



Carers Involvement and Support Bulletin

Supporting Carer

Involvement

CQUIN Group

Next meeting:

Thursday 3rd September

Sandal Rugby Club

2 - 4

Last meeting summary 4th June 2015

At the last meeting we started off by getting some feedback from the services present about how they were evaluating their carer involvement initiatives and what their evaluation tools were. This can be found on [pages 2,3 and 4](#).

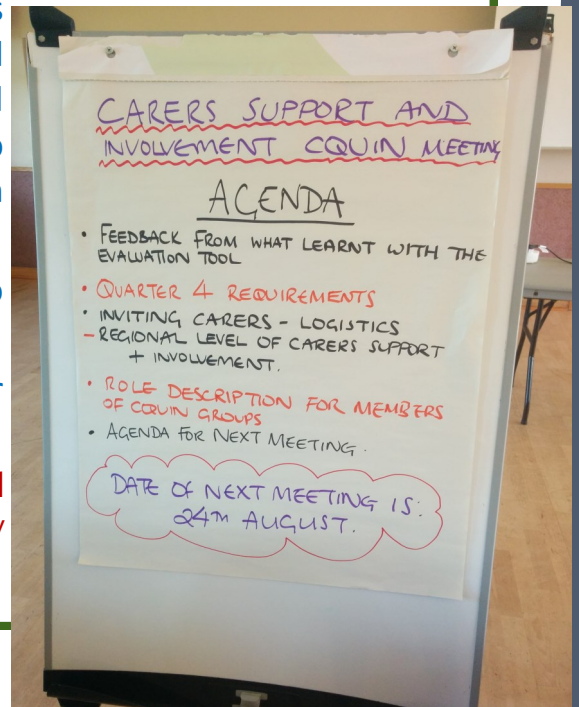
We then went on to discuss the quarter 4 requirements to check that everyone was aware of what these were and to think about how they could be achieved, including how to

support carers on a regional level and link in with other services to do this. Info on [page 5](#).

We also had a brief discussion about inviting carers to the Carer CQUIN meetings and the logistics of this.

On [page 6](#) you can find information from the Humber Centre's Carers Forum.

The date of the next meeting is now the 3rd September NOT the 24th August as originally advertised.

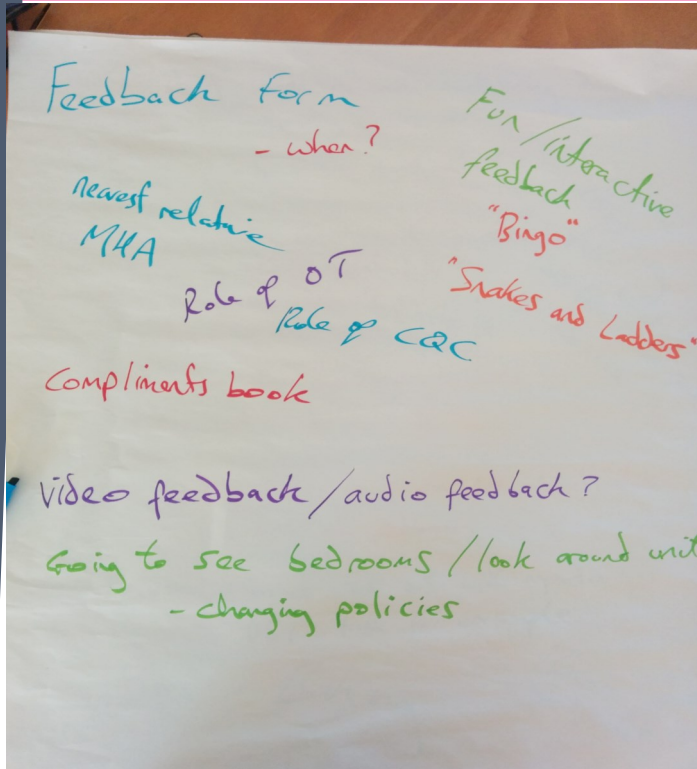


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Developing Evaluation Tools



Evaluating the Carers Forum

Feedback form—when are these used?
 Straight after meeting before people go?
 Sent out after? Discussion about how it may be easier to catch people before they leave.

