to work closely with John's Campaign to support patients affected by dementia and their families. The Dementia team at Imperial have worked with our staff to raise awareness and share good practice to make sure that patients with dementia at Imperial get the best care possible. To help support this ambition we have a policy of welcoming carers into our hospitals through our carers passport which enables open visiting.'

Ambassadors

- Joanna James

Articles and Books

- **Detecting when a person with dementia is suffering from pain is so important**
<https://www.theguardian.com/commentisfree/2015/sep/30/johns-campaign-detecting-pain-in-dementia-patients>
- **Excellent Dementia Care in Hospitals: A Guide to Supporting People with Dementia and their Carers**
<http://amzn.eu/dkJ9VHF>



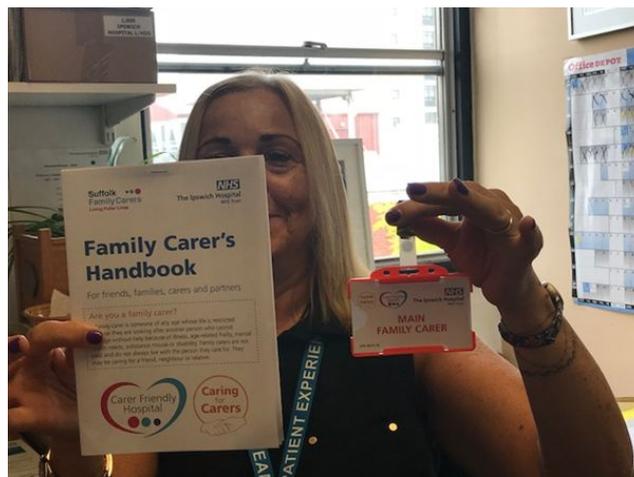
Ipswich Hospital NHS Trust

“All family carers are welcome outside visiting hours on all wards in the Trust, overnight stays are possible. Ask ward sisters for information packs and carers' badges and for a referral to on-site Suffolk Family Carers support workers, Carers' Cabin. See full range of support for carers on Trust website.”

- Ipswich Hospital

Ambassador

- Sarah Higson



Family Carers Handbook and Carer's Badge



Ipswich Hospital's Carer's Cabin

Isle of Wight NHS Trust

“We welcome carers of patients with learning disabilities, cognitive impairment, dementia or long term conditions. Our carers passport enables carers to have 24/7 access to the person they care for. The holder of a Carer's Passport should be seen as a partner in the planning and delivery of care by Trust Staff.”

- St Mary's Hospital

Maggie Oldham, Chief Executive Officer at Isle of Wight NHS Trust said: “John’s Campaign provides an important focus for our programme of ‘Getting to Good’. We’re strong supporters of the need to work closely with Carers. As well as the ‘Carers Passport’ we have now introduced a Carers Lounge at St. Mary’s Hospital run by Carers Isle of Wight IW).”

Dr Barbara Stuttle CBE, Director of Nursing at Isle of Wight NHS Trust said: “Recognising the pressures of caring the ‘Living Well Carers Support Team’ from Carers IW offers personalised one-to-one emotional and practical support for carers. Based in the quiet Carers Lounge this service is open to all adult carers of adults regardless of their funding issues. Carers are able to talk in confidence about any issues they are facing and want support with. This developing service is proving to be successful; feedback from carers and colleagues is very positive.”

Ambassador

- Diane Goring



Carers IW Team Leader Sarah Hart (left) and Carers IW Team Member Kath Harvey (right) sitting in the Carers Lounge next door to Colwell Ward and adjacent to the Carers IW Team office

James Paget University Hospitals NHS Foundation Trust

“We are committed to providing services that meet the needs of people with dementia and their carers. We value the expertise that you can share with us. We aim to support you while the person you care for is in hospital. Please let ward staff know if you are a family carer.”

- James Paget Hospital

Ambassadors

- Rebecca Crossley
- Sarah Hay

Article:

The **Alzheimers Society magazine** recently featured an initiative by Rebecca Crossley & Sarah Hay to facilitate access by carers in order to reduce the anxieties felt by people with dementia facing surgery. [Accessible via John's Campaign website](#)



Twiddle muffs from James Paget

Kettering General Hospital NHS Foundation Trust

“We recognise the key role that relatives and carers have in helping us to plan and deliver person-centred, safe and effective care. We welcome their involvement at every point in the patient's journey, Please speak to the nurse in charge if the person you care for needs you and you are able and willing to support them.”

- **Kettering General Hospital**



Kettering General Hospital NHS Foundation Trust

“John’s Campaign”- Our Commitment

We recognise the key role that relatives and carers have in helping us to plan and deliver person-centred, safe and effective care.

We are committed to improving the care provided for patients with Dementia and have signed up to “John’s campaign”.

Relatives and carers will be welcomed and encouraged to be involved at every point of care in the patient’s journey, from outpatients, to the theatre entrance; at tea time and overnight; during periods of planned or emergency care; every day, every time.

Please speak to the nurse in charge who will be wearing a red badge or the Ward Matron/Sister of the person you care for needs you and you are able and willing to stay with them.

Signatures:



John’s Campaign - Our Commitment



Kettering General Hospital NHS Foundation Trust



KGH NHS Foundation “PLEDGE to CARERS”

We greatly value the very important role of family and friends who are caring for people who use our services. We want to work with carers to help them continue in that role. We also recognise that, on occasions, carers also need support and have a statutory right to an assessment of their own needs.

Who is a Carer?

A carer is a person who provides help and support for a significant amount of time to someone who could not manage without their help. The carer may be a relative, partner, friend or neighbour. It also includes young carers and parent carers.

What carers can expect from KGH NHS Foundation Trust

We will work in partnership with carers and are committed to the principles outlined in this charter.

Involvement in care

- We will identify carers and acknowledge their caring role.
- We will ensure that carers are respected as partners.
- We will ensure that carers are supported and made to feel welcome.
- We will agree with carers whether or not they wish to participate in the care. Any mention of the Carers' role in a Care Plan should reflect the support they have agreed to provide.
- We will regularly review the level of agreed care to ensure that carers feel supported at all stages.
- We will give information to carers to help them understand the hospital/ward routine and roles of staff.
- We will agree breaks with the carer and be mindful of carer fatigue.

Involvement in care planning

- We will involve carers in planning care and discharge.
- We will provide information that is clear and accurate and given in a way that is understandable and helpful.
- We will respect at all times the need for confidentiality for both carers and the people for whom they care.

Carers can ask:

- For updates on the person they care for.
- To complete a 'This is me' booklet; this will help our staff understand the needs of the person, if the individual cannot tell us.
- To stay with the person that they care for and be informed of the facilities available (in support of John's Campaign)
- For regular refreshments, if they are supporting the person they care for on the ward.

Support for Carers

- We will give carers information about who to contact if they have any concerns.
- We will provide information about assessments that carers are entitled to.
- We will provide information about the range of carers support and advice available.
- We will involve carers in decisions affecting their own lives and those they care for.

Involvement in Service Development

We will actively seek and include carer's views and ideas in planning, development and evaluation of our service.



KGH NHS Foundation “Pledge to Carers”

King's College Hospital NHS Foundation Trust

- **King's College Hospital:** "Carers are welcome outside visiting hours in all wards of the hospital. Carers' passports and posters are available. We continue to train and empower all staff to support carers of patients with dementia or delirium. We also audit carer satisfaction and provide dementia training for carers."
- **Princess Royal University Hospital:** "All of our staff at the Princess Royal University and Orpington Hospitals are open to family and carers seeing their loved ones outside usual visiting times. It is vital to us that you feel valued and are part of the care that we provide. You are important too!"
- **Orpington Hospital:** "All of our staff at the Princess Royal University and Orpington Hospitals are open to family and carers seeing their loved ones outside usual visiting times. It is vital to us that you feel valued and are part of the care that we provide. You are important too!"

Videos

- **John's Campaign at King's College**
<https://johnscampaign.org.uk/#/video/2018-01-29>

Kingston Hospital NHS Foundation Trust

“Carers are welcome outside visiting hours on all wards and are encouraged to play an active part in the care of loved ones. We have facilities for carers to stay comfortably overnight, please speak to the Sister in charge. There is support available for carers onsite through an Alzheimer’s society advisor.”

- **Kingston Hospital**

Olivia Frimpong, Service Improvement Lead Dementia and Delirium confirms that: “Carers are welcome throughout the hospital, without restriction. The policy applies to all carers. The visitors information page does not display it but there is a link to the carers policy which does include it. PALS are aware of the carers policy and we will be launching a new carers poster on the wards during dementia awareness week.”

Ambassadors

- Catherine Shyjka
- Olivia Frimpong

Articles and Resources

- **Relatives and carers are allowed to be with loved ones immediately before and after surgery:** Matron Catherine Shyjka explains how a welcome to carers does not have to stop at the door of the operating theatre.
<https://www.theguardian.com/society/2015/dec/04/johns-campaign-dementia-operating-theatre>
- **Your Journey through the Theatres Suite for those living with Dementia:** This advice leaflet helps those with dementia who need to have an operation.
<https://johnscampaign.org.uk/docs/external/kingston-hospital-theatres-dementia-leaflet.pdf>



Lancashire Teaching Hospitals NHS Foundation Trust

“Carers are welcome outside visiting hours in all our wards (though there are no special facilities for overnight stays). We have Dementia Champions on all our adult wards - identifiable by their badge. Please speak to the ward Manager about a Carer's Card and Forget-me-Not information.”

- Royal Preston Hospital
- Chorley & South Ribble Hospital

Chief nurse Gail Naylor: “Since we made our pledge for John’s campaign, we have continued to work with patients, their families and carers and we have now adopted open visiting across all our wards to enhance even greater involvement of families and carers. We have had a number of dementia related events, including a conference where we welcomed Tommy Whitelaw as one of our keynote speakers. All our wards have been presented with a dementia resource box, including a china tea set for our afternoon tea events that families and carers are encouraged to attend.”

Denise Morris, Public Health Co-Coordinator at Lancashire Teaching Hospitals NHS Foundation Trust, said: “We are really pleased to be supporting this campaign as carers are a really important partner in delivering care. We already work very closely with family and carers to meet the care needs of their relative, but this campaign recognises that sometimes carers may wish to stay longer than visiting times and that this is okay. We have developed new ‘Carers Cards’ and have Dementia Champions on all our adult wards, who can offer support and advice, so if you are a carer of someone who is living with dementia and is admitted to hospital please speak to the Ward Manager for further information.”



Leeds Teaching Hospitals NHS Trust

“We are committed to supporting John’s Campaign for all Carers visiting our patients and to identifying new ways to improve their experience, through being an active participant in the Leeds Commitment to Carers programme and pledging to listen to Carers’ feedback to assist us in developing our services.

- Leeds General Infirmary
- St James University Hospital
- Chapel Allerton Hospital
- Wharfedale Hospital

Our commitment to Johns Campaign covers all our hospital wards and departments.

Professor Suzanne Hinchliffe, Deputy Chief Executive and Chief Nurse at Leeds Teaching Hospitals said: “At Leeds Teaching Hospitals we know how important Carers are in maintaining the well-being of our patients. We are very proud to have rolled out John’s Campaign across the Trust and know that doing so has made life a little easier for some families. We are also very proud to have been involved in work taking place across Leeds to improve the life of Carers and this has included thinking about ways in which we can support our own staff, some of who are also carers. Carers Week is a great opportunity to get all of us thinking about what else we can do and I look forward to listening to the great stories that are out there during this week.”



Leeds Commitment to Carers logo

Lewisham & Greenwich NHS Trust

“Carers are welcome to visit at any time and this is actively encouraged through our visiting policy. Carers passports are available which allow easy access for carers to visit. We provide recliner chairs to enable carers to remain overnight with dementia or other vulnerable patients.”

- Queen Elizabeth Hospital
- University Hospital

Sophie Gayle, Associate Director of Patient Experience and Quality Improvement, confirmed that their pledge covered all areas in their trust and applied to all carers not just the carers of people living with dementia. The information is included on their external website as part of John’s Campaign, and visiting times. Their PALS departments know about the policy and how they are implementing it.

Statement from Chief Nurse Angela Helleur:

“We are committed to improving the care we offer our patients which extends beyond that of the medical treatment we provide. It is vital that our patients feel safe and at ease during their time with us, and this is particularly important for patients with dementia.

Carers play a significant role in the life of many patients, not just those with dementia, which is why we have extended our open visiting policy to allow all carers to visit at any time. We welcome the recommendations and advice through our sign up to John’s Campaign around the support of carers. They are a valuable resource and play an integral part in patients’ lives.”

Liverpool Heart and Chest Hospital NHS Foundation Trust

“We invite families and carers to participate in their relative's care as fully as they wish through our Care Partner programme. We encourage patient and family shadowing to enable staff to see care through a patient's eyes, and we actively encourage patients and families tell us if they have any concerns about their care whilst in our hospital.”

[Information about the care partner scheme can be found on the Trust website](#)

Joanne Shaw, lead nurse for patient and family care and safeguarding, writes: The Trust is committed to delivering 'excellent, compassionate and safe care for every patient, every day'. This statement is owned and fulfilled by Trust staff at all levels who are passionate about what they do and truly believe in the care that they deliver. The Trust staff work upon the principles set out in the Patient and Family Experience Vision that is articulated in the form of a Patient story. This enables staff to put the patient and their family at the heart of care delivery where 'care is delivered with me and for me'.

We have developed a model for patient and family centered care (PFCC). The model includes a number of key elements to support PFCC, the care partner programme, shadowing, PFCC ward rounds and also the environment of care.

The model of care is underpinned by Patient and Family shadowing. Sharing the patient and family experience of care within our organisation allows staff to observe care through the eyes of the patient and their family and to highlight best practice that can be shared or improvements that can be made. All staff are encouraged to participate and this is included during preceptorship process for all new recruits to the trust (regardless of staff discipline). Many staff who have undertaken a Shadow state that it has given them valuable insight into the experience of being in hospital and that it makes them a more compassionate caregiver..... [Visit the John's Campaign blog](#) to read the rest of Joanne's article



This project can easily be replicated in any other organisation.

London North West Healthcare NHS Trust

“LNWH NHS Trust is proud to sign up to John's Campaign by welcoming and proactively working with family members of people using our hospital and community services. We will ensure that the knowledge and rights of carers/relatives are a central part of the care we provide by regularly reporting to the Trust Patient and Staff Experience Committee.”

- **Northwick Park & St Mark's Hospitals**
- **Ealing Hospital**
- **Central Middlesex Hospital**
- **Clayponds Rehabilitation Hospital**
- **The Denham Unit, Central Middlesex Hospital**
- **Meadow House Hospice, Ealing Hospital**
- **Willesden Community Rehabilitation Hospital**

Participating in John's Campaign has helped LNWH NHS Trust to change its approach to visitors and especially the carers of people with dementia. We have revised our Visiting Policy and extended our visiting hours for everyone. This has helped us to provide better patient care and experience by working together with carers to provide more individualised and patient centred care. We are now more confident that we know what our patients want to make their stay better. They benefit from having their loved ones close by when they need them; we benefit from their knowledge and care.

Quote from a carer:

‘It's a huge relief to be able to be here. Otherwise I'd be up all night worrying. The staff have been amazingly flexible’.

Luton & Dunstable University Hospital NHS Foundation Trust

“We pledge to support the carers of people with dementia during their visit to our hospital. Carers will be welcomed outside normal visiting hours although we cannot offer special overnight facilities. We will issue a carers information pack and a pass to the main carer. Contact individual ward managers or Yvonne Weldon for more information 01582 497 417.”

- **Luton & Dunstable University Hospital:**

Yvonne Weldon, Dementia Nurse Specialist said: “Over 845,000 people in the UK are diagnosed with some form of Dementia. At the L&D we remain committed to supporting patients with Dementia, their families and carers.

We have introduced new processes of care such as our Baywatch initiative, which ensures patients who require enhanced observation are constantly monitored. We also have a team of ‘Dementia Champions’ who have received additional training in Dementia care, like myself, they can be identified by special yellow lanyards.

We recognise the importance that families and carers have in the daily routines of people living with Dementia and we welcome them onto our wards and departments.”



CARER'S PASS



CLINICAL EXCELLENCE. QUALITY & SAFETY

Name:

Ward:

Date of Issue:

Date of Expiry:



**CARER'S/RELATIVE'S
SUPPORT PACK**



CLINICAL EXCELLENCE. QUALITY & SAFETY



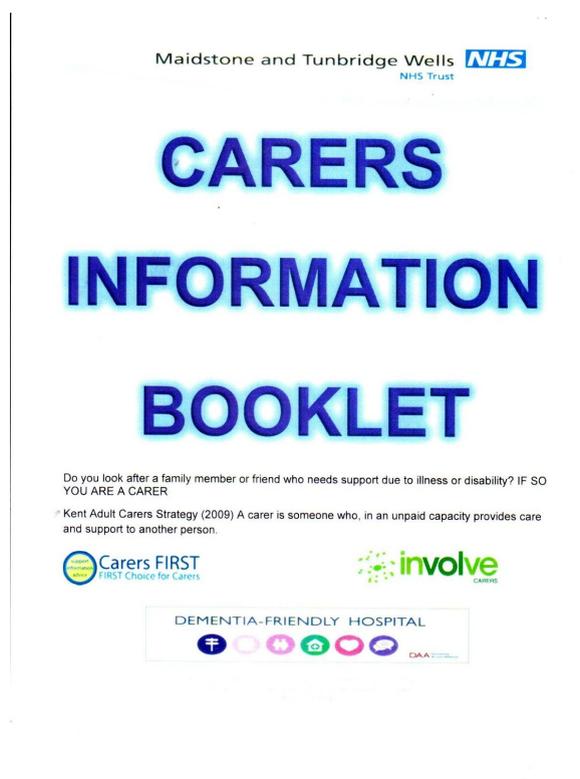
Maidstone & Tunbridge Wells NHS Trust

“There is a culture of supporting open visiting on all wards within the Trust, which includes consideration of overnight stays at the ward manager’s discretion. As part of the Trust Best Care Programme we are committed to supporting people with dementia and their carers. We work collaboratively with Involve Kent and Carers First.”

