

CARERS SUPPORT



North Central London
Health and Care
Integrated Care System

A NEW WAY OF SUPPORTING CARERS ACROSS BARNET, CAMDEN, ENFIELD, ISLINGTON AND HARINGEY



support delivered by your local carers organisation



**Carers
First**





How does it work?



Carers will be supported to self-identify with the rollout of the collateral materials. Staff will be supported to better identify carers through the Carer Awareness Training programme.

Carers can self-refer or be referred by hospital staff via a simple web-based form. A simple form can be read and completed in multiple languages.

The NCL Carers Support Portal identifies the appropriate local carers' organisation using the carer's postcode and sends the carer details securely to the carers' organisation.

The local carer organisation will then contact the carer directly and speak to them about the support services that can be offered in their borough.

The local carers organisation will then be able to provide a range of support to the carer both around the discharge process and more generally.



support delivered by your local carers organisation



How does it work? a little more detail



The screenshot shows the homepage of the NCL Carers Support website. At the top, there is a navigation bar with the following links: "Register yourself as a carer", "Refer a carer to us (as a professional)", "NCL Carers Organisations", "Resources for carers", and "Resources for professionals". A search icon is also present. The main header features the North Central London Health and Care Integrated Care System logo and the title "NCL Carers Support". Below the title, a tagline reads: "Delivering the support that carers need across Barnet, Camden, Enfield, Haringey and Islington." Two prominent blue buttons are visible: "REGISTER YOURSELF AS A CARER" and "REFER A CARER TO US". A large blue box on the right side of the page contains the text: "Supporting you around hospital discharge". At the bottom left, there is a short paragraph: "A stay in hospital can be stressful for the patient and for those looking after them. Uncertainty around discharge can add to that stress."

We are using best-in-class accessibility tools including Screen Reader, Styling Options, Reading Aids & Translation



ACCESSIBILITY

Got a question?
Contact our Project Manager at
projectmanager@nclcaresupport.org

<https://nclcarersupport.org/>

How does it work?

a little more detail



Hi Team,

A Carer Support Patient Discharge Self Referral form has been completed by Gloria Smith on 23/05/2025.

Based on the postcode, the carer resides in Enfield and the person being cared for resides in Barnet. Please find attached a PDF copy of the submitted form.

Please act in accordance with your cross-borough referral policies.

Regards,

NCL Portal Hub



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Got a question?
Email hello@nclcaresupport.org

**Example of an email the carers organisation
would receive once a referral has been
submitted**

How does it work?

continued...

Got a question?
Email hello@nclcaresupport.org



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Carer Support for Patient Discharge Carer Self-Referral

Hospital

Barnet Hospital

The person I care for is not currently in hospital but is expecting an admission in the future

No

Ward / Unit

Olive

Your Name

Gloria Smith

Your Contact Number

07123456789

Your Contact Email

gloria.smith@test.com

Your Postcode

EN1 3UU

London Borough of Residence - Carer

Enfield

Is there a young person (aged under 25) involved in the support or caring of the person being cared for?

No

Patient's Name

David Smith

Patient's Address

1 Cromer Road, New Barnet

City

Barnet

Postcode

EN5 5HT

London Borough of Residence - Patient

Barnet



Example of
the PDF
referral
submission
that the local
carers'
organisation
& the referrer
receives

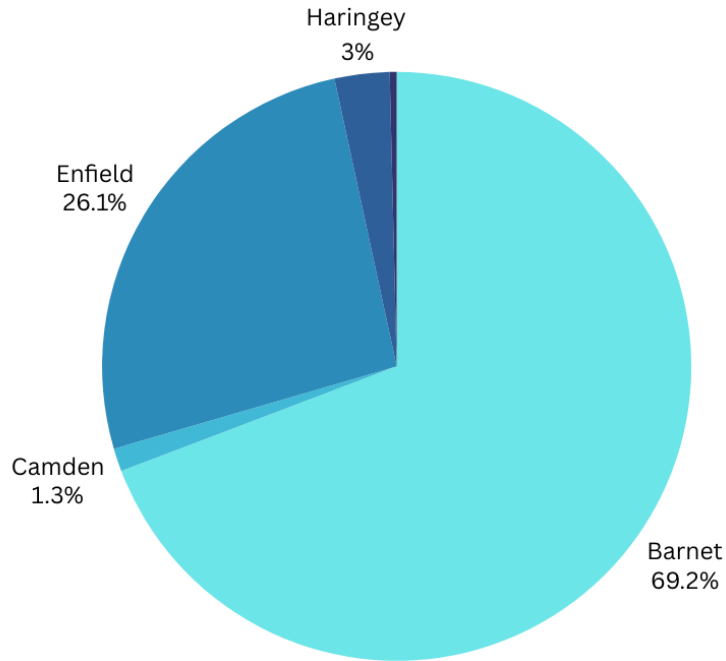


But, why?



