



Carers Involvement and Support Bulletin

Supporting Carer

Involvement

CQUIN Group

Next meeting:

Thursday 4th December

Sandal Rugby Club

2 - 4

Northumberland, Tyne and Wear NHS Foundation Trust

Commonsense Confidentiality

A guide for carers, family and friends



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Meeting Summary

At the last Carers CQUIN meeting on the 18th September we had a fantastic presentation from Sarah Overton, clinical lead nurse at the Newsam Centre. They are using the Triangle of Care document (see below) and Sarah spoke to us about how they use this. The document focuses on the 'triangle' of Service User, Carer and Professional. This was initially developed for acute services but suitable for all areas. It also has an audit tool at the end of the document. The presentation also focussed on the plan for the carers strategy in the LYPFT and the evaluation tool that they have developed.

Other services present spoke about their strategies that are in development as well as their evaluation tools as you will see on page 2 and 3 of this bulletin.

Cygnets talked about the Carers Pack that has been developed for Brighouse (see below)

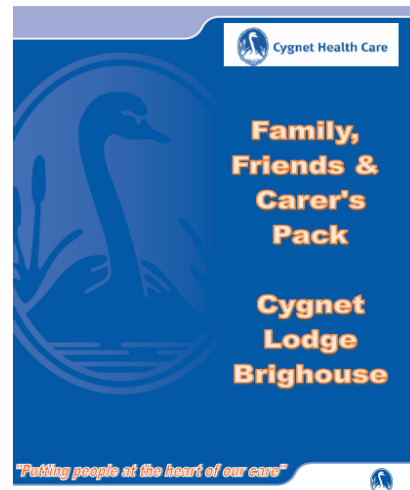
Another document that has been found to be useful is the Common sense confidentiality document that was developed by Northumberland, Tyne and Wear NHS Foundation Trust.

Carers
 Sarah Overton
 Clinical Lead Nurse
 Ward 2 Women's service
 Newsam Centre
 Leeds and York Partnership
 NHS foundation trust



THE TRIANGLE OF CARE

CARERS INCLUDED: A GUIDE TO BEST PRACTICE IN ACUTE MENTAL HEALTH CARE



Notes from Carer CQUIN Project Group

Group Work 1

Where are you up to with the satisfaction tool and how are you going to use it?

All services present had developed a questionnaire. We looked at how to ensure a good response, and what would happen with the data received.

What to do with the data - implementation

Depends on the situation

Closed/open questions

Be honest about being restricted in making some changes, may not be possible, need to be upfront
Action plan with objectives, who is doing what, by when etc.

Identified person to analyse data

Action plan – how to address issues raised

Link it with the strategy – issues raised – make sure strategy addresses them

How to ensure a good response

Handwritten envelopes – more likely to be opened
– get a response

Make it specific to forensics

Make it more personal

Write important/confidential on the questionnaire

Covering letter important – explain why we are asking them to fill in questionnaire – to improve service

Size important of survey – not too big – off putting

Stamped addressed envelope

Ask carers how they would like to be contacted, post/email etc.

Multiple choice questions

Offer support to carers to fill in survey/questionnaire

Keep it simple and short

No jargon

Personalise it, colourful, appealing

Example questions

Do you find staff approachable?

Is the environment welcoming?

Do you think you are listened to as a carer?

Have you received information about the service?

Did you receive a carer's booklet?

Have you been informed of key changes in the MDT team?

How often do you send them out? After every visit? Once a year?

Excellent
Good
Average



Notes from Carer CQUIN Project Group continued....

Group Work 2

Where are you up to with your strategies? What does it include?
What are your recommendations?
How are you going to implement it?

What does the strategy look like?

Purpose
Involvement – breaking involvement down
Links between service users and carers
What people can expect
Some information about care pathways
Importance of feedback
Aims – what are you trying to achieve
What you are already doing
What does it mean? – evaluate findings
Now what?
What if you can't deliver what carers are wanting? Be honest and realistic

Ideas for strategy

Work with local businesses (B&B's, hotels etc.) to help with costs for families
Travel costs paid for?
Barriers to visiting
Service user involvement – how can we improve?
Carer's forum? Carer days?
Designated staff with role to support carers
Plan
What info is available for carers about service user's transitions?
My Shared Pathway links with 'relationships'
Carers group/ "support forensics"

Family dynamics – family work

To see family more

Length of visits – visiting times, visiting policy, restrictive, home leave

Carer involvement days and events

Coffee morning/afternoon

Information in the post - e.g. trips, what is going on, pictures of where we have been, pictures of the ward, photos of your room

Information on diagnoses, medication, section information

Send regular carers pack/info out with promotional materials from hospital, newsletter

Start a carer's newsletter group

Refreshments available for carers visits

Child visiting badges/ stickers (friendlier)



CQUIN Indicator

Q2

Develop a written strategy for engaging with carers to maintain good communication including telephone, face to face, written communication and electronic formats (email) if appropriate, including regular carer satisfaction surveys and carer support.

Develop a carer satisfaction tool or develop an interview schedule for individual carer interviews using advocacy services.

Q4

Demonstrate service user by service user, that they have at the earliest opportunity been able to identify key and meaningful family members and that if agreed by the service user they have been invited to attend CPA meetings.

Demonstrate provision of clear information for carers with regard to the nature of the service and related matters e.g. legal context.

Demonstrate that the service has made use of carer satisfaction surveys to improve service provision in accordance with the service's carer strategy.

Current Areas of best practice identified by Regional Recovery and Outcomes Groups Nationally

- ◆ Allocate time for calls with families and friends
- ◆ Pick people up from the train station
- ◆ Use family feedback from Quality Network
- ◆ Facilitating visits on wards
- ◆ Carers' Group and Workshop
- ◆ DVD - virtual tour of the ward
- ◆ Family cooking sessions
- ◆ Family dog walks
- ◆ Christmas lunch together
- ◆ Themed events, Awards
- ◆ Outings together and joint sessions
- ◆ Mobile phones for service users
- ◆ Family and carers pack
- ◆ Provide transport
- ◆ Using Skype, texting, staff help with phoning, type talk, interpreting.
- ◆ Triangle of Care - action planned and measured
- ◆ Open visiting
- ◆ Family and friends events
- ◆ Involving carers on interviews and recruitment selection
- ◆ Section 17 leave helped and involving carers in leave arrangements
- ◆ Carer information
- ◆ Facilitate home visits
- ◆ Tours of the environment
- ◆ Carers' standards
- ◆ Complaints procedure
- ◆ Decorated visitors room
- ◆ Access to wards as well as visitors rooms
- ◆ Family therapy interventions offered
- ◆ Nice rooms
- ◆ Good staff trained to facilitate family/friend/carers contact