- Tunbridge Wells Hospital
- Maidstone Hospital

Claire O’Brien, Chief Nurse, Maidstone and Tunbridge Wells NHS Trust, writes: “The care of people with dementia is integral to our Best Care programme within the Trust this year; we recognise that this group of patients are more vulnerable when they come into hospital and have identified the benefit of increased focus on care delivery to these patients. Through the Best Care programme we will be focussing on key aspects of care delivery for people with dementia and importantly engagement with carers. We will also be working with our staff to ensure that they have ongoing support and education in practice in order to deliver the best care. We will be continuing to work with partner organisations to build on our practice and better understand the experience of people with dementia and their carers through their engagement.”

Liz Champion, Lead Nurse for Dementia Care, confirms that: “This pledge covers all areas of the Trust and applies to all carers. It is on the external website and the patient experience/PALS department are aware of the policy.”



Manchester University NHS Foundation Trust

- **Trafford General Hospital:** “Carers are welcome outside visiting hours on medical wards 1, 2, 4, 6, and the Acute Medical Unit. A carers passport and poster have been designed to welcome carers. The League of Friends have kindly funded folding guest beds so that in the event of a carer wanting to stay overnight then this can be arranged through the Ward Manager.”
- **Critical Care Unit, Manchester Royal Infirmary:** “The Critical Care Unit welcomes carers with unrestricted access, free parking and a 'carer' badge so they are easily recognised. Carers can participate in care if they wish to do so, whether this is practical assistance or simply being there to provide comfort, companionship and reassurance. We can also offer overnight accommodation if required.”
- **Gastroenterology wards, Manchester Royal Infirmary:** “Our wards are committed to supporting and improving the lives and wellbeing of people living with dementia and their families and carers. For that reason we are proud to support John’s Campaign and offer open visiting for families and carers of people living with dementia.”
- **Wythenshawe Hospital:** “Wythenshawe Hospital recognises and welcomes the contribution of carers. We have open visiting times and it’s up to you how long you stay and what level of support you want to offer. Please ask about our Partnership in Care policy which supports the aims of John’s Campaign.”
- **Department of Acute Integrated Medicine, Manchester Royal Infirmary:** “Our Acute elderly care wards (45 & 46) offer open visiting and accommodate relatives of people living with dementia with additional beds and facilities to ensure they feel welcome if they wish to stay overnight. Our aim is to deliver person-centred care. We have also commenced Carer’s support group to provide additional assistance and information and allow feedback to the Directorate/Trust as a whole.”
- **Ward 7, Manchester Royal Infirmary:** “Ward 7 are proud to be part of John’s campaign! We welcome carers to our ward and recognise the importance of carers being able to support their loved ones as well as being part of their care. Working in partnership with carers help to provide the best care and support for our patients.”

Ambassadors

- Donna Cummings

Articles and Evaluations

- **The importance of making carers feel welcome at hospital**
<https://www.theguardian.com/society/commentisfree/2016/aug/26/johns-campaign-welcoming-carers-at-hospital>
- **JC at Trafford Hospital:** Early evaluation at Trafford, identified a 56% reduction in falls -- as well as a 100% reduction in complaints
<https://johnscampaign.org.uk/docs/external/open-visiting-briefing-paper-trafford-hospital.pdf>



Medway NHS Foundation Trust

“Medway Maritime Hospital is proud to be signed up to John’s Campaign. Carer’s Passports allowing open visiting times are available from the Ward Sister. Information leaflets and Carer’s Packs are also available from the Dementia and Delirium Team at the Trust.”

- Medway Maritime Hospital

Karen Rule, Executive Director of Nursing at Medway NHS Foundation Trust:

“Families are more than ‘visitors’ to a person with dementia; they are an integral part of that person’s life and their best means of connection with the world. That’s why we are proud to have signed up to John’s Campaign, to help support the carers who make such a difference to those with dementia. Our staff will do all within their power to make access easy for family and carers of patients with dementia to visit as often as, and whenever, they are able.

“To support John’s Campaign at Medway, our staff are actively engaging the families and carers of patients with dementia. Our Dementia Team have also produced cards for carers to carry, identifying them to staff that they are permitted to visit at any time.”



Mid Cheshire Hospitals NHS Foundation Trust

“We are committed to providing person-centred support to people living with dementia who access our service. We recognise the importance of collaboration between the person, their family/carers and the hospital team and feel that unrestricted visiting helps to achieve this person-centred approach.”

- Leighton Hospital
- Elmhurst Intermediate Care Centre

Julie Tunney, Director of Nursing & Quality at Mid Cheshire Hospitals, said: “Mid Cheshire Hospitals is committed to enhancing the care and experience for patients living with dementia. Currently, the Trust’s major appeal is the ‘Everybody Knows Somebody’ Dementia Appeal which aims to raise £1.5m. The appeal will lead to a number of improvements to enhance patient experience for people with dementia and to make the hospital more dementia friendly. Our Charity team is hard at work to raise as much money as possible so we can start to make improvements such as creating accessible spaces in wards and departments and provide safe and attractive outside spaces for our patients to relax in and enjoy the fresh air.”



The Trust’s support for people with dementia and their families: We are committed to providing person-centred support to people living with dementia who access our services. We recognise the importance of collaboration between the person, their family/carers and the hospital team and feel that unrestricted visiting helps to achieve this person-centred approach.

The Trust has recently seen the launch of the Admiral Nursing service to provide families affected by dementia with the specialist support they need. Their aim is to reduce preventable admissions and support timely discharge by acting as a bridge between primary and secondary care. The service works across the health and social care spectrum to ensure families have received the right support at the right time. Through this collaborative approach the Trust has seen a reduction in admissions of people living with dementia relating to carer stress. Carers report that the Admiral nursing service enhances their skill and confidence to continue in their caring role and appreciate the accessibility and flexibility of the service. The Admiral nurses offer specialist advice and guidance to drive forward the dementia strategy within the organisation, which includes enhancing our healing environment for people with dementia and their carers.

Mid Essex Hospital Services NHS Trust

“We welcome carers as our partners in care and encourage open visiting for carers of patients with dementia on all of our wards. All wards have a Dementia Champion, offer a carers information pack, and we have a ‘Carers Pass’ scheme. MEHT works closely with Action for Family Carers support services.”

- **Broomfield Hospital**

Ambassadors

- **Fran Hodby**



**“MEHT believes that relatives
and friends of people with
dementia are essential
partners in care.”**

**To support this we welcome a
relative or friend to stay with
a person with dementia, day
or night, outside of normal
visiting times.**



<http://www.meht.nhs.uk/services/dementia-care/putting-care-into-dementia-care/>

Mid Yorkshire Hospitals NHS Trust

“Carers of patients living with dementia are provided with carer passports enabling them to participate in interventions and stay 24 hours if they wish. Carers can now have subsidized food and beverages and reduced car parking. We are planning to provide more family support suites (as at Pinderfields).”

- **Pinderfields General Hospital:** “It enables the carer to have subsidized food and reduced car parking charges. We have 7 family support rooms for 24 hour care. This is now extended to patients at end of life or any patient who may benefit from family support.”
- **Dewsbury and District Hospital:** “We have 5 fold away beds for 24 hour care. This system is now extended to patients at end of life or any patient who may benefit from family support.”
- **Pontefract Hospital:** “We have 2 fold away beds for 24 hour care. This system is now extended to patients at end of life or any patient who may benefit from family support.”

Ambassadors

- Anita Ruckledge

Articles and Videos

- **Family rooms make a space for care and closeness**
<https://www.theguardian.com/society/2015/oct/16/johns-campaign-family-rooms-mid-yorkshire-trust>
- **Anita Ruckledge speaking at the first JC conference**
<https://johnscampaign.org.uk/#/video/2017-12-11>



Dementia lead nurse and matron in one of the Pinderfields family care rooms

Milton Keynes University Hospital NHS Foundation Trust

“Milton Keynes hospital offers unrestricted visiting for all carers and works in partnership with Carers MK to help identify and support carers in the acute setting.”

- Milton Keynes University Hospital

Lisa Knight, Director of Patient Care and Chief Nurse at Milton Keynes University Hospital said, “John’s Campaign is hugely important in supporting the way that are patients are treated and the experience that they receive in our care. We launched the campaign at Milton Keynes University Hospital in late 2017 and it has been remarkable to see how small changes to the way we work have made a huge difference to our patients. John’s Campaign was launched with the introduction of Carer’s Cards which gives designated carers access to wards at any time to support their loved ones.

“The care that our patients receive has always been brilliant and I am delighted that we have now begun to see improvements in the experiences of these patients whilst they are in our care. This experience is equally as important for carers, families and friends and our teams have worked incredibly hard to ensure that everyone has benefited from the introduction of John’s Campaign.

“I now see the campaign going from strength to strength as it becomes embedded into every day practise. We are really grateful to Julia and the team for all of their support in ensuring our patients receive the best possible experience.

“I am incredibly proud of our fantastic Dementia Team for the way they have taken this initiative on and embraced it in everything that they do.”



Former carer, Peter Errington, speaking of his wife and his love for her, even in the most difficult days of her dementia, and his lasting gratitude for the way he and Ward 3 at Milton Keynes Hospital worked together to care for her during the last months of her life.

Moorfields Eye Hospital NHS Foundation Trust

“We have open visiting and carers can stay with patients with dementia at any time. We welcome carers participating in care, such as practical assistance, companionship & reassurance, if they wish to do so. A carers information leaflet is being designed to support carers.”

- Moorfields Eye Hospital (City Road)
- Moorfields at St George's Hospital
- Moorfields at Barking Hospital
- Moorfields at Bedford Hospital
- Moorfields at Croydon University Hospital
- Moorfields at Darent Valley Hospital
- Moorfields at Ealing Hospital
- Moorfields at Loxford
- Moorfields at Ludwig Guttman Health and Wellbeing Centre
- Moorfields at Mile End Hospital
- Moorfields at Northwick Park Hospital
- Moorfields at Potters Bar Hospital
- Moorfields at St Ann's Hospital

Norfolk & Norwich University Hospital NHS Foundation Trust

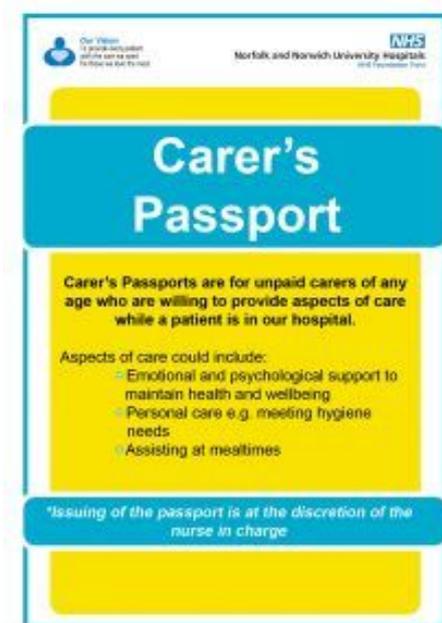
“We have a partnership agreement with carers, helping us find the best ways to support patients and their carers. This includes discussion & flexibility around visiting. We contact carers every month and ask what improvements could be made. Our Dementia Support Team offers emotional support and signposting to people with dementia and their carers.”

- **Norfolk & Norwich University Hospital**

Website statement: The Norfolk and Norwich University Hospital has a Carer’s Passport, a scheme which supports carers who are visiting and caring for patients staying in hospital. Together with other hospitals who have signed up to John’s Campaign, we recognise the right of carers to stay with people with dementia.

The Carer’s Passport is available on all adult inpatient wards with the issuing of the passport at the discretion of the nurse in charge. It offers some concessions as a small gesture of thanks and appreciation, which include discounted meals in the main restaurant and the coffee shops run by the West and East Outpatient areas as well as free parking. The Carer’s Passport is for unpaid carers of any age who are willing to provide aspects of care while a patient is in hospital. Aspects of care could include emotional and psychological support to maintain health and wellbeing, personal care and assisting at mealtimes.

In alignment with the Carer’s Passport, the Carer’s Partnership Agreement Form will be available for ward staff to use whilst issuing the passport. The form sets out agreement between the carer and the ward about what the carer can offer in terms of support for the patient whilst they are in hospital.



North Bristol NHS Trust

“We are committed to working in partnership with carers. A Carer's Conversation takes place on admission, we have a carers' Charter and offer practical support to carers including free parking and access to the staff canteen. We welcome visitors without restriction. Carer Liaison Worker 07557 418692”

- **Southmead Hospital:**

Sue Jones, Director of Nursing and Quality writes: “We are proud to be on this list and have had open and free visiting since May 2014, with a carers charter - it works for patients, carers, loved ones and staff.”

Carole Tookey, Deputy Director of Nursing confirms: “The charter covers all areas of our hospital and carers are welcome at any time. The practice of open visiting applies to all carers and doesn’t discriminate one group of carers over another. There is a lot of information on the website: <https://www.nbt.nhs.uk/patients-carers/carers>. Through the Carers Support Scheme at NBT carers are entitled to:

- Access to staff restaurant – Carers can request an access pass to allow them to use the staff restaurant.
- Free Parking – Carers can park free of charge in the Southmead Hospital car parks for the duration of the admission.
- Carers Conversation – This is designed to capture the initial conversation between ward staff and the carer to ensure that everyone is clear about the carer’s role during the patient's hospital stay. This record is put into the patient’s notes to aid communication between our teams and the carer.

Our patient experience team are aware and will be celebrating the role of carers in carers week with stands and displays including the role of staff who are carers with some new projects to support them too.”

Ambassador

- **Sue Jones**



Carers Charter

Promoting a culture that recognises carers and their needs within our hospitals.

North Bristol NHS Trust (NBT) and University Hospitals Bristol NHS Foundation Trust (UH Bristol) value the vital work done by carers and are committed to working together with them as expert partners in care.

A carer is someone who provides care for someone else who, due to illness, mental health problems, substance misuse, physical and learning disability or old age is unable to care for themselves without their support. This charter includes young carers and parent carers.

<p>Carers as equal partners We will ensure that the role you play as a carer is valued by all staff and will make sure that we respect, listen to and understand carers and what they do. We will identify carers as early as possible.</p>	<p>Sharing information With the relevant consent obtained, we will provide information that is timely, appropriate and accessible. We will involve you in decision making while respecting the need for confidentiality.</p>
<p>Supporting carers We will inform you as a carer of your right to an assessment under the Care Act 2014 and the Children & Families Act 2014, providing information about the range of support and advice services available to you. We recognise the importance of your needs being met and will support you to have breaks away from the ward when you need them.</p>	<p>Having a voice We will ensure that carers are involved in the planning and delivery of our services, are listened to and involved.</p>
<p>Young carers We will ensure that we involve young carers and will work to support you and recognise the valuable role you play in the health of our patients.</p>	<p>Discharge We will include you appropriately in discharge planning and provide information regarding care and medication.</p>



Do you look after someone who could not manage without your help?



Carers are welcome here

We welcome the carers of our patients in the ward. We would like to work in partnership with you.

If you are a carer, please ask about our carers support scheme and let the staff know who you are.

Find out what help you can get from a Carer Liaison Worker
Call: 07557 418 692
Email: carerliaison@nbt.nhs.uk
Website: www.carersupportcentre.org.uk

North Bristol NHS Trust
support, site's campaign
www.johnscampaign.org.uk



North Cumbria University Hospitals NHS Trust

“We're actively promoting John's Campaign across both hospital sites. The Carer's Pass gives carers the opportunity to remain with the person they care for outside of visiting hours. Carer's with a Carer's Pass will be a key part of a team with the health professionals on the ward.”

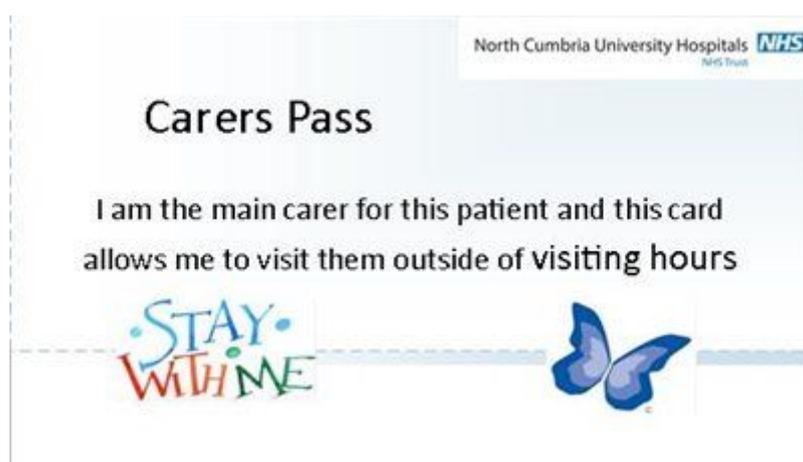
- Cumberland Infirmary
- West Cumberland Hospital

Website information: The Carer's Pass gives carers the opportunity to remain with the person they care for if they wish outside of visiting hours. Carer's with a Carer's Pass will be a key part of a team with the health professionals on the ward. Staff will liaise with the carer to ensure a staff member takes over full responsibility for the person they care for if they want to leave, including agreeing break time.

Christine Musgrave, matron for Elderly Care, said: “We would like carers of those with dementia to help us ensure that their loved one's hospital stay is comfortable, personalised and safe for them. We will ask families to let us know what they are able to do at home, particularly their hobbies or interests, to create the most positive environment we can.

“We want carers to feel completely involved, supported and part of the team. This may be assisting with physical care, attending to personal care, just sitting with the patient, reading, sharing memories or assisting with meals. Just knowing carers are there can be a great help and support to both patients and our staff.”

For details on how to obtain a Carer's Pass please ask to speak to the nurse in charge of the ward.



North Middlesex University Hospital NHS Trust

“North Middlesex University Hospital encourages open visiting for carers of people with dementia and vulnerable adults. Carers will be offered or can ask for a Carer’s Passport. Discounts for parking and in the restaurant is included. We strive to continue to improve resources for carers, and support John’s Campaign.”

- North Middlesex University Hospital

Deborah Wheeler, Director of Nursing and Midwifery, said: “We’re proud of what we are doing at North Mid and we are committed to supporting John’s Campaign. We’re determined to keep supporting hard-working carers because they need caring for too.”



We have adopted a dementia forget-me-not scheme across the Trust to raise the profile of patients with dementia. The flower is included, with the patient’s permission in their notes and by their bed. It helps us to ensure that we not only keep the patients in mind but also their families and carers so that we can provide support and carers passports.