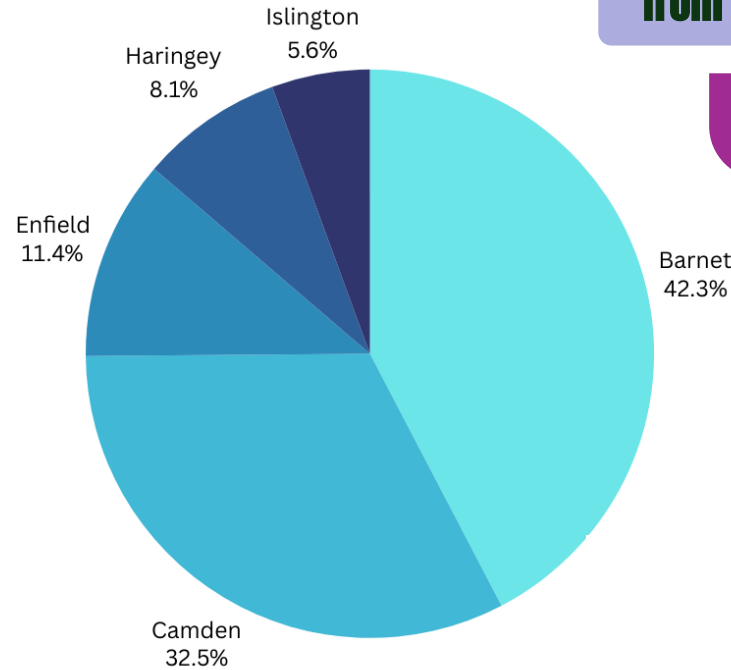
Number of patient discharges from each hospital by borough

Shows that hospitals need an easy way to refer unpaid carers for support, regardless of their borough



BARNET HOSPITAL*

* ROUNDED FIGURES



ROYAL FREE*

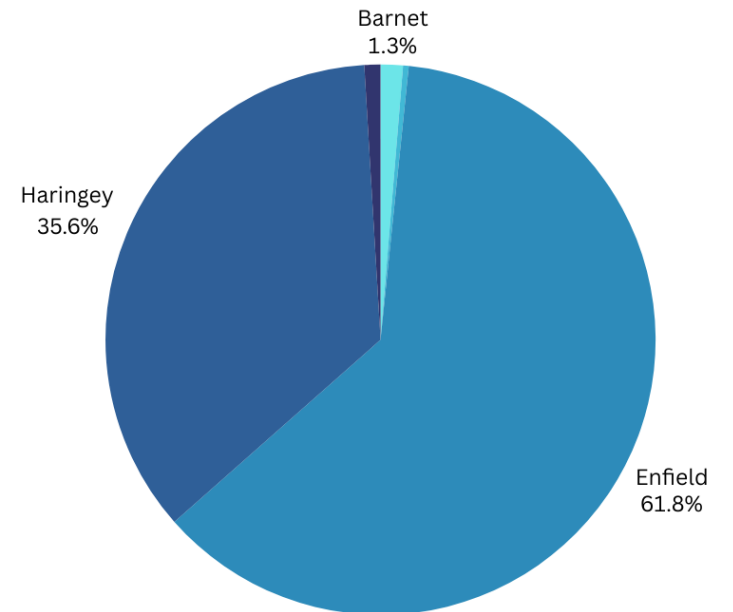
* ROUNDED FIGURES

Take Barnet Hospital:

- **69.2% from Barnet**
- **26.1% from Enfield**
- **3% from Haringey**
- **1.3% from Camden**

NORTH MID*

* ROUNDED FIGURES



But, why?



- **Carers may become carers for the first time during an admission**
- **As a result of Lord Darzi's report, the Health & Social Care Act 2022 outlines that carers should be supported during the hospital process & have access to support**
- **Sustainable discharges & reducing readmission (particularly social admissions)**
- **Carers have a unique understanding of their cared-for's conditions & can unlock insight into the support required for that person to stay healthy & well**
- **Carers play a major role in supporting the patient on discharge from hospital – it is important to ensure that they consent to take on this caring role & understand what is required of them**
- **The economic value of carers constitutes to £184 billion each year (that is the size of a *second* NHS)**

Support from NCL Project



- **Web based support & easy referrals:** *Easy 'one-stop shop' for staff to be able to make referrals to local carers organisation all in once place*
- **Carer Awareness Training:** *Regular online / in-person sessions or bespoke sessions to ensure staff are able to effectively identify carers & signpost them to support*
- **Materials & comms:** *Bespoke materials tailored to your organisation to highlight on-site provisions already available to carers & give carers the ability to self-refer via the website*
- **Implementation to all trusts:** *Working across North Central London to implement a standard operating procedure for all carers to have access to support*
- **Escalating carer concerns:** *Promoting the carer voice & championing concerns that carers may have or experience when they are caring for someone in hospital or recently been discharged from hospital*
- **Co-production:** *Resources & website designed by carers, for carers*

support delivered by your local carers organisation





An example of the work we are doing...

The Royal Free

**Richard Chester RGN - Deputy
Director of Patient Experience**



support delivered by your local carers organisation



**Carers
First**



Opportunity for questions



Q & A



**Please feel free to ask
me any questions that
you have**