Some topics that have been discussed at the forum: Nearest relative, MHA, Role of OT, Role of the CQC

How best to get feedback?

Fun/interactive feedback

Compliments book

“Bingo”

“Snakes and Ladders”

Video feedback/audio feedback?

Ideas for future development—Going to see bedrooms/look around the unit

Changing policies.

Below is an example of a leaflet that Waterloo Manor send out to Carers advertising their Carers Forum. These are held on a regular basis and include information about different topics each time. The leaflet that is sent out includes an agenda. These meetings are supported by the social work team and the advocacy service Wish.



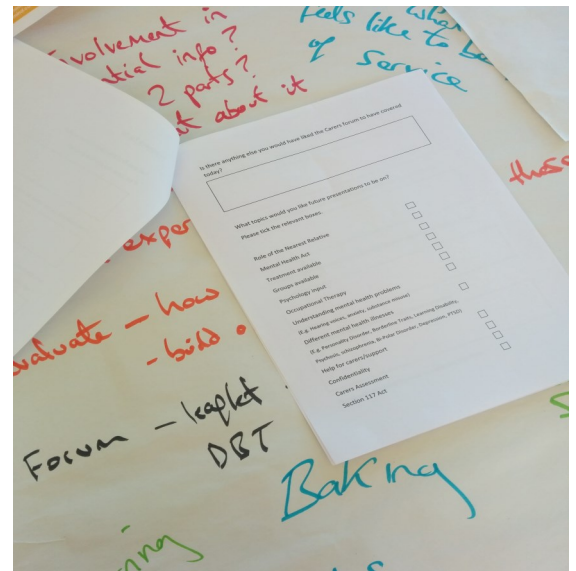
Feedback Form

Did you find the Carers Forum useful?
 If so, how did you find it useful?

How could this Carers forum be improved?

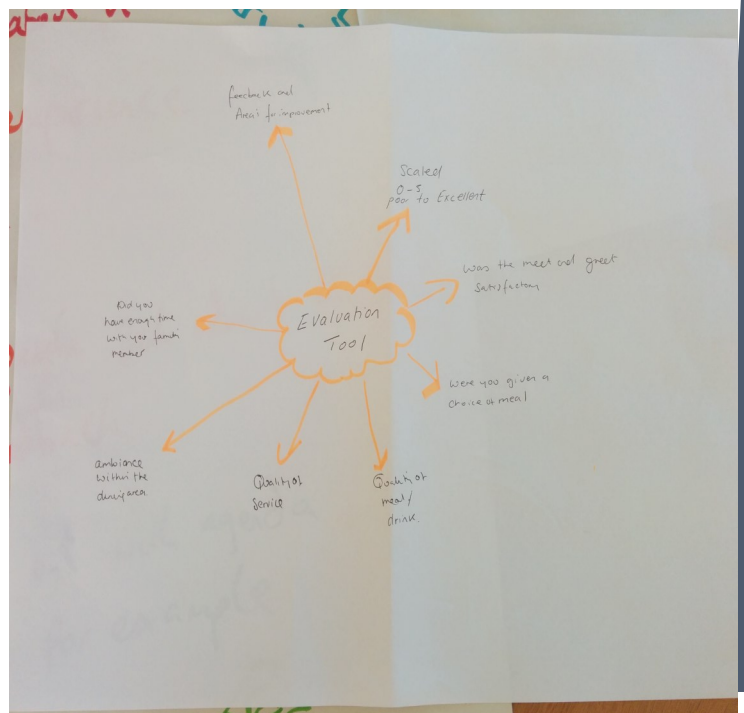
Was the material covered relevant to you?
 If not, what would you prefer to hear about?

Has the information provided in this Carers Forum made a difference for you?