We work closely with carers organisations such as Enfield Carers to promote this.

Articles

- **Passport to making life better for people living with dementia:** Dr Sophie Edwards, formerly Consultant Geriatrician at North Middlesex University Hospital, came up with the idea of the “Carer’s Passport” which has since spread across the country

<https://www.theguardian.com/society/2015/aug/15/johns-campaign-carers-passport>



North Tees & Hartlepool NHS Foundation Trust

“North Tees & Hartlepool NHS Foundation Trust places patients firmly at the centre of everything we do; we recognise and value the role that carers have in the health and wellbeing of patients and commit to communicate and share information; facilitate open access and support the wellbeing of carers.”

- **University Hospital of North Tees**
- **University Hospital of Hartlepool**

North Tees and Hartlepool are relatively recent members of John’s Campaign. Their website, however, has important notes on the need to support family carers in the community and thus help people with dementia stay **out** of hospital. They are also working hard to facilitate better transfers home when patients have been admitted.

[Dementia services in the community](#)

The team of occupational therapists and nurses, who provide the dementia services in the community, see people who are in hospital and help to safely get them back into their own home or in the community. They will help them remain as independent as possible and prevent them from having to go into hospital.

We will:

- provide assessments and see if there is any equipment you need to help you
- give you, your carer and healthcare professionals the information they need so they know what they can do to help
- help your family or carer to understand the symptoms
- help with ways to communicate
- help you to access other specialist services
- work with other health and social care organisations to make sure you get the support you need

North West Anglia NHS Foundation Trust

“We welcome all Carers and recognise that they play a vital role in helping us to provide the best quality of care for our patients. We provide Carers Passports, open visiting, subsidised car parking, put up beds, and our volunteers and chaplaincy can offer companionship in the absence of a Carer. We also provide Carer Comfort Packs in emergencies.”

- **Hinchingbrooke Hospital**
- **Peterborough City Hospital**
- **Stamford & Rutland Hospital**

Lesley Crosby, Deputy Chief Nurse and Carers Lead at North West Anglia NHS Foundation Trust: “Part of providing seamless, holistic care for patients is about caring for their loved ones and carers too. Carers provide vital information about the patient and this in turn can help us to care for the patient in a far more responsive way thus enhancing the patient experience. We can not nor must we ever forget the immense support Carers can be to our staff as we go about caring and treating our patients”

Ambassadors

- **Alison Gray**
- **Teresa Fox Jude**

Blog

Alison and Teresa describe how a dementia and carers advisor work together
<https://johnscampaign.org.uk/#/post/togetherness>



Support from WI: Carer Comfort Packs



Carers Welcome

Northampton General Hospital NHS Trust

“At Northampton General Hospital we believe that the involvement of carers is fundamental to the provision of the best possible care. Our intent is to welcome all carers of patients living with dementia to take an active and participative role in supporting their relative or friend, based on individual needs and not hospital processes and visiting restrictions.”

- **Northampton General Hospital**

Dementia Liaison Nurse, Catherine Lowe. “NGH have implemented John’s Campaign from February 2017 and recognise the value it brings to our patients with dementia. We pledge to continue to support this campaign to improve patient and carer experience and have already bought 3 recliner chairs to aid a carers stay with their loved one, incorporated John’s Campaign into our policies and are using patient profiles to help ensure we deliver person centred care.”



The new Abington room, designed for patients with dementia and their families to enjoy social time together - it features recliner chairs and is also used at mealtimes

Northern Lincolnshire & Goole NHS Foundation Trust

“All carers are welcome outside visiting hours (although there are no designated overnight facilities). We have a Dementia Lead Nurse, Dementia Clinical Nurse Specialists and hospital based Carers Liaison Service. We are committed to improving the care for patients with dementia. John’s Campaign is discussed in our training which is mandated for all clinical and frontline staff.”

- **Goole & District Hospital**
- **Scunthorpe General Hospital**
- **Diana Princess of Wales Hospital**

Northumbria Healthcare NHS Foundation Trust

“We are committed to providing compassionate, person-centred healthcare, supporting John’s Campaign through listening to feedback, open visiting, providing a carer’s passport, ‘Come Dine with me’ initiative, reminiscence, therapeutic and interactive activities (RITA) and ‘This is Me’.”

- Alnwick Infirmary
- Berwick Infirmary
- Blyth Community Hospital
- Haltwhistle War Memorial Hospital,
- Hexham General Hospital
- Morpeth NHS Centre
- North Tyneside General Hospital
- Northumbria Specialist Emergency Care Hospital, Cramlington
- Rothbury Community Hospital
- The Whalton Unit
- Wansbeck General Hospital

Ellie Monkhouse, executive director of nursing and midwifery at Northumbria Healthcare NHS Foundation Trust, said: “John’s Campaign is actively part of our practice and culture and is supported by our dementia strategy with implementation overseen by the person-centred care group.

“Carers within Northumbria carry a card which allows them access to visit a ward at a time that suits them. As well as open visiting, shared meal times are actively encouraged with initiatives in place such as ‘Come Dine with Me’. Carers are also welcome to join their relatives for reminiscence sessions and other activities to encourage social participation such as workshops with the Singing Sensations.

“Trees to record wishes have captured the wider engagement of family members with an opportunity to record their hopes and aspirations for the person in our care. Regular focus groups held with carers of people with dementia on our Mental Health Services for Older People wards help to inform the on-going real-time patient experience programme.

“At Wansbeck General Hospital, and acknowledging the long distances that carers sometimes have to travel due to our geography, the Oasis, funded by our Bright charity, was created for relatives to rest, shower, and restore in between visits to the ward. While making a cup of tea or making use of our carers’ comfort basket, families are able to read the reflections of other families who are in a similar situation.”

Nottingham University Hospitals NHS Trust

“Carers are welcome outside visiting hours in all areas. The carer’s passport is available to the main carers of all patients so carers can visit outside normal visiting hours and whenever needed. Please ask a member of staff for a passport.”

- City Hospital
- Queen's Medical Centre

Mandie Sunderland, Chief Nurse, said: “At Nottingham University Hospitals we want to provide high quality care and the best experience for our patients and carers and are therefore committed to welcoming, supporting and working in partnership with our carers.

“Flexible visiting for carers is key to this approach so we have adopted, promoted and facilitated this via our Carer’s Passport.”

Ambassadors

- Liz Charalambous

Articles and Videos

- **How loved ones can help prevent patients developing delirium in hospital**
<https://www.theguardian.com/society/2015/aug/01/johns-campaign-dementia>
- **Liz Charalambous at the First JC Conference**
<https://johnscampaign.org.uk/#/video/2017-07-17>



Nottingham University Hospitals NHS Trust’s Carers Passport

Oxford University Hospitals NHS Foundation Trust

“We aim to work in partnership with carers and will welcome you at all times. Please discuss your needs with the nurse in charge. For support, a member of staff can put you in touch with our Carer Liaison Worker. We are signed up to Oxfordshire’s Commitment to Carers 2018.”

- **John Radcliffe Hospital**
- **Horton General Hospital**
- **Churchill Hospital**
- **Nuffield Orthopaedic Centre**

Chief Nurse, Sam Foster: “We understand how stressful being in hospital can be both for the patient and their loved ones and know how much of a boost to a patient’s morale and recovery visits from friends and relatives can be.

“Therefore we are excited as a Trust to be developing an open visiting policy to give more flexibility to relatives as to when they can visit and the role they can play in the care of their loved ones.

“This is particularly true in relation to dementia patients. As a Trust we are busy making our hospitals more dementia friendly and open visiting will give the opportunity for the carers of patients with dementia to remain with their loved one, where appropriate, and be actively involved in their care during what can be a stressful and confusing time.”



Samantha Foster

Papworth Hospital NHS Foundation Trust

“Papworth Hospital NHS Foundation Trust treats everyone as an individual. We communicate closely with carers of patients with dementia and give them the opportunity to stay with their relative if appropriate and if it is their wish to do so.”

- **Papworth Hospital**

Pennine Acute Hospitals NHS Trust

“Carers of people living with dementia are encouraged to play an active part in their care. In order to strengthen partnership working we support open visiting and are able to provide a meal for a carer supporting their loved one at meal times and reduced car parking.”

- North Manchester General Hospital
- Royal Oldham Hospital
- Fairfield General Hospital
- Rochdale Infirmary

An Staff Nurse on the Oasis Unit at Rochdale Infirmary confirmed: “The patients’ visitors appreciate John’s Campaign as it enables them to stay with the patient, have their lunch and also stay for increased visiting times. This then enables them to be more involved with the patient’s care. The staff appreciate their support 100% as they know the patients visitor/carer can assist with the patient’s basic care and enhanced observations whilst with the patient.”

Ambassadors

- Tyrone Roberts



Plymouth Hospitals NHS Trust

“We welcome carers of people with dementia 24/7 across the hospital. Carers can reduce anxiety, promote wellbeing and support the discharge process. Please help us get to know your relative with dementia by filling out the "Getting to Know You" leaflet and look out for the forget-me-not flower. Ask for Matron Sarah Carlson (01752 202082) if you need more help.”

- **Derriford Hospital:**

Greg Dix, Chief Nurse and Nicola McMinn, Senior Matron for Clinical Standards and Patient Experience, of University Hospitals Plymouth NHS Trust said: “We recognise the very important role of carers, they help reduce anxiety, improve the inpatient's experience, promote wellbeing and can support the discharge process.

“We welcome all carers to stay as long as they wish. Our carers policy encourages 24/7 access for carers across the hospital not just in our care of the elderly wards. We work with carers, for example with our "Getting to know you" booklet, to get to know our patients better which then enables us to provide treatment with the privacy and dignity that they deserve. We also have many dementia friendly wards and departments which display the forget me not flower at the entrance.

“In addition our Visitors' Charter represents our commitment to the relatives and carers visiting the hospital and is a vital part of embracing the value of loved ones to aid recovery and care for our patients.”

Visitors' Charter for Adult Inpatients



<https://www.plymouthhospitals.nhs.uk/visitors-charter>

Poole Hospital NHS Foundation Trust

“We are delighted to say that Poole Hospital NHS Foundation Trust is committed to supporting ALL carers who wish to take an active role whilst their loved one is in Poole Hospital, and to provide help, support and guidance for all informal carers.”

- **Poole Hospital**

Geoffrey Walker, Matron for Medicine/Specialist, Medicine Emergency and ambulatory Care comments: Wanting to care does not stop once a loved one is in hospital, this scheme will give the opportunity for carers to continue and support the ward staff by freeing up time to help others. Being with people you know and loved ones improves the psychological wellbeing of the patient as well as the physical, and can only help in their recovery and promote earlier discharge.

Louise Coll, Matron for Older Peoples Services comments: ‘Supporting carers is a vital aspect of our roles, particularly within DME – by being welcoming and supportive, we may encourage more to come in and assist during an inpatient stay.’

Kate Jones, Dementia Nurse Specialist explains: At Poole hospital we now promote the ‘active carers role’ which has developed from the nationally recognised ‘Johns campaign’. Carers of in-patients are encouraged to continue their caring role if they wish to do during their stay. We aim to recognise that the people closest to our patients are the experts in their care needs.

Three years ago we developed a new carers advisor role within the hospital. The adviser offers individual information and support to Carers, takes time to listen to carers needs and help point them to a range of solutions and organisations who can offer support. On display around the hospital are coloured posters informing carers they are welcome and including the phone number of the carers advisor.



The Poole Hospital active carers scheme offers free car parking for longer stays. The Dolphin Restaurant at Poole Hospital has joined the Dorset Carers Card Scheme. As a way of acknowledging and thanking the valuable work that carers do, carers receive the staff discount rate when they show the Dorset card

Portsmouth Hospitals NHS Trust

“We have many exciting initiatives underway to support our patients living with dementia and the relatives/carers that support them. We welcome carers and pledge to continue to improve our services and facilities for our frail older patients which we hope will improve patient outcomes, reduce deconditioning and improve mobility, mood, behaviours etc.”

- **Queen Alexandra Hospital:**

Portsmouth Hospitals NHS Trust is committed to the active involvement of family carers during a hospital stay of the person they care for and enabling patients to keep in contact with friends and family. Family carers and visitors play an important role in supporting patients during an episode of ill health. Patients have told us a more flexible and inclusive approach to visiting would improve the overall experience of patients and there is a need to better recognise the valuable contribution that family carers make. Our [visiting guidance](#) has been written using the principles of [John's Campaign](#) and promotes the right to stay with someone in hospital to support them as often as they are able.



Arrangements for family/friend carers

Arrangements can be made between the ward staff and family or friend carers on admission to hospital which ensures we all understand the role they will wish to have in the participation of caring for their loved one or friend. We actively promote the rights of carers to stay with the cared for while they are in hospital if they wish to do so. While Carers are in our care, there are a number of principles we aim to meet to support them

- Family carers are welcomed during the hospital stay of the person they care for.
- They will be supported to participate in care to the extent they, and the person they care for, wishes.
- If Carers have made the decision to stay, we will provide facilities for them to eat, drink, wash and rest while they are here. Please note, this applies to family or friend carers who are providing a level of care to the patient. We are unable to provide facilities to visitors.
- Carers will be offered a carer's assessment and a referral to the QA Carers Team to ensure appropriate support during hospital stay and in preparation for discharge.
- Carers will be actively involved in care and discharge planning to ensure the safe, effective and timely discharge of patients.
- Wards and departments will provide local visiting times based on the needs of their patients. Out of hours visiting may be agreed with the ward team.

Princess Alexandra Hospital NHS Trust

“All carers and loved ones of patients who have any form of dementia are welcome outside the normal visiting hours. We can offer concessionary parking, food and drinks for carers and where possible we can accommodate overnight stays (put up beds). Carers should make themselves known to the ward sister/charge nurse.”

- **Princess Alexandra Hospital**

[The hospital website shows](#) that carers at the Princess Alexandra Hospital can access support from Action for Family Carers who have a support worker on site five days a week. John’s Campaign posters are displayed round the hospital.

The Princess Alexandra Hospital was also the first English hospital to welcome a newly registered charity, The Anne Robson Trust, set up by John’s Campaign supporter, Liz Pryor, in memory of her mother.

The Anne Robson Trust is working closely with The Princess Alexandra Hospital Trust in Harlow to roll out their ART Butterfly Volunteer Scheme. The group of 40 trained volunteers provide support to patients in the last days and hours of their life, many of whom would otherwise be facing death alone and frightened.

The team have provided an amazing 420 visits to 173 patients at the end of life since January 2018. The charity is now actively fundraising in order to expand this much needed service to acute trusts across the uk. www.annerobsontrust.org.uk



*ART Butterfly Volunteers team meeting
with palliative care nurse Sarah Jones and charity founder Liz Pryor*

Queen Victoria Hospital NHS Foundation Trust

We have an open door policy for Carers at the Queen Victoria Hospital and encourage their participation in the care and support of their loved ones. Information on services we provide for patients and carers can be found on our website

<https://www.qvh.nhs.uk/visiting-us/> or contact jo.davis3@nhs.net'

- Queen Victoria Hospital, East Grinstead

Jo Davis, matron perioperative services, confirms that the policy covers all areas in the trust and applies to all carers, not only to carers of people with dementia. The policy is included on the website and the patient experience department know about it and how it is implemented.

Robert Jones & Agnes Hunt Orthopaedic Hospital NHS Foundation Trust

“The Trust has open visiting times but as the relative/carer of a patient living with dementia we wish to extend this and welcome you to attend at any time. Staff value the information that carers can provide and ask carers or family members to complete the patient passport. The Trust is a member of the Butterfly Scheme.”

- **Robert Jones & Agnes Hunt Orthopaedic Hospital**

Rotherham NHS Foundation Trust

“The Rotherham NHS Foundation Trust is proud to have launched the "Forget Me Not" carers' passport which invites carers of people living with dementia to stay with them and fully engage in their care. We feel that carers must be recognised and valued as vital partners in care.”

- **Rotherham District General Hospital**

Chris Morley, Chief Nurse, The Rotherham NHS Foundation Trust: “Over the last three years John’s Campaign has been instrumental in increasing the awareness of dementia and its effects, as well as helping us all think differently about how we care for patients with dementia, in hospital and in the community, and the support we provide to their carers and families.”

Royal Berkshire Hospital NHS Foundation Trust

“Visiting is open and staff will do their utmost to ensure that as a carer you are able to visit at times that suit you; that you are acknowledged and your views respected. We have a Carers Charter and provide a booklet which offers signposting and support. We survey carers weekly to improve their experience.”

- **Royal Berkshire Hospital**



Ambassadors

- **Professor David Oliver**



Professor David Oliver is a friend and enthusiastic supporter of John's Campaign. He looks after a 28 bedded all male ward which embraced open visiting even before John's Campaign and has never looked back.

Royal Bournemouth and Christchurch NHS Foundation Trust

“Carers of patients living with dementia are welcome outside visiting hours in all Older Persons Medical wards (though there are no special facilities for overnight stays). Please liaise with ward staff to pick up a carer's passport and let us know how we can support your individual needs.”

- Royal Bournemouth Hospital
- Christchurch Hospital

Carers welcome here

Carers of patients living with dementia are welcome outside visiting hours in all our Older Persons Medical wards.

Please liaise with ward staff to pick up a carer's passport and let us know how we can support your individual needs.

Twitter (30.5.2018) comment “It certainly seems to be working for our carers!”

Ambassador

- Kelly Lockyer



Article

Twiddlemitts-improving-life-for-patients
<https://www.theguardian.com/society/2016/may/07/>

Royal Brompton & Harefield NHS Foundation Trust

“We welcome carers for visiting outside normal visiting hours, whether to provide comfort, companionship & reassurance or practical assistance. Please ask the nurse in charge for a carers passport, information pack and pull out beds (available in some areas, where privacy/dignity of all patients can be maintained).”

- **Royal Brompton Hospital**
- **Harefield Hospital**

Royal Cornwall Hospitals NHS Trust

“The Trust is proud to have developed a respectful Carer's Policy in partnership with carers from across Cornwall and the Isles of Scilly. Our Policy promotes the use of our Carers Passport and supports individual adjustments for all carers to respond to their specific needs, including supporting overnight stays.”

