

Team Leads Hearts and Minds

Findings from Team Leads Chat (TLC)

-workforce who are also unpaid carers-

About Team Leads Chats (TLCs)

TLCs create a space for our health and care workforce to talk, listen, connect and share experiences of living and working during the pandemic, or working in partnership with health and care colleagues from across the system. Workforce experience is critical for shaping the future of health and care in Leeds. The learning that was shared will help to increase awareness and make Leeds an even better place to work.

Covid-19 has disproportionately impacted certain groups of people. In acknowledgement of this a TLC was hosted with members of our health and care teams who are also **unpaid carers**. They were asked to share their experiences of **living, working and caring** during the pandemic. This was a small, intimate group who benefitted from a collective discussion.

Key findings

- Carers were particularly challenged at the start of the pandemic when the people they care for were unable to access their usual services, meaning carers had to balance both caring and work responsibilities. Positively, some unpaid carers felt fortunate to spend more time with the people they care for.
- Clarity of messaging made the first lockdown easier, and created a sense of ‘everyone in it together’, but as more guidance and complex rules developed it became more difficult for unpaid carers to navigate.
- Having outlets to manage mental health and wellbeing is important for many unpaid carers, but there is inequity in the quality of opportunities across communities.
- The pandemic has brought some teams closer together and amplified new connections. But there are concerns that people are increasingly reverting to working in silos.
- It is thought there are many more unpaid carers in the workforce than have been formally identified, potentially impacting the level of available support.
- Carers Leeds was recognised and praised for its work and support during the pandemic.

Conclusion:

One unpaid carer reflected: *“Every carer is individual, with their own experiences and needs.”* This aligns with a recurring TLC theme suggesting:

- The health and care workforce value flexibility and opportunities for hybrid working, to enable positive health and wellbeing and an improved work /life balance.

Top 3 Recommendations

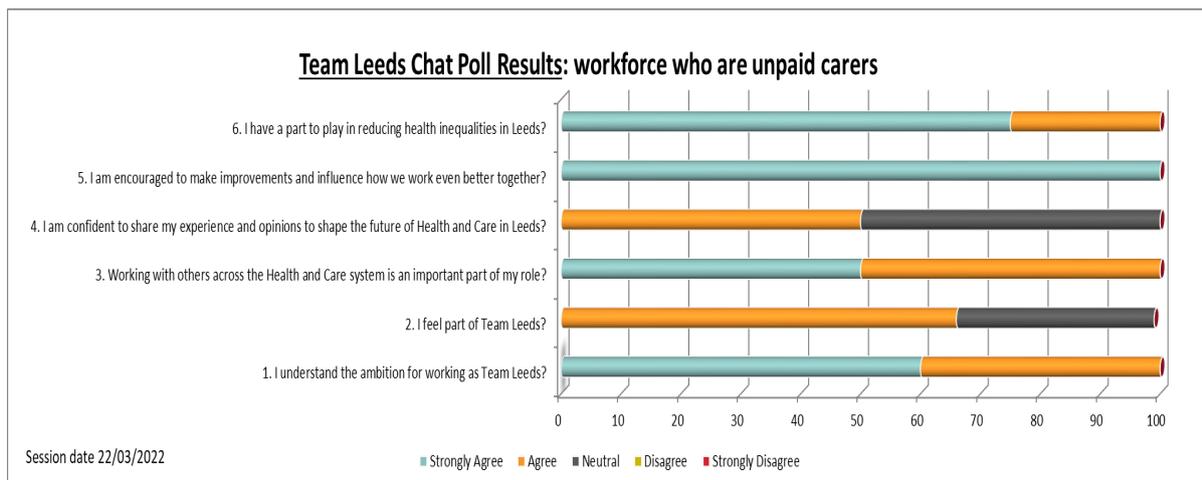
Participants shared suggestions for ways to improve support to members of the workforce who are also unpaid carers.

- Proactively identify members of the workforce who also provide unpaid care outside the workplace, and connect them to available support and wellbeing offers.
- Promote available networks / increase access to health and wellbeing support for unpaid carers in the workforce.
- Recognise that unpaid carers are all different and have differing needs that require a degree of flexibility and understanding.

Team Leeds poll results

TLC participants were asked to take part in a quick-fire poll, which provides an indication of the workforce' understanding of Team Leeds and our joint health and care ambitions.

Note: this is a small participant sample and is therefore not fully representative of all workforce views.



On this occasion, the results from the TLC poll tell us there are improvements to be made:

- Build workforce confidence / opportunity to share experience and opinions to help shape the future of health and care in Leeds.
- Develop a greater sense of inclusion and belonging to #Team Leeds.

Thank-you to everybody who took part in this Team Leeds Chat: we hope this findings report provides a good summary of the key issues discussed. If you have would like to provide further feedback please email us at: leedsth-tr.heartsandmins@nhs.net.