Above is an example of an evaluation tool that is in development to evaluate the Carers Forum at Waterloo. This includes questions about whether the forum was useful and what could be done to improve it. The questionnaire also asks for suggestions for future topics that carers would like to be covered in the forum.

Below is a poster advertising a carers event at Cheswold Park Hospital. This event is held a few times a year and is an fantastic opportunity for carers and service users to sit and enjoy a restaurant style meal together within the hospital, particularly for those with no leave. The staff transform themselves into waiters for the evening and service users get to enjoy a themed meal with their loved ones. Also below is a rough draft of some ideas for how this may be evaluated.



Evaluating Carer Initiatives

Carers Day at Bradley Woodlands —Tied in with wellbeing day

Bouncy castle etc.

How to evaluate this?

Service users giving talks —what it feels like to be a part of the service

Governance—carer involvement in this

Confidential information? Split meeting into 2 parts? Be open and transparent about this and the reasons for this

Carer and service user dining experience

Restaurant experience

Evaluate—how do people feel about these? - build on feedback

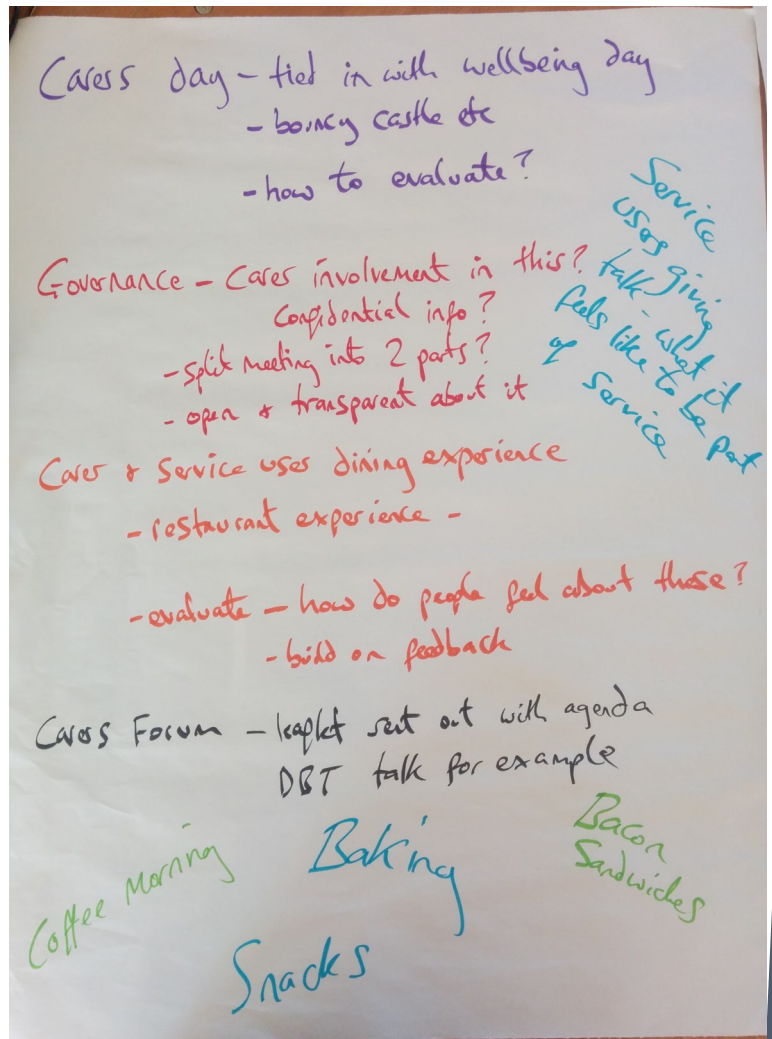
Carers Forum—leaflet sent out with agenda— DBT talk for example