- Royal Cornwall Hospital
- West Cornwall Hospital
- St Michael's Hospital

Frazer Underwood, Associate Chief Nurse at Royal Cornwall Hospitals said:

“We are proud to support John's Campaign and have extended our pledge to all our hospitals in Cornwall. I regularly get feedback from patients and carers about the real difference our carer's policy makes and our open approach to support people stay with their loved ones.”



Overnight chairs for carers bought with donations

Royal Devon & Exeter NHS Foundation Trust

“We are committed to achieving excellent compassionate care for all our patients with and without Dementia. We welcome and aim to support all carers to be as actively involved as they wish 24 hours a day while their loved ones are in our hospital.”

- **The Royal Devon and Exeter Hospital**

Dr Jane Sword, Chair of the Dementia & Delirium Steering Group writes: The Royal Devon & Exeter NHS Trust has open access day-time visiting across all wards to improve patient well-being and communication. For patients with dementia some relatives or carers like to stay with their loved one throughout the day and night and we do support this – whether the patient is being treated in a specialist dementia ward or in another area for a different clinical problem. John’s Campaign has been actively promoted in the hospital and supported by The League of Friends amongst others to provide comfortable seating for those who wish to stay overnight. We aim to provide excellent clinical care in an appropriate environment with access to bedside entertainment, gardens and other activities. In our effort to be a dementia-friendly hospital all new staff who join our organisation have training in dementia awareness.

The Royal Devon & Exeter NHS Trust is involved with the National Audit of Dementia to monitor the standards of dementia care. In last year’s audit we achieved excellent results but recognise that there is still much which could be done to improve the experience of patients, families and loved ones, and to improve our staff’s confidence in providing the highest quality care for people with dementia.

The Royal Devon & Exeter NHS Trust is now very active in exciting clinical research which aims to understand the biology of dementia and to discover new treatments. As part of the Devon Dementia Research Collaboration, alongside the University of Exeter and Devon Partnership Trust, we have become the highest recruiting area for dementia research in England and Wales.

Our local memory service, an example of close collaboration between local NHS organisations, has now achieved the highly respected accolade of accreditation with the Memory Services National Accreditation Programme (MSNAP). This means that our local memory service has achieved a nationally recognised high quality standard across a wide range of quality indicators.



We believe wholeheartedly in our core values of inclusion and collaboration, respect and dignity, fairness, honesty, openness and integrity, courtesy and respect to provide a safe and high quality service that is also active in research and development.

Memory Garden

Royal Free London NHS Foundation Trust

“All our inpatient wards support and practise Johns Campaign. Some wards offer open visiting to all; some use carers passports. If you care for a patient with dementia please make yourself known to the ward manager who will offer a partnership in care that extends beyond simply welcoming you to sit at a bedside.”

- Royal Free Hospital
- Barnet Hospital
- Chase Farm Hospital

Deborah Sanders, group chief nurse wrote: ‘Our teams at the Royal Free London NHS Foundation trust have embraced John’s Campaign in all our ward across all our hospitals because of its humanity and because it is the right thing to do for patients, relatives, carers and staff’

Daniele Widle, group lead for dementia,wrote: Im happy to say that our entire organisation is now signed up to and practicing John’s campaign. The way the campaign is implemented varies from one clinical area to another dependent on the clinical needs of the patients on that ward. In other words, some wards have open access for everyone, some just for the carers of people with dementia. I thought that leaving that to the discretion of the individual ward manager was a really important way of getting engagement from clinical teams rather than telling them they have to do something and them just paying lip service. The strategy seems to have paid off and when I hear people talk about John’s Campaign now it’s considered a no-brainer that we should be doing this.

Information about John’s Campaign is available on our internal and external websites and PALS and our patient experience team are well aware of this work. Some areas are providing carer passport cards but not all depending on whether the ward has open access to all. What we recommend is that the carer informs the ward manager that they are the carer of a person with dementia. This prompts the ward manager to provide them with the attached leaflet and make a partnership with the carer that extends beyond simply allowing them to sit at a bedside

We talk about John’s Campaign in our dementia training, our care certificate training and at Trust induction – it has very much become part of our culture and chimes perfectly with our Trust’s world class care values (positively welcoming, clearly communicating, actively respectful and visibly reassuring)



Royal Liverpool and Broadgreen University Hospitals NHS Trust

“RLBUHT are passionate about engaging with carers to ensure patients with dementia receive excellent individualised care. We already extend flexible visiting to carers and we are moving into a new build 2017 where carers can be accommodated in single en suite rooms. Overnight bags are available containing toiletries.”

- **Royal Liverpool University Hospital**
- **Broadgreen Hospital**

Shaun Lever, dementia lead, said: “We are fully committed to assisting with the vital work carers offer while working alongside our healthcare teams to provide the best clinical care to patients with dementia. We also offer half price parking to carers and can cater for their nutritional needs.”

Royal National Orthopaedic Hospital NHS Trust

Royal National Orthopaedic Hospital NHS Trust has accommodation and would make whatever individual arrangements were necessary to enable a patient with dementia to be supported by their carer if that was what they wished. Individuals within the trust support John's Campaign and are currently working hard to raise dementia awareness levels throughout the staff.

Royal Surrey County Hospital NHS Foundation Trust

“Our carers passport supports all carers to visit out of normal hours, to be actively involved in team meetings and discharge planning discussions and provide whatever level of support and assistance they choose. We offer regular liquid refreshment, discounted food and car parking. Please introduce yourself to the ward manager.”

- Royal Surrey County Hospital

Website <http://www.royalsurrey.nhs.uk/?s=carers>



Proudly supporting
John's Campaign



*Leaflet with info about why they support JC
and what they're doing to care for carers*

Royal United Hospitals Bath NHS Foundation Trust

“Carers and families of people living with dementia are welcome on our wards at all times. Our commitment is to listen, and to do what we can to support you in providing ongoing care to your relative or friend. After all, you know the person best.”

- Royal United Hospital
- Royal National Hospital for Rheumatic Diseases

Helen Blanchard, Director of Nursing & Midwifery writes: Our vision is to become the leading dementia friendly hospital in England by 2020. We take a holistic, whole-hospital approach to addressing the emotional and practical needs of those with dementia and the families and carers who support them.

Coming into hospital can be particularly frightening for patients who have dementia, as the unfamiliar surroundings, sounds and people can be unsettling. We understand how important it is that our staff are able to recognise this and provide good quality care and support for patients with dementia and their families or carer. All our wards have achieved a Dementia Charter Mark.

We realise the importance of involving carers in ward care plans and discharge plans, ensuring a personalised approach to high quality care for every patient. We welcome carers of those with dementia on to our wards at all times, whether that’s to visit, to assist at mealtimes or to stay overnight using one of our specially provided sleeper chairs or camp beds.

Our dedicated dementia-coordinators are there to support both the patient and their family and our Carer Hub provides a warm welcome along with advice, support and signposting for carers.



The dementia coordinators team

Royal Wolverhampton NHS Trust

“We invite carers to be actively involved as partners in care; engaging, respecting and welcoming them into the role with their changing needs being actively addressed. Our philosophy of 'therapeutic visiting' and ensuite overnight relatives room, means that carers are welcomed at whatever time the patient needs their support.”

- **New Cross Hospital:**
- **West Park Rehabilitation Hospital:**
- **Cannock Chase Hospital**

Julie Willoughby, Consultant Nurse - Dementia Services, writes:

‘The Royal Wolverhampton NHS Trust are proud to have pioneered the development of dementia services within the acute hospital setting and to have shared our successful model with other organisations across the UK. Our Trust lies at the heart of a ‘Dementia Friendly’ community and strives to consistently deliver high quality person-centred care that meets the needs and expectations of our patient and their carers. We aim to develop positive relationships with carers alongside the patient to ensure they are adequately supported, informed, educated and enabled to continue their caring role’.



Relatives' Room

Salford Royal NHS Foundation Trust

“Using the Triangle of Care, our dementia care bundle and specialising prescriptions, we are committed to carer inclusion and encourage carers to visit or stay with relatives outside normal visiting times. Please contact the dementia team (0161 2061991) if you require information or support.”

- Salford Royal Hospital

James Sumner, Chief Officer, Salford Care Organisation (part of the Northern Care Alliance NHS Group) writes: “Salford Royal NHS Foundation Trust supports John’s Campaign because allowing open visiting for relatives and carers of hospital patients who have dementia reflects our trust core values, these being patient and customer focus, continuous improvement, accountability and respect.”

John’s Campaign Ambassador Dr Emma Vardy (pictured), Consultant Geriatrician and Clinical Dementia and Delirium Lead at Salford Royal NHS Foundation Trust has confirmed that their pledge applies to all carers and also that they will be looking to ensure this covers all areas of the newly formed integrated care organisation.(Salford Care Organisation)

Ambassadors

- Dr Emma Vardy



Dr Emma Vardy

Salisbury NHS Foundation Trust

“All our wards are able to offer 24 hour access for carers and we actively encourage and welcome carers to stay outside of normal visiting hours when appropriate. We are continually working on ways to support carers further and on embedding our Carer’s Passport.”

- Salisbury District Hospital

Denise Major, Deputy Director of Nursing writes: “Our vision is to create an outstanding experience for all our patients. All carers and family members providing care for their relative or friend are welcome on our wards at all times. We are here to support you in providing safe and compassionate care for your loved ones.”



Sandwell & West Birmingham Hospitals NHS Trust

“John's Campaign has been launched and promoted in all clinical areas. We have invested in camp beds for all wards should carers want to stay overnight. A Dementia Lead Nurse has been appointed to develop services for patients living with dementia and their carers and promote training for staff.”

- **Rowley Regis Community Hospital**
- **Sandwell General Hospital**
- **Birmingham City Hospital**

CEO Toby Lewis writes: Recognising that carers provide most of the care in all of our communities, and in our hospitals, is an overdue acknowledgement by the NHS of what is true. John's Campaign is a compassionate and simple recognition that we work together to support individual patients and their families too. We continue to work across Sandwell and Western Birmingham to live up to the campaign and to make it easy to work with our clinicians in all our wards. Thank you for your inspiration and support.



Toby Lewis has championed John's Campaign in his Trust since reading about it while he was staying with his son in hospital

Sheffield Teaching Hospitals NHS Foundation Trust

“The Geriatric Medicine wards in the Northern General Hospital have introduced Carers’ Passports which encourages and supports carers to visit outside of visiting hours, we intend to roll this out across other wards and hospitals throughout the trust. The Trust has developed ‘All About Me’, a booklet to help staff understand the personalised care needs of patients with dementia.”

- **The Northern General Hospital**
- **The Royal Hallamshire Hospital**
- **Weston Park Hospital**
- **Beech Hill Intermediate Care Unit**

Karen Jessop, Deputy Chief Nurse writes: “Our visiting times trust wide have changed recently from 0800 to 2000 and all of our wards will consider the wishes of patients and circumstances of carers when agreeing visiting. We recognise we have more to do and have a carers strategy group led by one of our Nurse Directors to progress this work throughout the organisation. The work includes the extension of the lanyard project with the use of Carers identification badges with information leaflets for both Carers and Staff throughout the Trust. We remain very supportive of this campaign .”

Rob Ghosh, Consultant Physician notes: ‘John’s campaign and the extended visitors hours have really helped us engage more with our Carers. We regularly survey Carers experience in hospital and since the introduction of John’s Campaign we have noticed high levels of satisfaction with the time Carers have available to discuss things with our staff.’

Sherwood Forest Hospitals NHS Foundation Trust

“Sherwood Forest Hospitals pledges our support to John’s campaign. We are committed to providing support for people with dementia and long term conditions. We recognise that carers have a valuable role in the reassurance and dignity of patients and we are proud to offer open visiting for them.”

- **King's Mill Hospital**
- **Mansfield Community Hospital**
- **Newark Hospital**

Fiona McCandless Sugg, Specialist Dementia Nurse, was closely involved with the Trust’s sign-up to John’s Campaign. She has a section of [advice for patients/carers/visitors](#) on the Trust website.

- It is important that we get to know the person who comes into our hospitals. To help us care for you/the person you care for, we ask that you complete a copy of [This is me](#). You will be given this when you come into hospital, or you may already have a copy that you can bring with you. You can access the document and read more about it on the Alzheimer’s Society website.
- Dementia UK and the Alzheimer’s Society are good sources of information on many aspects of the dementia journey.

[The Alzheimer’s Society factsheet Hospital Care](#)

Dementia UK suggest preparing an [emergency hospital bag “just in case”](#)

Dementia UK also provides [information about hospital visits](#)

- We value the contribution that family members and carers make to the care of people living with dementia. If you would like to help us, for example in assisting with personal care or at meal times, please discuss this with the nursing team
- If you have any suggestions for how we can improve the experience of people who are living with dementia and their carers, please let us know.

Shrewsbury and Telford Hospitals NHS Trust

“Carers are welcome outside visiting hours in all medical and surgical wards. There is a carers passport scheme and carers are always welcome to discuss visiting arrangements with the nurse in charge. Staff may also facilitate carers accompanying patients to theatre or Xray. The Trust works with the Butterfly Scheme”

- Royal Shrewsbury Hospital
- Princess Royal Hospital

Working in partnership with Shropshire Community health they deliver services in Bridgnorth, Ludlow & Whitchurch community hospitals.

Karen Breese (dementia clinical specialist) writes: We are delighted to be working partnership with our local community Hospitals with John’s Campaign using the same carers passports and reasonable adjustments to improve the journey for people living with Dementia and their carers.



South Tees Hospitals NHS Foundation Trust

“Carers are welcome. We provide overnight accommodation and open visiting to all carers. Information relating to what can be expected is detailed on our website <https://www.southtees.nhs.uk/patients-visitors/carers-supporting-your-needs-and-rights/> We’re also reviewing our visiting arrangements and hope to move to a complete open visiting model soon. For more information contact PALS 01642 854807”

- James Cook University Hospital
- Friarage Hospital
- East Cleveland Primary Care Hospital
- Guisborough Primary Care Hospital
- Lambert Memorial Community Hospital
- Redcar Primary Care Hospital
- The Friary Community Hospital

Gill Hunt, Director of Nursing “fully supports” this work.

South Tees Hospitals **NHS**
NHS Foundation Trust

Carers are welcome

On Ward 12

We welcome visitors to our wards and departments and appreciate the help and support that you give to your family member or friend during their time in hospital.

We are keen to promote the valuable role that carers have in the health, comfort and wellbeing of our patients.

If you are or think you may be a ‘carer’ please make yourself known to a member of staff and ask for a **Carer’s Information Card**. The card contains information which you may find helpful.

For further information please contact:
Sister Vanessa Campbell-Lee,
Ward Manager

The Trust defines a “carer” as a person of any age who provides help and support because of their illness, frailty or disability to a parent, child, partner, relative or close friend. The care they provide is unpaid.

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together we do the amazing

South Tyneside NHS Foundation Trust

“South Tyneside and Sunderland Healthcare Group is committed to the development of good quality, flexible services to support all patients and carers by involving them in any decision making processes. We welcome carers to stay with their loved ones and provide support and encouragement if they would like to continue to be involved in providing care.”

- South Tyneside District Hospital

Melanie Johnson Executive Director of Nursing, AHPs and Patient Experience: “At City Hospitals Sunderland NHS Foundation Trust and South Tyneside NHS Foundation Trust we understand that carers are a hugely important asset to the NHS. Our staff recognise the great value and importance of carers and their vital role as experts in providing care for those they look after. By supporting carers to provide care and to stay well themselves we can contribute to better lives for those needing care.”

NHS

City Hospital Sunderland NHS Foundation Trust
South Tyneside NHS Foundation Trust

Carers' Charter

'A carer is someone who looks after a family member, partner, friend or neighbour who due to illness, disability, frailty or addiction is unable to manage alone'

Our staff recognise the great value and importance of carers who provide care to people who use our services. We are strongly committed to supporting and working in partnership with carers in order to ensure that we can provide the highest quality and most effective care possible.

<p>Recognition and Value</p> <p>We will recognise and value carers as 'experts' involving where appropriate in all aspects of care including; assessment, planning, treatment, and discharge.</p> <p>We will ensure that all carers are offered a 'Carer's Passport' to assist with easy identification and offer of additional entitlements.</p>	<p>Recognise Young Carers</p> <p>We will recognise the vital role young carers play and signpost to the relevant support agencies and groups at the earliest stage possible.</p>	<p>Working in Partnership</p> <p>We will work with carers and other care agencies to help inform, develop and evaluate services.</p>
<p>Help and Advice Service</p> <p>We will work closely with carer organisations in promoting contacts in order to help carers obtain information and access support for themselves and the people they care for.</p>	<p>Carer Involvement</p> <p>We will aim to involve carers with the delivery of care. In addition, carers will be invited to be involved in the future development of services.</p>	<p>Raising Staff Awareness</p> <p>We will provide all frontline staff with appropriate and relevant awareness training to help them to develop an understanding of the role of a carer and recognise and respond to carers' individual needs.</p>

For more information visit www.stft.nhs.uk or www.chsft.nhs.uk

South Warwickshire NHS Foundation Trust

“At SWFT we aim to work in partnership with Carers acknowledging the value of the support that you provide, Carers can stay outside of regular visiting hours and will be made welcome. Please speak to the Nurse in Charge about carers support at SWFT, see our website for details.”

- **Warwick Hospital**
- **Central England Rehabilitation Unit**
- **Ellen Badger Hospital**
- **The Nicol Unit**



Blog

Jo Poole, Clinical Nurse Lead for Frailty at South Warwickshire NHS FT, explains how their initiatives "Tea for Two" and "Let's Do Lunch" have been helping patients get the sustenance that their bodies need whilst also having the social interactions that their minds need

<https://johnscampaign.org.uk/#/post/tea-for-two>

Southend University Hospital NHS Foundation Trust

“We are committed to ensuring carers feel valued and supported. The hospital has open visiting and the introduction of the carer’s passport will help clarify the agreement between staff and carers regarding care and support during the patient’s stay. Staff training is available to enhance care. The “forget-me-not” emblem is used to promote awareness of dementia.”

