Carers Health Team

a methodology to prevent carers falling between the gaps in our systems

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A collaborative approach to supporting Carers between Crossroads Care South Central, Carers Health Team (NHS) and Carers Support West Sussex.
The Problems
The Problems

Identifying Carers
The Problems

Communicating (reaching out)
The Problems

Registering
The Problems

Assessing
THE SPANISH INQUISITION

Just when you least expect them.
The Problems

Being there when you are needed
System Problems

- Communication between third sector partners
- Communication between Carers Trust partners
- Communication between different parts of the NHS
- Communication between everyone
- ... data protection issues!
...AND THAT IS WHY WE LIFT ON THREE...
System Problems

• ... data protection issues!
The water people wouldn't tell me because the house is in your name!

THE 'DATA PROTECTION' EXCUSE.
The System

- Carer
- Age UK
- GP
- NHS
- Crossroads Care South Central
- British Red Cross
- Social Care
- Carers Support West Sussex
- British Red Cross
We have to get from this...
The problems trying to make it work

• Our system is not allowed to speak to your system because... well you are not us!
• You want to put that where!!!
• Trust... why should I trust you?
• Now remind me... who are we trying to do this for?
To this...
Thinking Proactively

• The NHS Proactive Team... the detectives
• The NHS Carers Health Team... making the connections
• Carers Trust: Carers Support West Sussex... getting Carers on the system
• Carers Trust: Crossroads Care South Central & other 3rd Sector Partners... ready and waiting to support Carers
• Social Services... out of the loop
Are we there yet?
Are we there yet?

• We have increased visibility but the forecast is not great
• We can see the size of the mountain we have to climb
• We have all the equipment we need
• We have moved beyond the foothills
• It can feel a bit like snakes and ladders
• We are determined to reach the summit