Coffee morning

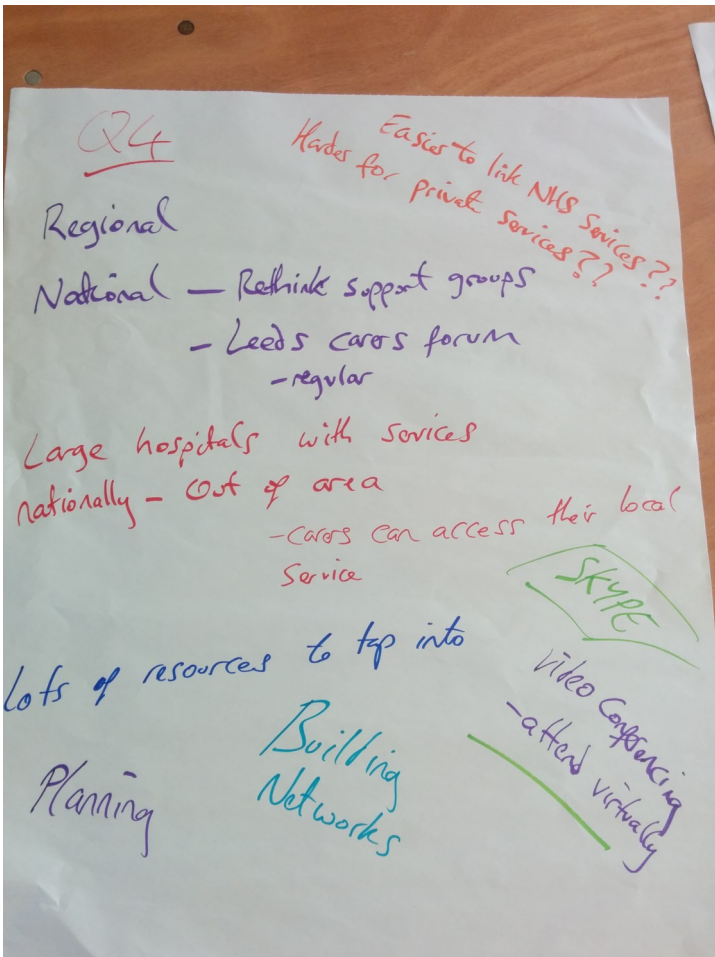
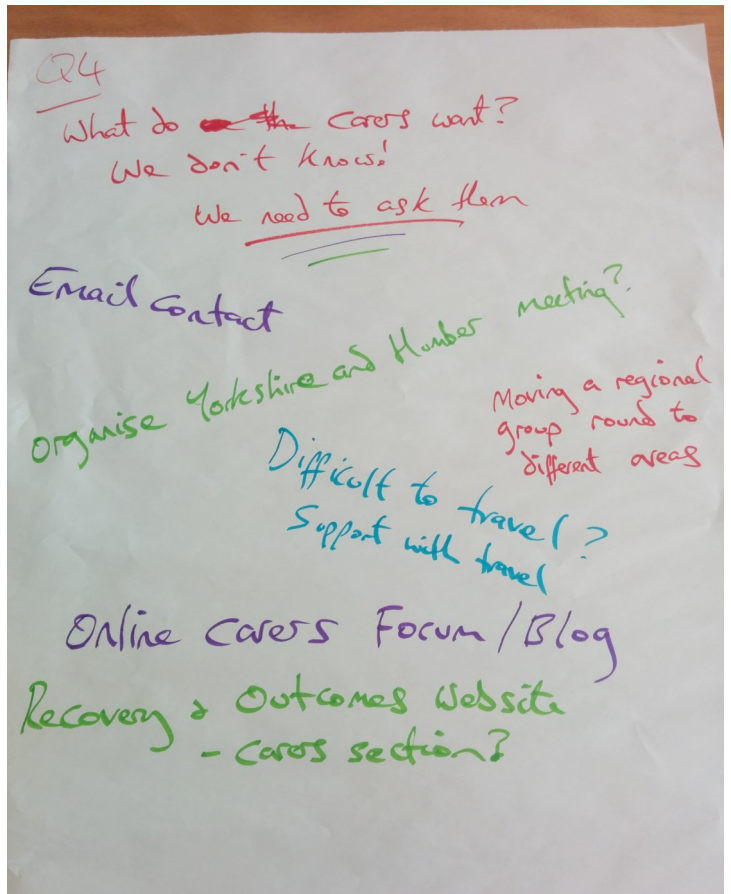
Baking