- **Southend Hospital**

Lindsay Popham, Dementia Lead Nurse added:

The hospital has an open visiting policy, so this would mean carers could stay the night if they wanted to. The care of the elderly wards have the added amenities of day rooms and tea and coffee facilities and beds. In other parts of the hospital individual sleeping requirements would have to be individually arranged according to space and patient requirements. The idea of the passport is so this arrangement can be made between the carer and the ward manager so if questioned the carers have some reassurance that their wishes can still be met.

Southport & Ormskirk NHS Trust

“John’s Campaign is in place across both hospital sites. We will continue to ensure that our staff are aware of the campaign , and continue to welcome carers to support patients both day and night. The aims of our Patient Experience Strategy ' Developing The Experience of Care' will also continue to support the carer experience across the Trust.”

- **Southport & Formby District General Hospital**
- **Ormskirk District General Hospital**

Michelle Kitson, Matron for Patient Experience, writes: John’s Campaign registration posters are visible on entering all ward areas, and is embedded into our ward/ department nursing assessment and accreditation scheme to ensure continued awareness amongst all nursing staff.

We welcome carers to support patients with a diagnosis of dementia through both urgent and planned admission pathways on both our hospital sites, making reasonable adjustments were required to enable carer support. We actively encourage carers to support at mealtimes to encourage loved ones to eat and drink, and also to offer social interaction at these times. We have purchased two day beds to enable carers to stay overnight with patients if they choose.

Our patient experience strategy ' Developing the experience of care' is also supporting the carer experience through quality improvement work. Current achievements are:
- reviewing the hospital passport to make it more carer friendly by avoiding duplication, and making the information easier to navigate for staff. Increasing the use of the hospital passport within the Trust is currently registered as an Always event with NHS England.



St George's University Hospitals NHS Foundation Trust

“Carers of people with dementia are welcome on our wards and we offer flexible visiting times. Although we have no special facilities for staying overnight enquiries to the ward manager or matron are welcome. We use the Butterfly scheme and offer a weekly drop in service for carers. Contact our Dementia Specialist Nurse on 020 8725 4051”

- **St George's Hospital**

St Helens & Knowsley Teaching Hospitals NHS Trust

“If you are a carer please tell a member of our staff. We have lots of initiatives aimed to support you and the person you care for. This includes our Carers Pass, ‘Forget Me Not’ scheme and hospital based Carer Support Officers.”

- Whiston Hospital
- St Helens Hospital

Chief Executive Ann Marr said: “The Trust and its partners recognise the caring role provided by so many of our patients’ family and friends. We understand concerns regarding admission, and around planning the best care and support once discharge occurs. We also realise that practical arrangements are required, and that admissions affect carers as well as patients. To this end, we offer family members and carers the opportunity to have their needs for support and information addressed separately to those of the patients.

“To achieve this we will:

- Recognise the important role that carers play, and provide support from educated and skilled staff, recognising that they may have quite separate needs from the patient, which we will try to meet through specialist services;
- Signpost carers to support mechanisms available to them, including the carers support group;
- Develop our provisions for carers while they support someone in hospital, including overnight stay if appropriate, and actively promote John’s Campaign;
- Invite carers and visitors to give feedback on improving the patient experience;
- Make the most of the skills and experience of the Trust Carers Support Team;
- Work hand in hand with independent agencies that support carers.”

Ambassadors

- Lauren Hanson
- Marie Honey



Stockport NHS Foundation Trust

- **Stepping Hill Hospital:** “We believe communication is a fundamental basic human need as is the requirement to look past Dementia as a reason for behaviour. To develop truly person centred care, we commit to working with families and carer's to tailor and wrap our care around their individual likes, dislikes, habits, routines and experiences.”
- **Devonshire Centre, Cherry Tree Hospital:** “The Devonshire Centre for Neuro-Rehabilitation is part of the Stockport NHS Foundation Trust and actively welcomes carers whenever the patient needs them”
- **Bluebell Ward, The Meadows:** “Bluebell Ward is part of the Stockport NHS Foundation Trust and actively welcomes carers whenever the patient needs them”

Alison Lynch, Chief Nurse, Stockport NHS Foundation Trust:

“We recognise the vital importance of patients living with dementia receiving the support of their carers and loved ones, and that their care needs to be tailored to their own personal wants and needs. That’s why we’re happy to support John’s Campaign Pledge.” - Alison Lynch, Chief Nurse, Stockport NHS Foundation Trust.”



Alison Lynch

Surrey & Sussex Healthcare NHS Trust

“We value the role of carers and the support they provide. We have open visiting to most of our inpatient wards (we have no accommodation for overnight stays). To the main carer we offer a carer's passport providing capped parking charges, discounted restaurant meals and free drinks on the ward. Carers also have access to support from an Admiral Nurse employed by the Trust as well as support from West Sussex Carers and Action for Carers Surrey.”

- **East Surrey Hospital:**

Chris O'Connor, Consultant Admiral Nurse, said: “We know what a frightening and confusing experience it can be being admitted to hospital, particularly for patients with dementia. But having the support of a carer can lead to improved experience and outcomes for patients and ensures that the care we provide meets their needs.

“Our support of John's Campaign sends a clear message that we value the role of carers and the vital part they play in caring for people living with dementia. It complements the open visiting and carers passport that the Trust has already introduced”.

He drew attention to the Trust's information on their web page for carers:

<https://www.surreyandsussex.nhs.uk/our-services/a-z-of-services/dementia/>

There's also information for carers of people living with dementia, written with carers:

https://www.surreyandsussex.nhs.uk/wp-content/uploads/2018/05/Carers_of_people_with_Dementia_leaflet_SaSH_March_18.pdf

Ambassadors

- **Chris O'Connor**

Chris has developed the Trusts Dementia strategy with an aim of working towards becoming a dementia friendly organisation and focuses on four key areas; the patient experience, engagement, training development and the environment. Through the Dementia Strategy Steering Group he has established a number of projects and initiatives that aim to improve the experience for people living with dementia and their carers in hospital. He has also developed and facilitates a training programme for the Trusts dementia leads which includes input from carers. Chris not only works directly with patients and staff he also provides support to family/carers and has supported the Trust's Open Visiting policy and carers passport.



Tameside & Glossop Integrated Care NHS Foundation Trust

“Tameside Hospital welcomes carers and recognises the expert role that families can provide. Initiatives include: establishing one of the Country's first Admiral Nursing Services in an Acute Hospital, ensuring that carers passports are available for those wanting to support their loved ones, and holding the ever popular 'Thanks for the memories café’”

- **Tameside General Hospital**



Taunton & Somerset NHS Foundation Trust

“We are committed to working in partnership with carers. Our Carers' Charter outlines this commitment to involving and communicating with carers and the facilities we can offer. We have a Carers Information Hub in our central concourse and Dementia champions across wards and departments. We have an Open Visiting policy.”

- Musgrove Park Hospital

Karen Holden, Associate Director of Patient Centred Care at Taunton and Somerset NHS Foundation, said: “John’s Campaign was a real catalyst for our hospital to review how we welcomed and supported people who are in caring roles for family and friends. We continue to strive to ensure that the care we provide embraces the valuable contribution that carers make. We all have the same goal for the individual patient to make the best possible recovery from a stay in hospital and we are at our best when we work together to achieve this.”



Karen Holden, sitting in the new carers hub at the hospital's NHS 70 exhibition

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The Christie NHS Foundation Trust

“We welcome carers whenever the patient needs them.”

- The Christie Hospital

The Clatterbridge Cancer Centre NHS Foundation Trust

“We are committed to improving the care for our cancer patients with Dementia and recognise that carers play a key role in the patient's journey. Welcoming the carer to the ward will enable the patient to feel more reassured and comfortable within their new surroundings when undergoing treatment. For additional information contact deborah.dejonge@nhs.net”

- The Clatterbridge Cancer Centre

The Dudley Group NHS Foundation Trust

“Carers of patients living with dementia and other long-term conditions can now visit their loved ones in hospital at any time of the day and night to offer extra support and make them feel more at ease in unfamiliar surroundings. Please ask about our Carer's Passport system.”

- Russell Hall Hospital



*Nicci Gerrard launching John's Campaign at The Dudley Group
with dementia nurse Mandy Arowinde*

The Newcastle-upon-Tyne Hospitals NHS Foundation Trust

“We will promote a carer-friendly culture and work in partnership with carers enabling them to support the person they care for at whatever time is most helpful to the patient and convenient for the carer. Our work is underpinned by five commitments to carers; found in our carers information packs.”

- **The Freeman Hospital**
- **The Royal Victoria Infirmary**
- **Cherryburn Stroke Unit, The Centre for Ageing and Vitality**

Maurya Cushlow, Executive Director of Nursing and Patient Services writes:

“The Newcastle Hospitals is proud to be a signatory to John’s Campaign and to support the work they do to promote a carer-friendly environment. We work in partnership with carers to ensure they are able to support the person they care for at whatever time is most helpful to the patient and the carer.

Carers can provide a unique and invaluable perspective of what is needed for the person they care for. They know the people that they care for better than anyone else and this knowledge is vital in helping our staff to provide the best possible care to patients while they are in hospital.”

Newcastle upon Tyne Hospitals produced some useful carer awareness modules which can be accessed from the Johns’ Campaign website

<https://johnscampaign.org.uk/#/group/the-newcastle-upon-tyne-hospitals>

The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust

- **The Queen Elizabeth Hospital:** “The Queen Elizabeth Hospital is committed to providing services for patients with dementia and their carers. We offer open access for carers as we appreciate how important it is for the wellbeing of the patient. Carers' needs are also paramount and to help we offer them a 20% discount at our restaurant.”

Chief Nurse Emma Hardwick: “John’s Campaign rightly and importantly recognises and highlights the importance that family carers’ input can play in our staff’s care of older patients, some of whom may be living with dementia. The QEH is delighted and committed to support the campaign in order to maintain our aim to provide the highest level of care.”



Patient Ivan Woollard with daughter June Wagg and her husband Ron, and Sister Fran Carman

The Royal Marsden NHS Foundation Trust

“The Royal Marsden NHS Foundation Trust welcomes carers to stay with any person with dementia throughout the 24 hour period.”

- The Royal Marsden Hospital, Chelsea
- The Royal Marsden Hospital, Sutton

The Royal Orthopaedic Hospital NHS Foundation Trust

Stacey Keegan, Head of Nursing & Patient Support wrote: We absolutely at the Royal Orthopaedic Hospital welcome carers involvement and support both the patient and carer. How we care for carers is a key element of our Dementia Strategy.

The Walton Centre NHS Foundation Trust

Home from Home for relatives: Our home from home for relatives who want to stay near to their loved ones undergoing lifesaving treatment in our hospital includes eight, ensuite bedrooms with a sitting area, laundry and kitchen, giving them the comforts of home to support them through a traumatic time.

Torbay & South Devon NHS Foundation Trust

We have an 'open door' approach for the families/carers of our patients with dementia. Our 'building bridges' initiative asks carers to speak with us about their loved ones and be as actively involved in their care and treatment as they wish, including visiting at any time and/or staying overnight.”

- **Torbay Hospital**

The Trust also runs **community hospitals at Brixham, Dawlish, Newton Abbot, Teignmouth, Totnes.**

[At Torbay Hospital](#), we recognise that carers play an important role – a vital source of information about the person, and a vital partner in their care and support. Unless carers, or people who may become carers, are actively involved from the beginning, a patient’s home situation or discharge plan will not work so well. Besides the support you can provide to someone, staff should also ensure that you are getting the right support for you in your caring role.

We want you to feel welcome to patient’s appointments and onto the wards – many wards let carers visit outside normal visiting hours, and will let you undertake caring tasks if you (and the patient) want to continue to do so. A patient’s stay, particularly if they have dementia or a learning disability, is often less traumatic if a carer helps plan the stay or supports them at certain stressful times, e.g. before going to theatre. All wards have a reclining chair where carers can stay if necessary. Please check with the sister or matron about the arrangements on the ward. However, staff will understand if you want a complete break.

Carers who are on Torbay or Devon’s Carers Register can [park for free](#) when the person that they care for is staying in or visiting Torbay Hospital. They can also have staff discounts on certain hot meals at Bayview Restaurant.

United Lincolnshire Hospitals NHS Trust

“Our Carers Badge enables carers to have open access to our elderly care wards. We will do our best to identify carers at the point of contact, to treat them as equal and expert partners, to offer them information and support and to listen.”

- **Lincoln County Hospital:** “For more information ring PALS on 01522 707071”
- **The Pilgrim Hospital:** “For more information ring PALS on 01205 446243”
- **Grantham & District Hospital:** “For more information ring PALS on 01476 464861”

Ambassadors

- **Sharon Kidd**
- **Tracey Pemberton**



NHS
United Lincolnshire
Hospitals
NHS Trust

“The carers badge is such a simple and fantastic idea. It allows me to visit my husband at any time and spend the whole day with him. I think that this will help to speed up his recovery as I know what my husband’s needs and requirements are. I feel like part of the team caring for him and I know that I can always ask staff questions and this has been of great help and comfort for me and my family”

Catherine

University College Hospitals NHS Foundation Trust

“At UCLH we welcome carers at any time on all of our wards. We recently updated our Carers Policy with input from carers, and are currently working on developing a Carers Charter.”

- **University College Hospital**

Deputy Chief Nurse for Medicine Rabina Tindale has approved this statement of UCL’s developing policy for carer support and also for improved understanding needs of patients living with dementia and their carers.

‘At UCLH we welcome carers at any time on all of our wards. We recently updated our Carers Policy with input from carers, and are currently working on developing a Carers Charter. We are looking to pilot carers support boards on several of our wards, offering an opportunity to highlight support groups and organisations as well as help available within the hospital. On our elderly care wards we launched ‘This is Me’ cards some time ago, and recently our staff developed a quality improvement project to help carers complete the cards. We are working with dementia patients and their carers to help staff to understand the things that are important to them and will be launching our dementia strategy later this year with the support of Tommy Whitelaw.’

University Hospital Southampton NHS Foundation Trust

“We believe that if you're caring for someone you should be able to be with them when they need it most. We welcome carers outside core hours. We have chair beds and encourage family to stay overnight so they can support the person they care for, provide comfort and reduce the distress that acute hospital admissions can cause. Please talk to the nurse in charge of the ward or our admiral nurse (07920 542416).”

Southampton General Hospital

- **Princess Anne Hospital**
- **Countess Mountbatten House**
- **Outpatient Services, Royal South Hants Hospital**

Jeni Gleeson, Admiral Clinical Nurse Specialist at University Hospital Southampton NHS Foundation Trust, said: “UHS has embraced the concept of John’s Campaign but has expanded the criteria to include other vulnerable adults such as the frail elderly and those with a learning disability, autism or enduring mental health illness.”



University Hospitals Birmingham NHS Foundation Trust

Carers are welcome on our wards and are treated as partners in care. Flexible visiting, a comfy guest bed, breakfast and bathroom facilities extend this welcome. We also respect that carers need a break too and encourage this. Two Carer Coordinators are available to support and signpost carers.

- **Queen Elizabeth Hospital Birmingham**
- **Heartlands Hospital**
- **Solihull Hospital**
- **Good Hope Hospital:**



Blog Posts and Evaluations

- “Open (Nearly) All Hours” - a post from Dr Helen Chamberlain, Consultant Geriatrician at Good Hope Hospital, which gave us an early glimmer of Hope as it was one of the first times that a geriatrician shared their views on open visiting. <https://britishgeriatricsociety.wordpress.com/2015/08/20/open-nearly-all-hours/>
- “Review of Open Visiting at HEFT.” Heart of England (a trust which recently merged into UHBFT) found implementation of John's Campaign's principles led to a sustained reduction in falls to well below the rate per 1000 bed days expected by the Royal College of Physicians. <https://johnscampaign.org.uk/docs/external/heart-of-england-open-visiting-review.pdf>

University Hospitals Bristol NHS Foundation Trust

“All carers are welcome outside visiting hours throughout hospitals within the Trust although there are no special overnight facilities. Ask Ward Sisters for information and identification stickers or Dementia Champions present in most ward areas. A Dementia Lead is available dementia.team@UH Bristol.nhs.uk and a Carers Support Worker 07557 441613”

- Bristol Royal Infirmary
- Bristol Heart Institute
- Bristol Haematology and Oncology Centre
- St Michael’s Hospital
- Bristol Royal Hospital for Children
- South Bristol Community Hospital
- Bristol Eye Hospital
- Bristol Dental Hospital
- Central Health Clinic

Carolyn Mills, Chief Nurse confirms this policy is established throughout the Trust:

All carers are welcome outside visiting hours throughout hospitals within the Trust. Pull out chair beds are available on request on some wards for carers to stay overnight. Wards use an identification system to ensure staff are aware of which patients have a carer. Dementia Champions are present in most ward areas, a Dementia lead is available via dementia.team@UH Bristol.nhs.uk and a carers support worker, 07557 441613. In partnership with the Alzheimers Society, Trust charity Above and Beyond and the Carers Support Centre we offer a Dementia support café, which can give carers an opportunity to meet, share experiences and get more information. The Dementia and Falls team can also support carers during the hospital admission and signpost them to other sources of support, such as Carer Liaison, Bristol Dementia Well-Being service and the Alzheimer’s Society.