Snacks

Bacon sandwiches



- Q4
- What do carers want?
- We don't know!
- We need to ask them
- Email contact
- Organise a Yorkshire and Humber meeting?
- Moving a regional group round different areas
- Difficult to travel? Support with travel
- Online carers forum/blog
- Carers section on Recovery and Outcomes website?



- Q4
- Regional
- National—rethink support groups
- Leeds carers forum—regular meeting
- Large hospitals with services nationally—out of area
- Carers can access their local service
- SKYPE
- Lots of resources to tap into
- Building Networks
- Planning
- Video conferencing—attend virtually



Improving Health
and Wellbeing



The Humber Centre Carers Forum

Ground Rules

Confidentiality – not discussing individual patient issues. It was agreed that notes of the meeting should be anonymous, so carers will be referred to as FFC (Friends, Family & Carers).
Respect – being open to the views and experiences of each other



The Service Leaflet

The current leaflet was circulated for discussion / feedback.

Needs details about care pathways
Friends, Family and Carers asked why they couldn't go on wards. An explanation was offered around patient confidentiality, It was suggested that this sort of reasoning should be included in the leaflet.

“All these points you've made need stating in the leaflet”

Queries about the process of being granted leave.

Each ward should have a leaflet.

Providing Feedback / Friends & Family Experience Questionnaire

How can the service work better with carers to get feedback. There is currently a paper form in reception.

Give feedback anonymously.

Maybe a touch screen box in the reception lobby.

Could it be done online?

What about Friends Family and Carers who don't visit?

Could they be posted out regularly with an Stamped Addressed Envelope?

There was a discussion about what the service could do to improve in this area;

What do carer standards say?

Role of the care co-ordinator – could even include an induction for Friends Family and Carers

Need to explore ways to let Friends Family and Carers know what the environment is like – bedrooms, facilities. Maybe photos on the website, a video.

Next Meeting

Request for a presentation from a psychologist about what they do.

Visiting Procedures

- The service is looking at reviewing the way in which visits are arranged and managed and this was discussed. The procedure would include a 'meet and greet' induction on the first visit, to make sure everyone felt informed, and had a point of contact.



Carer Involvement CQUIN requirements

Rationale for inclusions as a CQUIN

Carers play a significant role in the lives of service users and can play a large part in supporting an individual's recovery. Maintaining and building on relationships with carers, family and friends when in secure services can be helpful to the recovery of service users.

Carers may also learn from and support each other during and beyond someone's stay in secure care. This CQUIN builds on the carer involvement strategies developed during 2014/15 and requires providers to evaluate the effectiveness of these strategies and further develop ways to involve carers, family and friends at a local and regional level.

Quarter 2

The provider is to develop an evaluation tool for assessing the impact of the strategies for carer involvement from 2014/15 and use this to further develop involvement of carers, families and friends in their service at a local level.

Such developments would include carers' support groups, psycho-educational support as appropriate, carer involvement in service user events, carer participation in service provision and governance and support for carers experiencing difficulties engaging with the service user.

Quarter 4

The provider to produce a report that evidences the impact of the activities developed in Q1 and 2 with continued use of the evaluation tool and develop a strategy for continued embedding of these practices into the service.

The report should highlight where the provider has developed carer support structures in conjunction with other services at a regional level to further enhance the positive experiences of carers, family and friends. This would include the development of regular groups to provide mutual support, understanding, learning and feedback for improvements in service provision. There would also be consideration to how this would be achieved for carers geographically distant from the service user.

Yorkshire and Humber CQUIN Group

Supporting Carer Involvement

3rd September 2015

24th November

Sandal Rugby Club Wakefield

2 - 4



Refreshments provided