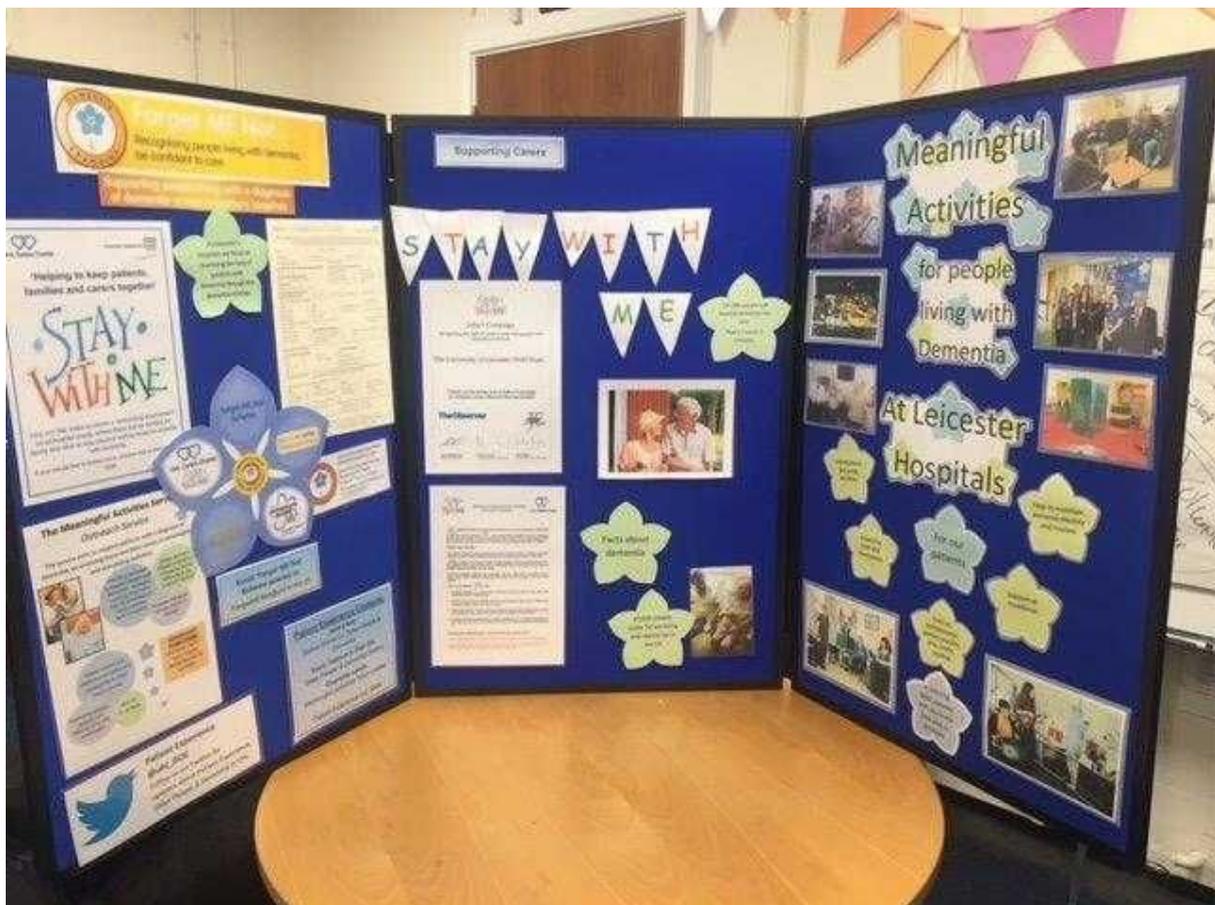
Permanent display of information for carers and telephone number for liaison worker, BRI

University Hospitals of Leicester NHS Trust

“The University Hospitals of Leicester support John's Campaign and welcome the carers of patients with dementia whenever they are needed and are able and willing to come..”

- Glenfield Hospital
- Leicester General Hospital
- Leicester Royal Infirmary

Eleanor Meldrum, Chief Nurse, University Hospitals of Leicester: “Following a very passionate talk by Nicci Gerrard at our Champions Conference last year, feedback revealed that there was overwhelming support from staff and members of the public at the University Hospitals of Leicester (UHL) to adopt Stay with Me (Johns Campaign). Since its launch in September 2017 all ward teams at UHL have now embedded this fundamental initiative which is ‘to keep patients with a dementia and their families together’ and I believe it is making a difference to our patients stay in hospital.”



University Hospitals of Morecambe Bay NHS Foundation Trust

“When patients who are vulnerable visit our hospital sites we welcome their carers to be with them at all times if needed as part of John's Campaign. This includes inpatient care, day care and outpatient appointments. They are entitled to a carers lanyard and badge to support the scheme.”

- Westmorland General Hospital
- Furness General Hospital
- Royal Lancaster Infirmary

Chief nurse Sue Smith writes: “Carers being involved in the individuals care is essential to ensure care is continuous and those who know the individual best are involved in their care, all carers are welcome to be part of the care across UHMBT”

Ambassadors

- Dianne Smith

Articles and Blog Posts

- ‘I dreamt I saw an angel today’: Harpist Mary Dunsford brings music into Furness General Hospital, transforming the atmosphere whenever she plays. <https://www.theguardian.com/society/2015/sep/19/johns-campaign-harp-music-on-dementia-ward>
- "Here to Help": Activities of a John's Campaign Ambassador in "Magic" Morecambe Bay: Dianne Smith, Matron for Dementia and John's Campaign Ambassador shares her experience of embedding JC in hospital practice. <https://johnscampaign.org.uk/#/post/here-to-help>



Carer's lanyard

University Hospitals of North Midlands NHS Trust

“Wards 10, 79, 106, 222, 233, 226, 228 and the coronary care unit are proud to support John's Campaign, welcoming carers and working in partnership with them to support their loved ones with dementia whilst they are in hospital. Carers are welcome to stay with their loved one and to have open visiting hours”

- **Royal Stoke University Hospital**
- **The County Hospital, Stafford**

Walsall Healthcare NHS Trust

“Carers of people with dementia must have the freedom to be with them whenever they are most needed, and be treated as partners in the care of their loved one during their hospital stay.”

- **Manor Hospital:**

Wendy Lear, Divisional Director of Nursing for Medicine and Long Term

Conditions, said: “As a Trust we recognise the importance of supporting carers to stay with their loved ones, if they so wish, whilst they are in hospital.

“In line with the Trust’s visiting policy, we offer enhanced visiting to carers and families of patients living with dementia; enabling them to play a key role in their psychological and/or physical care needs, which could include support with nutrition and hydration.

“Carers can also engage in our dementia tea parties and ‘cafés which are held within the hospital and supported by the voluntary sector. These have had an extremely positive effect on improving social interaction for patients, as well as allowing carers an opportunity to relax and re-energise.

“Our Older People’s Mental Health Team is currently piloting a weekly drop-in session which gives families and carers a chance to ask for support and advice, which can be anything from how to manage the patient’s anxieties to developing their own coping mechanisms and resilience; by doing this we provide them with the skills and techniques to stay connected with their loved ones.

“And in terms of clear communication, the Trust has now developed a carer’s pass which allows a patient’s care needs to not only be agreed between staff and the carer, but to be documented and shared with staff across the wards ensuring consistency of care.”



Wendy Lear

Warrington & Halton Hospitals NHS Foundation Trust

“Our staff see you as partners in the care of your loved ones and as such we want you to spend as much time with them as you wish, be that day or night. Using 'Carers Cards', you are invited to participate in care, activities and decisions for their treatment.”

- **Warrington Hospital**
- **Halton General Hospital**

Chief Nurse Kimberley Salmon-Jamieson said: “We are proud to be supporters of Johns Campaign; families and carers play a vital part in the care of their loved ones and as such it is important for them to spend as much time with them as they wish, be that day or night. Our open visiting using the carer cards has been appreciated by the families and carers and has made a difference to our patients to have their loved ones active in their care, activities and decisions for their treatment.”

Articles

- **A ward refurbished with dementia at the heart of the design**
<https://www.theguardian.com/commentisfree/2016/apr/15/johns-campaign-dementia-warring-halton-nhs>



If someone feels lonely or worried, they sit at the bus stop and comfort will come

West Hertfordshire Hospitals NHS Trust

“Carers play a vital role in patients' care and we recognise this by the Carers Partnership Agreement. This includes concessionary parking, access to the ward washing facilities, drinks from the ward, concessionary food, comfortable recliner chair at night. For further information please contact Sarah Akoni, Patient experience and carers wellbeing nurse (Sarah.Akoni@whht.nhs.uk)

- Hemel Hempstead Hospital
- St Albans City Hospital
- Watford General Hospital

Tracey Carter, Chief Nurse and Director of Infection Prevention and Control says: I think this has been an excellent campaign with a far reaching impact for patients, staff and carers.



Tracey Carter

West Hertfordshire Hospitals  NHS Trust

Carers' Partnership Agreement

at Watford, Hemel Hempstead and St Albans hospitals

Carers' Partnership Agreement

Are you someone who normally provides daily care for a friend or relative at home or in a place of residence? Do you wish to continue this role when the person you care for is in hospital? If so, our carers' partnership agreement scheme could benefit you.

On admission

Ward staff will complete a Carers' Partnership Agreement with you:

- To help identify what support you may need;
- To clarify the support and care arrangements for the patient you are caring for.

Carers can expect to:

- Be offered refreshments from the ward tea trolley;
- Have concessionary parking;
- Access the ward toilet and washrooms;
- Access a recliner 'sleeper chair';
- Be given a yellow carer's badge.



www.westhertshospitals.nhs.uk  [facebook.com/WestHertsNHS](https://www.facebook.com/WestHertsNHS)  @WestHertsNHS

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West Suffolk NHS Foundation Trust

“Carers are welcome outside visiting hours in all wards, although there are no special overnight facilities. Carer information packs are provided, carers' badges identify carers, restaurant and car parking concessions are available. A Family Carer Support Worker is based in the Trust. Information available on Trust website family carers page.”

- **West Suffolk Hospital**
- **Newmarket Community Hospital**

Juliet Bevan, clinical nurse specialist for older people, writes: " West Suffolk Hospital supports John's Campaign and welcomes family carers to all wards and departments outside of normal visiting time. Our carer champions based in all areas of the hospital offer support by ensuring family carers receive a carer's pack which includes a badge so all staff recognise and value our family carers and offers concessions for parking and food in our restaurant. We link closely with Suffolk Family Carers and host one of their family carer support workers in the hospital. Our support extends to our community hospital in Newmarket and our intermediate care at Glastonbury Court.”

More information can be found at

<https://www.wsh.nhs.uk/Patients-and-visitors/Information-for-carers.aspx>

Ambassadors

- **Juliet Bevan**

Articles

- **The Forget-Me-Not Walk where patients stroll among their memories**
<https://www.theguardian.com/commentisfree/2016/sep/09/johns-campaign-dementia-forget-me-not-walk>



Western Sussex Hospitals NHS Foundation Trust

“Our carers packs and passports give carers of people with dementia clear 'permission' to be fully involved in their loved ones care throughout their admission. We are working with Carers Support West Sussex to ensure that the admission to our hospital may help carers access increased support when the patient is discharged home.”

- **St Richard's Hospital**
- **Worthing Hospital**

Dr Maggie Davies, Nursing Director writes: “I am personally delighted at the progress that Western Sussex NHS Foundation Trust has made in supporting Johns Campaign and improving our care for patients with dementia and their families, it is wonderful to see first hand the benefits this has brought to our patients and their carers. We are proud supporters of Johns Campaign.

“Western Sussex Hospitals Foundation NHS Trust is very proud to support the John’s Campaign in all areas. Our full Carer’s policy was launched in June 2017 based on the John’s Campaign principles and includes the logo. Our policy lays out our Trust vision for the rights of carers and includes the Carers Passport. This passport enables all carers the right to have: open visiting, stay at the bedside with the provision of recliner chairs, meal provision with their loved one and free car parking.

“‘Stay with Me’ banners stand in our main entrance areas and all our wards display our allegiance to the John’s Campaign. We have shared our policy with the campaign and other NHS Trusts. We continue to work closely with Carers Support West Sussex to provide our carers with the optimum level of support possible.”

Weston Area Health NHS Trust

“We offer carers cards to family members and carers who accompany their loved ones during a hospital stay. These enable carers to receive a hot meal on the ward or discounted meals from the hospital canteen and subsidised car parking. We want to recognise their contribution and help them feel a little cherished.”

- **Weston General Hospital**

Whittington Health NHS Trust

“We value the important role of carers in supporting our patients’ wellbeing. We have introduced carers’ passports and unrestricted visiting times. Further work continues on this initiative, including supporting carers to stay overnight and providing assistance at mealtimes, to ensure carers feel welcome and able to collaborate with us.”

- **Whittington Hospital**

Michelle Johnson, Chief Nurse and Director of Patient Experience said: “Carers undertake an incredibly challenging and important role and are a key partner with the health and care team. At Whittington Health Integrated Care Organisation we are committed to creating an environment in which carers feel supported, valued and respected. We will continue to develop this commitment by ensuring that we listen to and work collaboratively with those people who care for a loved one.”

Phillipa Alston, Head of Patient Experience added: “Our pledge is for all areas and carers. We are setting up a working group to support the implementation of this work which will report to our patient experience committee.”



Michelle Johnson

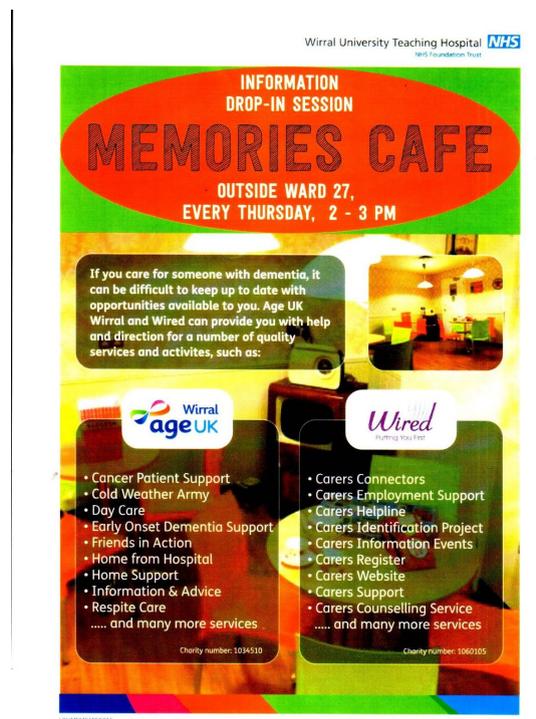
Wirral University Teaching Hospital NHS Foundation Trust

“Wirral University Teaching Hospital (WUTH) pledge to support John’s Campaign to ensure that carers have the right to continue to care throughout a hospital stay and not to be seen as a duty. WUTH dementia care provides a ‘drop-in’ session weekly working with external agencies, WIRED and Wirral Age UK in partnership, to support the carer’s needs as well as that of the patient. Wards 21, 22, 27, M1 and Clatterbridge Rehabilitation Centre all have the facilities and resources to make the carer feel welcome and wanted. All wards have snack fridges, Z beds and an area where carers can sit away from the bedside if needed. The aspiration is to have all wards in support of John’s Campaign wherever appropriate by 2019 although all wards welcome carers at any time if visiting a person with dementia.”

- Arrowe Park Hospital
- Clatterbridge Hospital

Gaynor Westray, Director of Nursing and Midwifery at Wirral University Teaching Hospital, said: “We have pledged to support John’s Campaign throughout our hospitals and show our dedication to providing the best care possible for patients with dementia. As well as caring for our patients this commitment is also about ensuring we offer support to carers and their loved ones.”

[The website has relevant information](#) and advertises the weekly support sessions for carers at the Memories Cafe.



Worcestershire Acute Hospitals Trust

“Worcestershire Acute Hospitals (NHS) Trust is committed to providing excellent person-centred dementia care. We understand that hospitals can be overwhelming and challenging for people living with dementia, and welcome carers to continue their supportive role by working in partnership with our staff, to help us deliver the best care possible

- **Worcester Royal Hospital**
- **Alexandra Hospital**
- **Kidderminster Hospital and Treatment Centre**

Vicky Morris, Chief Nursing Officer, writes: “We are very proud to support Johns Campaign which holds the same core values as those expressed in our Patient, Carer and Community Engagement Plan and Quality Improvement Strategy. Our vision of providing excellent person-centred care in our hospitals; and our commitment to engaging with carers to improve the health and well-being of our patients is essential for our improvement journey and we will be actively working with the campaign to support the holistic care we provide for our patients with Dementia and supporting their families and carers.”

Videos

- **Dementia Garden opening - Worcestershire Royal Hospital**
<https://youtu.be/acTeG9m3wkY>



A conversation involving a patient with dementia and her carer

Wrightington, Wigan & Leigh NHS Foundation Trust

“We pledge to identify and support carers, allowing them the opportunity to visit and stay with their loved one. We will use a passport to identify carers which will allow them access at all times. We will listen to their voice and gain from their expert knowledge in caring for the person with dementia”

- Royal Albert Edward Infirmary
- Leigh Infirmary
- Wrightington Hospital

Pauline Law, director of nursing, writes: “At Wrightington, Wigan and Leigh NHS Foundation Trust we are committed to ensuring that every patient we see is treated with care and compassion. As part of our Trust’s investment in dementia awareness training, we worked with Preston-based company Red Pencil Productions, to produce a film telling the story of a person’s journey through hospital, from the perspective of a person living with dementia. “Diary of a Bed Number” demonstrates how seemingly insignificant and unintentional actions by staff; can have a negative impact on a person’s emotional wellbeing. All our staff have also completed mandatory dementia awareness training via our e-Learning portal.

We have over 100 staff Dementia Champions. The Champions all undertook a two day training course to become advocates for our patients, to help raise awareness amongst their colleagues on the extra care and attention required by those who are living with dementia. Ensign dementia support workers provide 1:1 supervision for our patients who are living with dementia, providing them with diversion and reminiscence therapies. Over the past few years we have also provided Alzheimer’s Friends training to over 2000 people both inside and outside of the Trust.

Our Trust encourages the families and carers of patients with dementia to help complete a Dementia Passport, and all ward areas have copies available for easy access. The passport allows and encourages staff to see the person behind the diagnosis and helps to ensure that each patient receives individualised care”.



Wye Valley NHS Trust

“We are proud to support John's Campaign, by offering open visiting to those who care for patients with dementia staying in our hospital. We have a dedicated team of trained dementia nurses and champions to ensure that every patient with dementia is treated with dignity and respect.”

- **The County Hospital:**



Recliner chair purchased by the County Hospital to facilitate overnight stays

Yeovil District Hospital NHS Foundation Trust

“Yeovil District Hospital NHS Foundation Trust Yeovil Hospital’s Carers’ Scheme offers carers unrestricted visiting, meals on the wards, free parking and overnight accommodation. In 2018 we will update our pledge to carers to ensure all those providing support to patient in Yeovil Hospital are given the recognition and support they require.”

- **Yeovil District Hospital**

[Arrangements for visiting](#) are particularly good as they include a visitor’s charter, bookable accommodation for relatives, carers support information and a carer’s charter.

Ambassadors

- **Janine Valentine**

Articles

- The value of a beautiful and tranquil garden for patients with dementia.
<https://www.theguardian.com/society/2016/mar/29/come-into-the-garden-for-a-real-sense-of-wellbeing>



Carers' Charter

Commitment statement

A carer is anyone who provides unpaid care for a friend or family member who, due to illness, disability, a mental health problem or an addiction, cannot cope without their support. Yeovil Hospital values the vital work done by carers. We are committed to working with you to provide the best care possible for our patients.

We are committed to four key pledges and promise to:

Support you

- provide you with help and support if you need it
- encourage you to consider your own needs, including a carer’s assessment, if appropriate
- recognise any other commitments you might have, such as family or work
- respect your decision about how involved you want to be in continuing to provide care
- take into account your personal needs and preferences.

Value your role

- treat you as an equal partner in care
- listen to you without bias or prejudice
- recognise that you have relevant and important information about the person that you care for
- take your worries or concerns seriously.

Share information

- provide you with information that is appropriate, timely and accessible
- give you information about what you can do to help the person you support
- discuss your level of involvement in care and whether you want to sustain it.

Give you a voice

- involve you in the delivery and planning of care for the person you support
- value your opinions and feedback and keep them confidential where necessary
- take your views into account when making decisions about the person that you care for.



Paul Mears,
Chief Executive



Helen Ryan,
Director of Nursing



Tim Scull,
Medical Director

yeovilhospital.co.uk

 Yeovil Hospital
Healthcare

York Teaching Hospital NHS Foundation Trust

“We recognise the important role that carers play in providing continuity of support for patients with dementia during their hospital stay. We have introduced John's Campaign so that everyone can play their part. Additionally we have extended visiting times across all the Trust's wards.”

- **The York Hospital**
- **Scarborough Hospital**
- **Bridlington Hospital**
- **St Monica's Hospital**
- **Malton Hospital**
- **St Helen's Rehabilitation Hospital**
- **Archways Intermediate Care Unit**
- **White Cross Court Rehabilitation Hospital**
- **The New Selby War Memorial Hospital**

Emma George, Assistant Director of Nursing, York Teaching Hospital NHS Foundation Trust, and the Trust's Lead for Dementia Care said: “We recognise the importance of listening to and involving carers when someone with dementia is in hospital as we know it leads to improved experience, quality of care and outcomes.

“We promote John's Campaign with staff across all our hospitals to gain their commitment to making carers feel welcome and supported. Carers are offered the flexibility to be with the patient when they are most needed, and that this may often be outside of our regular visiting hours. As part of the Trust's commitment to making all visitors welcome, visiting times across all the Trust's wards have been extended to 11.00am-8pm.”



Emma George

Mental Health Trusts. Community Health Trusts & CCGs

I feel apologetic that I have structured this document so that the specialist mental and community health trusts are in a secondary, separate section. This probably symbolises the a structural fault line in the system which is beyond the power of John's Campaign to remedy.

Or is it? John's Campaign is not a set of specific criteria or a list of demands: it's a couple of principles and an attitude. The implementation of those principles will naturally look different in different contexts — different in the operating theatre from the nursing home, different in A&E from Elderly Care, different in the GP surgery. Yet they work equally well in all and so many of the core benefits are the same.

Initially all the English hospital trusts were listed together in this document, as they should be — acute, mental health and community, all together, as they should be. My only justification for this separation into two sections is because the focus of this event is on the Acutes — and I hope that the impact of seeing all 152 of those trusts finding their individual ways to pledge and then to implement a welcome to carers will convince these sister trusts to see that they can and should commit themselves to welcome and include the people who matter most to their patients (or service users).

There are some outstandingly articulate advocates of John's Campaign already welcoming carers into their in mental and community health trust wards. They are leading by example. There is encouragement too from the forthcoming report NHS England has commissioned from Age UK.

The two Clinical Commissioning Group sign-ups from Surrey may offer the most promising route forward to ensure that the carers of people with dementia (and all carers) are welcomed and supported wherever they might be within a locality — hospice, rehab, care home, private providers (when paid with public money), council services. That may be beyond the scope of Nicci and I to achieve.

Change will come from within I'm sure. The points made by the mental health nurse whose name I have removed are valid and some of the human and thoughtful work which is already happening within the mental health trusts that have already pledged has an eloquence of its own (see the Worcestershire Health & Care evaluation).

A mental health nurse's voice:

Some weeks ago I emailed a contact whose trust has not yet pledged to John's Campaign. I'm sure she'll succeed in the end but meanwhile I thought it would be interesting for others to read her thoughtful answers to my two questions.

1. Why do you think it would benefit patients (+ carers + staff?) if your trust signed up?

- it would increase focus on carer support and the value they can bring to the patient's journey. I really don't like the rigid visiting hours still in place on my wards they are very old fashioned and do not embrace carers. Currently they are 2-3.30pm and 6-8pm. If it was my relative in there I would struggle with those hours because of working full time but also would most definitely not want to leave at the end of visiting if my relative was upset or distressed (I think I would rebel!!). To me if the person is distressed it makes sense for the carer to stay with them and settle them ...far better than making them leave and ending up restraining the patient or having to give medications. Our wards will allow visiting outside of these hours so there is some flexibility but it is not offered routinely so only occurs if the relative asks and then they feel a nuisance. The carers passport would be a great way to get round this.
- The carer has looked after the person before they come into our services they hold a lot of valuable information that would benefit staff in knowing how to manage and de-escalate challenging behaviours ...I usually refer to them as the golden nuggets. We also need to respect their life together, for many it will be the first time they have been apart from their loved one since they married etc. The term Carer is one the relative doesn't associate with themselves they are just still husband, wife, daughter etc
- Carers don't want to feel pushed out, one carer told me once that she was jealous of the staff and hated them because they got to be with her husband and deliver personal care etc when she wanted to be there herself.
- I think we would learn a lot from all the stories other Trusts share and could pick up some great ideas. I also think within my service we have a lot of great initiatives that we should be sharing and showcasing.
- The peer support element would be great and we should be developing those links and going to see each others services and really learning from each other to improve the experience of the person living with dementia and to improve staffs experience and knowledge and insight
- As a Mental Health Trust with a specialist dementia service, I strongly believe we should be involved in this national campaign. We should be embracing it, promoting it, participating in it to give people confidence in our service and the dementia care we offer. If acute hospitals and homes etc are doing this I do feel we are lagging way behind
- I think that older people's care and dementia care is not seen as the the "sexy" side of our Trust and the focus is often on the urgent care and forensic settings

etc. Despite the fact people are living longer and we know numbers of people with dementia are growing, our older people's service has been cut considerably. Older Adult as a specialty is now a tiny part of our Trust so often overlooked in the bigger picture.

2. What's stopping them?

Staff see John's Campaign as being all about carers:

- Staff want to protect carers and give them a rest as they have usually had quite a traumatic time leading up to admission but this needs to be discussed with the carer as each will have different views about this
- Staff worry that if we offer open visiting then we will have a ward full of carers 24/7, some more welcome than others.
- Some carers can be angry about aspects of care and rather than sitting with them and trying to resolve issues staff get very defensive and will avoid the carer altogether
- Staff worry that the carers are spying on them looking for fault and to report them or think carers don't trust them to deliver care
- There is a concern that when carers do spend time on the unit they prevent the patient from participating in activities and "interfere" with specialist assessments by the different disciplines
- At a time when we have a lot of vacancies and substantive staff are working alongside bank and agency shifts, John's Campaign can seem another burden to them, something else managers are trying to do when they are already rushed off their feet... Actually, if we embraced carers input to the patient's care, they would be an asset to the care team, helping at busy times eg meal times, sundowning etc and making a real difference to their relatives experience
- Too many other priorities and not enough resource. Staffing numbers on wards have not been reviewed for years although the patients we have have changed so much and we have higher numbers of fitter, stronger patients with rare dementias, more challenging behaviours as people are admitted later in their journeys in more acute states due to bed pressures. Carers are having to manage some very difficult and dangerous situations within the home whilst on the bed waiting list.

I think a lot of the things John's Campaign promotes we are trying to do if we aren't doing it already. I have found it reassuring to look at the inspiration pages and think that we have some of the things on there in place or are trying to implement. I think if staff realised this it would help too, but there is also a lot that we could implement quite easily that doesn't need a lot of time or money but could have a big impact. It is a great way to get more junior members of the team involved too and give them a voice.

2gether NHS Foundation Trust

- **Willow Ward, Charlton Lane Hospital:** “We believe that carers are an integral part of the patient's wellbeing. The nursing team value the individual knowledge and experience carers have and could bring to the ward during their loved ones stay. It is with this in mind that we plan to introduce visiting without restriction to all recognised carers.”

Avon & Wiltshire Mental Health Partnership NHS Trust

Chief Executive Hayley Richards writes: “We're proud to be a member of the 'Triangle of Care', a working collaboration between the service user, professional and carer that promotes safety, supports recovery and sustains well-being.”

Barnet, Enfield and Haringey Mental Health NHS Trust

Barnet, Enfield and Haringey Mental Health NHS Trust hasn't made a pledge yet.

Berkshire Healthcare NHS Foundation Trust

Berkshire Healthcare NHS Foundation Trust hasn't made a pledge yet.

Birmingham & Solihull Mental Health NHS Foundation Trust

Birmingham & Solihull Mental Health NHS Foundation Trust hasn't made a pledge yet.

Birmingham Community Healthcare NHS Trust

Birmingham Community Healthcare NHS Trust hasn't made a pledge yet.

Black Country Partnership NHS Foundation Trust

Black Country Partnership NHS Foundation Trust hasn't made a pledge yet.

Bradford District Care NHS Foundation Trust

“Bradford District Care NHS Foundation Trust is committed to providing individualised person-centred care for all our patients. Recognising the vital role that carers play in supporting this, our Carers' Passport scheme enables flexible visiting arrangements for carers and relatives of people with dementia being cared for on our wards.”

- Airedale Centre for Mental Health, Airedale General Hospital
- Lynfield Mount Hospital

Bradford District Care has produced a leaflet, *Supporting carers and family members of people with dementia*, which they are willing to share with any other Trusts.

It's available on the John's Campaign website:

<https://johnscampaign.org.uk/#/group/bradford-district-care>

Bradford District Care 
NHS Foundation Trust

**Supporting carers
and family members
of people with
dementia**



Bridgewater Community Healthcare NHS Foundation Trust

Bridgewater Community Healthcare NHS Foundation Trust hasn't made a pledge yet.

Buckinghamshire Healthcare NHS Trust

“We recognise the importance of carers working in partnership with staff to meet the needs of people with dementia and other life limiting diseases. We want to understand what matters most to them and will do our best to ensure that both patients and carers feel included in care plans, cared for and cared about.”

- Stoke Mandeville Hospital
- Wycombe Hospital
- Amersham Hospital
- Marlow Community Hospital
- Buckingham Community Hospital
- Thame Community Hospital

Cambridgeshire & Peterborough NHS Foundation Trust

Cambridgeshire & Peterborough NHS Foundation Trust hasn't made a pledge yet.

Cambridgeshire Community Services NHS Trust

Cambridgeshire & Peterborough NHS Foundation Trust hasn't made a pledge yet.

Camden & Islington NHS Foundation Trust

Camden & Islington NHS Foundation Trust hasn't made a pledge yet.

Central & North West London NHS Foundation Trust

Central & North West London NHS Foundation Trust hasn't made a pledge yet.

Central London Community Healthcare NHS Trust

Central London Community Healthcare NHS Trust hasn't made a pledge yet.

Cheshire & Wirral Partnership NHS Foundation

Trust

- **Croft Ward, Millbrook Unit, Macclesfield District General Hospital:** “On Croft ward, Macclesfield we welcome and are committed to supporting carers 24/7, and recognise them as full partners in their loved one's care from first contact. We want to ensure that carers receive empowering support, and continue to inform decisions as expert partners in care.”
- **Cherry Ward, Bowmere Hospital:** “Cherry Ward pledges to build on our approach to welcoming relatives and carers to the ward regardless of time of day. We will recognise relatives and carers as more than visitors and will support them and enable them to be as involved as they wish to be in their loved ones care.”
- **Meadowbank Ward, Springview:** “We are committed to including carers in supporting their loved ones from to moment of admission to our ward. We encourage their contribution and expertise in providing person centred care for their family.”

Sheena Cumiskey, Chief Executive and Avril Devaney MBE, Director Of Nursing said: “We welcome carers onto our wards and embrace the vital contribution they make to achieving the best possible outcomes for patients. This is key to our person centred approach.”

The listed ward-specific statements published in *The Observer* have been provided by our specialist dementia wards. **However, all our inpatient wards recognise carers as full partners in their loved ones care from first contact. Carers are welcomed throughout CWP and we encourage their expertise and contribution to meaningful person centred care for their loved one.**

Our Trust pledge, highlighting our overall commitment to all carers, has been applied to each of our ward webpages. Following an internal review, we identified that more comprehensive information for carers (eg ward specific details) could also be applied to these pages. We will address this over the coming weeks to ensure an improved online experience for all.

Our Patient and Carer Experience team understand our approach to visiting in all areas at CWP and regularly provide drop in sessions for carers and visitors to support them with relevant information.

Article:

Avril Devaney, Director of Nursing and Therapies, wrote about African attitudes to family care in hospital

<https://www.theguardian.com/commentisfree/2016/oct/05/we-can-learn-a-lot-from-african-attitudes-to-wellbeing>

Cornwall Partnership NHS Foundation Trust

- **Newquay Community Hospital:** “We understand that the people we care for are best supported by their loved ones. We have introduced open visiting and a monthly Memory Cafe. We welcome anyone to work with us in best supporting our patients to enable a swift discharge or to remain with their relatives at the end of their lives.”

Ambassador

- Sue Greenwood MBE

Coventry & Warwickshire Partnership NHS Trust

Coventry & Warwickshire Partnership NHS Trust hasn't made a pledge yet.

Cumbria Partnership NHS Foundation Trust

Cumbria Partnership NHS Foundation Trust hasn't made a pledge yet.

Derbyshire Community Health Services NHS Foundation Trust

“DCHS welcomes carers across all of our services.”

- Okeover Ward, St Oswald's Hospital
- Oker Ward, Whitworth Hospital
- Fenton Ward, Cavendish Hospital
- Hopewell and Heanor Wards, Ilkeston Community Hospital
- Baron Ward, Babington Hospital
- Butterley Ward, Ripley Community Hospital
- Alton Ward, Clay Cross Community Hospital
- The Walton Unit, Walton Community Hospital
- Ash Green Learning Disability Centre

Statement from Chair, Prem Singh: ‘At Derbyshire Community Health Services NHS Foundation Trust we are committed to providing family-centred care across all of our services. We are very proud of our carers and value their needs alongside the needs of our patients. We recognise that consistency of care is particularly important for people living with dementia, and during a hospital stay we encourage carers to talk to our staff about what flexibility and support they may need. This may be about visiting times or how they wish to stay involved in providing the person’s care. We recognise that every person has different and unique needs, and we aim to reflect that individuality in the person-centred care we provide’.

Mary Heritage, assistant director of quality writes: We confirm that DCHS welcomes carers across all of our inpatient, outpatient and community based services and this welcome applies to all carers. There is already good coverage of our commitment to carers on our external website including our commitment to John’s Campaign. Colleagues in our patient experience team are very familiar with our Carers policy and with John’s Campaign and are trained to signpost carers to appropriate assessment and support.



Prem Singh

Derbyshire Healthcare NHS Foundation Trust

Derbyshire Healthcare NHS Foundation Trust hasn't made a pledge yet.

Devon Partnership NHS Trust

Devon Partnership NHS Trust hasn't made a pledge yet.

Dudley & Walsall Mental Health Partnership NHS Trust

“We are committed to improving the care of patients with dementia and appreciate that family/carers play vital roles in care planning and care delivery. We welcome involvement of carers at all stages of the person's stay with us and we offer flexible, tailored visiting times based on individual needs.”

- Dorothy Pattison Hospital
- Bloxwich Hospital
- Bushey Fields Hospital

Dorset Healthcare University NHS Foundation Trust

“We are committed to supporting our patients and value the input of families and carers. We pledge: to work with you providing person-centred care for your loved one; to offer a Carers Passport Scheme which includes open visiting; to listen and act when we have not got things right for you or your loved one.”

- Guernsey & Jersey Wards, Alderney Hospital
- Tarrant Ward, Blandford Community Hospital
- Langdon & Ryeberry Wards, Bridport Community Hospital
- Castleton Ward, Portland Hospital
- Fayrewood & Canford Wards, St Leonards Community Hospital
- Stanley Purser Ward, Swanage Community Hospital
- Hanham Ward, Victoria Hospital
- Saxon Ward, Wareham Community Hospital
- Radipole Ward, Westhaven Hospital
- Shaston Ward, Westminster Memorial Hospital
- Willow Ward, Yeatman Hospital

East London NHS Foundation Trust

East London NHS Foundation Trust hasn't made a pledge yet.

Essex Partnership University NHS Foundation Trust

“Carers are welcome outside visiting hours in all wards. Carers should make themselves known to charge nurses or ward sisters. The hospital is part of the Butterfly scheme and is committed to working in partnership with carers.”

- St Margaret's Community Hospital
- Saffron Walden Community Hospital

Greater Manchester Mental Health NHS Foundation Trust

“Within our Dementia Wards carers are welcome to visit outside of visiting times. We are accredited with two gold stars for Triangle of Care and all our wards have Carer Champions and our staff receive Carers Awareness Training. Each ward/team has an action plan to improve Carer engagement.”

- Dementia Ward, Woodlands Hospital
- Greenway Ward, Moorside Unit

Gloucestershire Care Services NHS Trust

“We believe that the involvement of Carers is fundamental to the provision of quality care. We welcome the involvement of carers whenever the patient needs them and wish for our contribution to care to complement theirs. We pledge to use 'Johns Campaign' to demonstrate how we care for Carers.”

- Cirencester Hospital
- Dilke Memorial Hospital
- Lydney & District Hospital
- North Cotswolds Hospital
- Stroud General Hospital
- Tewkesbury Community Hospital
- Vale Community Hospital

Ambassadors

- Sally Russell

Hertfordshire Community NHS Trust

Hertfordshire Community NHS Trust hasn't made a pledge yet.

Hertfordshire Partnership University NHS Foundation Trust

Hertfordshire Partnership University NHS Foundation Trust hasn't made a pledge yet.

Hounslow & Richmond Community Healthcare NHS Trust

Hounslow & Richmond Community Healthcare NHS Trust hasn't made a pledge yet.

Humber NHS Foundation Trust

Humber NHS Foundation Trust hasn't made a pledge yet.

Kent Community Health NHS Foundation Trust

Tonbridge Cottage Hospital was pledged to welcome carers as part of the Maidstone & Tunbridge Trust. It's yet not clear whether this has been carried across with change of management.

Kent and Medway NHS & Social Care Partnership Trust

Sevenscore Ward, Thanet Mental Health Unit: "Here at Sevenscore ward we welcome all carers of relatives and support them in that role of caring for someone with Dementia. With this pledge to John's Campaign we want to work alongside carers to ensure everyone receives the care and support that each individual person needs on their journey to improve their wellbeing."

Lancashire Care NHS Foundation Trust

Discussions are planned to take place soon

Leeds and York Partnership NHS Foundation Trust

"Carers are always welcome at the Mount, any time of the day or night! We are awaiting the arrival of our recliner beds."

Leeds Community Healthcare NHS Trust

"Leeds Community Healthcare NHS Trust is committed to providing services that meet the needs of people living with dementia and their family. We value the knowledge and expertise that can be shared to ensure the stay in one of our units is as positive an experience as possible and aim to support family in whatever way we can."

- South Leeds Independence Centre
- Community Intermediate Care Unit

Leicestershire Partnership NHS Trust

Leicestershire Partnership NHS Trust hasn't made a pledge yet.

Lincolnshire Community Health Services NHS Trust

- **Scotter Ward, John Coupland Hospital:** “We encourage carers of patients living with dementia to play an active part in their relatives care from admission to discharge. We welcome carers to visit outside of normal visiting hours. We are members of the Butterfly Scheme and virtually all staff are dementia friends. Please speak to dementia lead Sister Donna Phillips to discuss your individual needs.”

Lisa Stalley-Green, Director of Nursing & Operations writes: We support Johns Campaign in LCHS as we understand from our patients living with dementia that it is not only a challenge for them being unwell and away from their usual home and families but difficult to navigate ward environments and new people, our teams have done some amazing work in adapting, ‘colouring’ and ‘badging’ our ward areas to trigger familiarity, homeliness and security. Our staff have expertise and are attuned and sensitive to the needs of the patients and their families and take great pride in supporting recovery, well-being and as much self-care and self-determination as is possible.

A new cross-Trust approach to dementia care is being developed by Scotter Ward at Lincolnshire Community Health & Langworth Ward in Lincolnshire Partnership Trust. Donna Phillips (John’s Campaign Ambassador) explains:

“Its very early days but our plan is to 'twin' Scotter Ward and Langworth ward. We will be aiming to share best practice and innovations. Especially with regards to dementia care. We will support each other on social media. Provide insight visits for staff from each ward to experience each others areas and learn from each other through informal learning and building trusting working relationships.

LPFT are developing their own training with regards to dementia care in house and are aiming to invite our staff to this training when complete. We have had identified at staff appraisals that some staff find working with patients living with dementia challenging in our environment this will help us to be able to meet these goals with specialist advice and improve the staffs confidence and in turn the care that we can offer tremendously. We have already shared our experience of Johns Campaign and LPFT have signed up for this.

Both trusts are very excited about this new partnership idea and are buzzing with even more ideas.”

Image of *All About Me* booklet supplied by Donna Phillips

Ambassadors

- **Donna Phillips**



Lincolnshire Partnership NHS Foundation Trust

“Our older adult services are fully committed to providing support to our carers and families across our dementia and functional inpatient services. We recognise that only by working in partnership together with our carers we can achieve the best positive outcomes for our patients. Carers are welcome to our wards outside normal visiting time and we are committed to involving them at every stage of the patient’s journey. This is especially important for our patients with dementia and their carers.”

Brant Ward - older adult functional Witham Court North Hykeham Lincolnshire

Langworth Ward - specialist dementia ward Witham Court

Rochford Unit - Functional Older Adult ward Boston Lincolnshire

Manthorpe Ward - Specialist Dementia Unit Grantham

Mersey Care NHS Trust

Mersey Care NHS Trust hasn't made a pledge yet.

Norfolk & Suffolk NHS Foundation Trust

Norfolk & Suffolk NHS Foundation Trust hasn't made a pledge yet.

Norfolk Community Health & Care

Norfolk Community Health & Care hasn't made a pledge yet.

North East London NHS Foundation Trust

“Carers provide vital support to many patients so we fully welcome them to all our hospitals and clinics. If they wish, they can support and participate in a patient’s personal care and, with prior agreement from the nurse in charge of the ward, are also welcome outside regular visiting times.”

- Ainslie & Woodbury Units, Waltham Forest Rehabilitation Service
- Thorndon Ward, Brentwood Community Hospital
- Mayfield Unit, Thurrock Community Hospital
- Japonica & Foxglove Wards, King George Hospital
- Stage & Cook Wards, Sunflowers Court, Goodmayes Hospital

North Staffordshire Combined Healthcare NHS Trust

- **Ward 6, Harplands Hospital:** “On Ward 6 We believe that carers & friends visiting is an important therapeutic need for both the patient and carer and is helpful in maintaining contact with normal emotions and experiences from home that a hospital environment cannot replace. We therefore welcome and support visiting over the 24 hour period.”

North West Boroughs Healthcare NHS Foundation Trust

Yes, they welcome carers - details to follow

Northamptonshire Healthcare NHS Foundation Trust

“Carers are welcome outside of visiting hours although there are no overnight facilities for carers we will endeavour to make you as comfortable as possible. In some areas we may be able to offer you recliner chairs should you wish to sleep.”

- **Brookview & Riverside Units, Berrywood Hospital**
- **Forest Centre, St Mary's Hospital**
- **Isebrook Hospital**
- **Corby Community Hospital**
- **Danetre Hospital**

Northern Devon Healthcare NHS Trust

“Carers of people living with dementia are welcome to stay with their loved ones whenever they want to. We are glad to invite them to be our partners in care. Carers who would like to find out more are advised to talk to the nurse in charge when their loved one is admitted.”

- North Devon District Hospital
- Seaton Community Hospital
- Sidmouth Community Hospital
- Exmouth Community Hospital
- Ottery St Mary Community Hospital
- Honiton Community Hospital
- Tiverton Community Hospital
- Exeter Community Hospital
- Okehampton Community Hospital
- South Molton Community Hospital
- Holsworthy Community Hospital

Northumberland, Tyne & Wear NHS Foundation Trust

- **Roker Ward, Monkwearmouth Hospital:** “We offer open visiting to all of our carers on Roker ward but we are unable to facilitate overnight stays - except in exceptional circumstances. We endeavour to build a therapeutic relationship with our carers and we value the advice, support and guidance they give us whilst we are caring for their loved one.”

Nottinghamshire Healthcare NHS Foundation Trust

Nottinghamshire Healthcare NHS Foundation Trust hasn't made a pledge yet.

Oxford Health NHS Foundation Trust

Oxford Health NHS Foundation Trust hasn't made a pledge yet.

Oxleas NHS Foundation Trust

- **Holbrook Ward, Woodlands Unit, Queen Mary's Hospital:** “Carers play a vital part in a patient’s life. We involve them in planning care, making decisions and supporting our patients during mealtimes and other ward activities. Visiting times are open and in times of grief carers often remain on the ward overnight, giving them time to say goodbye peacefully.”

Pennine Care NHS Foundation Trust

Pennine Care NHS Foundation Trust hasn't made a pledge yet.

Rotherham, Doncaster & South Humber NHS Foundation Trust

- **Hawthorn & Hazel Wards, Tickhil Road Hospital:** “We support John’s Campaign and offer flexible visiting times, Champions who have a specific role to play in engaging with friends and relatives and Friends and Relatives Corners.”

“

Sheffield Health & Social Care NHS Foundation Trust

Sheffield Health & Social Care NHS Foundation Trust hasn't made a pledge yet.

Shropshire Community Health NHS Trust

Shropshire Community Health NHS Trust works in partnership with Shrewsbury & Telford. Carers Welcome extends across the community hospitals in Bridgnorth, Ludlow & Whitchurch

Solent NHS Trust

Solent NHS Trust hasn't made a pledge yet.

Somerset Partnership NHS Foundation Trust

Somerset Partnership NHS Foundation Trust hasn't made a pledge yet.

South London & Maudsley NHS Foundation Trust

“We recognise the important role of carers in providing the best possible support for people with dementia who are in hospital. We are working towards offering open visiting on our inpatient units for older people and are trying to extend carers involvement in the care of their loved ones on our wards.”

- Bethlem Royal Hospital
- Lambeth Hospital
- Ladywell Unit, Lewisham Hospital
- Maudsley Hospital

Ambassadors

- Rebecca Horton

South Staffordshire & Shropshire Healthcare NHS Foundation Trust

- Oak Ward, Redwoods Centre: “We welcome carers between 10am to 8:30pm. We recognise the importance of carer support and involvement for a person with dementia and will additionally do all we can to enable access outside these hours if necessary. This input helps our team to provide person centred care throughout the hospital journey.”

South West London & St George's Mental Health NHS Trust

South West London & St George's Mental Health NHS Trust hasn't made a pledge yet.

South West Yorkshire Partnership NHS Foundation Trust

South West Yorkshire Partnership NHS Foundation Trust hasn't made a pledge yet.

Southern Health NHS Foundation Trust

Southern Health NHS Foundation Trust hasn't made a pledge yet.

Staffordshire & Stoke on Trent Partnership NHS Trust

Staffordshire & Stoke on Trent Partnership NHS Trust hasn't made a pledge yet.

Surrey & Borders Partnership NHS Foundation Trust

- **Trust Headquarters:** “We are committed to work towards implementing a welcome to carers in both our dementia and functional mental health areas. Support for both carers and patients is part of our vision and values and something we already offer informally.”

Sussex Community NHS Foundation Trust

“We will ensure a family carer of a person with a dementia or memory loss can access fully flexible visiting hours if the family carer wishes for this. We will make this information available on admission. We aim to work in collaboration with people with dementia and family carers and also offer the Butterfly Scheme.”

- Viking Ward, Caravelle Ward & Stroke Rehabilitation, Crawley Hospital
- Horizon Unit, Horsham Hospital
- Ferring Ward, Salvington Lodge
- Bognor Regis War Memorial Hospital
- Zachery Merton Hospital
- Arundel District Hospital
- Lewes Victoria Hospital
- Crowborough War Memorial Hospital
- Uckfield Community Hospital
- Midhurst Community Hospital
- The Kleinwort Centre

Sussex Partnership NHS Foundation Trust

- **Brunswick & Meridian Wards, Mill View Hospital:** “Brunswick and Meridian wards welcome family carers at any time. We do all in our power to make a stay on our wards a positive experience for all. Patients' pets are also welcome to visit.”
- **Coral Ward, Langley Green Hospital:** “Carers are so very important. On Coral we promise to listen, support and work alongside carers throughout their carer journey.”
- **The Burrowes, Salvington Lodge:** “We pledge to get to know you and your loved ones, so that we can help you all feel supported during your time of need, and will work closely with you to support your loved one’s future health and wellbeing.”

Tavistock & Portman NHS Foundation Trust

Tavistock & Portman NHS Foundation Trust hasn't made a pledge yet.

Tees, Esk & Wear Valleys NHS Foundation Trust

- **Westerdale South Ward, Roseberry Park Hospital:** “We are committed to working in partnership with carers and families on Westerdale South. We have flexible visiting hours and offer the opportunity for carers to stay overnight with their loved one. We have a dedicated worker to engage with and support carers and families during their loved one’s stay on the ward.”
- **Hamsterley & Ceddesfeld Wards, Auckland Park Hospital:** “We are committed to working in partnership with carers and families. We have flexible visiting hours and offer the opportunity for carers to stay overnight with their loved one. We have a dedicated worker to engage with and support carers and families during their loved one’s stay on the ward.”
- **Roseberry Ward, Lanchester Road Hospital:** “We are committed to working in partnership with carers and families. We have flexible visiting hours and offer the opportunity for carers to stay overnight with their loved one. We have a dedicated worker to engage with and support carers and families during their loved one’s stay on the ward.”

Virgin Care Services

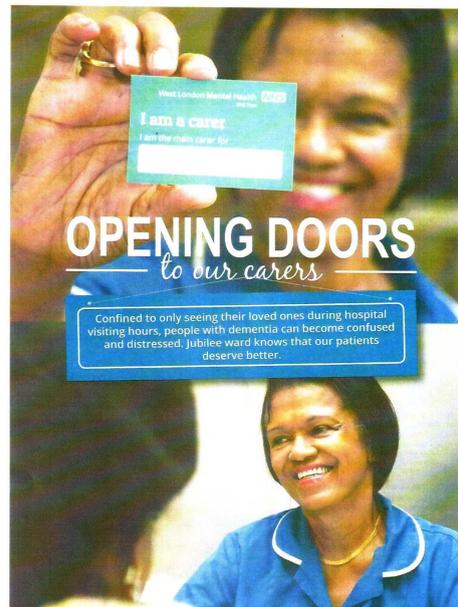
We are committed to supporting carers of patients living with dementia, for whom we offer flexible visiting hours. Please discuss your individual needs with a ward Matron

who will provide you with a Carers Badge and Carer's passport. Carers also have access to a dedicated carer's website, Carers Club. www.carersclub.org

- Farnham Hospital
- Haslemere Community Hospital
- Milford Community Hospital

West London Mental Health Trust

- **Jubilee Ward, St Bernard's Hospital:** “We are committed towards continuously improving patient experience and recognise that carers play a vital role in all aspects of our patients care. We value and encourage carer's involvement at every point in their relatives journey from admission to discharge, at meal times, to attend appointments, ward clinical improvement group (CIG) meeting and ward based carers meeting.”
- **The Limes, St Bernard's Hospital:** “The Limes values carers' input, welcomes and works closely with carers/relatives. Carers are allowed to visit any time of the day outside the meal times when staff would be busy feeding patients. However carers can still visit during restricted mealtimes if they want to come and feed their loved one.”



Wirral Community NHS Trust

Wirral Community NHS Trust hasn't made a pledge yet.

Worcestershire Health and Care NHS Trust

We recognise the important role of Carers in providing the best possible support for our patients. We provide a full carers resource and services, including open visiting times (10am to 9pm) and forum to discuss feedback. Overnight stays are not easy to arrange but we will always try to be flexible and open to discussion”

- **New Haven Older Adults Mental Health Unit**
- **Athelon Ward, Newtown Hospital**
- **Princess of Wales Community Hospital:** “Taking small steps we are working toward implementing the principles of John’s Campaign on all wards. We have support from our Trust Board, are engaging with the wider carer support community in Worcestershire and aim to develop a strategy working in conjunction with carers, patients and staff.”
- **Wyre Forest Ward, Kidderminster Hospital:** “We welcome carers who wish to support their relative or friend through their admission to hospital. We know your presence will help reassure them. We are in the process of making a room available for carers to stay and we can provide meals and drinks. Concessionary car parking can be arranged.”
- **Worcester City Inpatient Unit:** You are welcome to visit and spend time with your loved one whilst they are in the hospital at any time. We have overnight facilities available, please just ask a member of the team. We have dementia champions and Worcester Association of Carers support on site for you to talk to if you should so wish.
- **Evesham Community Hospital:** “We are committed to working in partnership & encourage carers to attend admission interviews to promote early and productive communications. We have a carers’ room where carers can take a ‘time out’ and will soon be able to offer overnight accommodation with en-suite facilities. All carers are welcome to visit any time.”
- **Pershore Community Hospital:** “We work as a multidisciplinary team with our focus being on supporting families, carers and patients. Staff are always available on the ward for carers to speak to on an ad hoc basis. All staff are aware that it is necessary to be flexible with visiting times and after discussion, carers are welcome to visit outside our normal hours.”
- **Malvern Community Hospital:** “We recognise and understand the importance of carers. We believe that for both practical and compassionate reasons it is crucial to work collaboratively with carers to improve the care of patients with dementia and positively encourage families/carers to get involved from admission to discharge.”
- **Tenbury Community Hospital:** We recognise the importance of working with families/carers to support the individual needs and choices of patients with Dementia. We encourage families/carers to get involved from admission to discharge, to participate in daily activities and meal times by broadening our visiting times, and are able to provide facilities for relatives/carers to be able to stay overnight.

Ambassador

- Dr Natasha Lord

Article, Video, Evaluation

- Support for Carers is important too

<https://www.theguardian.com/society/2015/oct/23/johns-campaign-support-the-carers>

- Older Adult Mental Health Inpatient Wards Introduction -
- Service Evaluation of Carer and Staff Experience of Carer Initiatives on Woodland, Meadow & Athelon ward - March 2017

NHS Guildford & Waverley Clinical Commissioning Group

“NHS G&W CCG pledge to commission services which reflect the principles of Johns Campaign and also mirror the 8 principles defined in the Surrey Carers Memorandum of Understanding. RSCH our acute provider are already signed up and it is our intention to ensure all our contractual arrangements create a carer friendly NHS.”

- Guildford & Waverley CCG

NHS Surrey Downs Clinical Commissioning Group

“We are signing this pledge to show our commitment to improving care and support for people living with dementia, which includes recognising the crucial role of carers, and our commitment to making sure they are fully engaged, and involved, in every aspect of their care.”

- Surrey Downs CCG

Ambassadors

- Debbie Hustings

Blog

It was a great ending to Carers Week 2017 when Debbie Hustings, Partnership Manager (Carers) and Helen Collins, Associate Director of Quality and Improvement made Guildford and Waverley the first Clinical Commissioning Group to sign up to John's Campaign. Their pledge states their intention to ensure all their contractual arrangements create a carer-friendly NHS:

<https://johnscampaign.org.uk/#/post/ccg-joins-johns-campaign>

Last Words

Alistair Burns, National Clinical Director for Dementia and Mental Health NHS England, said: “John’s Campaign has been a phenomenal success in raising the profile of the key role of carers in supporting people with dementia in hospital. Nicci and Julia have done an outstanding job and the campaign now touches every acute Trust in the country. NHS England and NHS Improvement will continue working closely with the campaign so that together we can bring further improvements in the care and experience of people with dementia.”



STAY
WITHIN ME