

# Carer awareness training for pharmacies



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# Background to the Carer Friendly Pharmacy project

- ➔ Part of the 'Supporting Carers in General Practice Programme'
- ➔ Led by Carers Trust and the Pharmaceutical Services Negotiating Committee (PSNC)
- ➔ Local Carers' Services, Local Pharmaceutical Committees (LPCs) and Local Authority Carers' Leads
- ➔ Centre for Pharmacy Postgraduate Education (CPPE)

# Aim of the Carer Friendly Pharmacy project

To enable pharmacy teams to pro-actively engage with, and increase identification, referral and support of unpaid carers

# A Carer Friendly Pharmacy will:

- ➔ Promote and demonstrate carer awareness
- ➔ Identify, refer and support carers
- ➔ Have a Carers' Champion and deputy
- ➔ Improve awareness of services such as MURs and prescription collection and delivery
- ➔ Refer carers to their local carers services (with their consent)
- ➔ Refer carers to their GP practice (with their consent)

# Plan for the project

- ➔ Training – developed Aug-Sep 2014
- ➔ Webinar Sep 2014 to carers services and LPCs involved in the pilot
- ➔ Training delivered locally by carers services Oct 2014
- ➔ Pilot areas:
  - Blackpool
  - Brighton
  - Devon
  - Gateshead
  - Hull and North Lincolnshire
  - Kent and Medway
  - Leeds
  - Northamptonshire
  - Rochdale

# Carer awareness training for pharmacy teams - learning objectives

On completion of all aspects of this learning programme you should be able to:

- describe what is meant by the term 'carer'
- identify carers who use your pharmacy and know the type of roles they undertake
- describe the challenges that carers face and the support they may require
- confidently communicate with carers and encourage them to access support
- know where to refer (with consent) people to locally for further support
- create an action plan for how you are going to improve the service in your pharmacy for carers

# Activities within the training session

Activity 1 – What do we mean by a ‘carer’?

Activity 2 - How can you identify carers?

Activity 3 - How can you support carers?

Activity 4 – Next steps

# Activities – have a go now!

On your tables you have sheets outlining activity 2 or 3

- ➔ 5 minutes for the activity
- ➔ Feedback your top three responses for each part of the activity on post-it notes
- ➔ Stick up under the title for each activity



# Activity 2 - How can pharmacy teams identify carers?

In your groups discuss how carers might be identified in community pharmacies.

- ➡ What might alert the pharmacy team that someone may be a carer?
- ➡ What words could be used to engage a person in a pharmacy who might be a carer?

# Activity 3 - How can community pharmacies support carers?

In your groups spend a few minutes discussing:

- ➔ What else community pharmacies can do to support carers?

# Pharmacy 'Carer friendly pharmacy' project - resources available

As part of this project you will have:

- ➔ Posters
- ➔ Leaflets
- ➔ Badges
- ➔ Information sheets
- ➔ Referral forms
- ➔ PharmOutcomes software
- ➔ Regular contact with and support from your local carers' service



## Pharmacy Carers' champions

We would like each pharmacy to have a Carers' champion and a deputy who will:

- ➔ wear a badge to encourage carers to talk to you
- ➔ maintain information points for carers within the pharmacy
- ➔ refer (with consent) carers to local carers' service
- ➔ keep up to date with developments around carers and brief and enthuse colleagues

If you are interested in these roles for you or someone in your pharmacy please put your name forward on the feedback form at the end of the training

# Some suggested actions to help carers in community pharmacies

## ➔ **Raise awareness**

- put up posters, hand out leaflets
- brief you colleagues about this training session
- use the carers' floor of theLearningpharmacy.com to train other members of the pharmacy team

## ➔ **Identify carers**

- team brainstorm of people already known to be carers
- ask people if they look after someone

## ➔ **Referral (with consent)** – to local support for carers and to their GP practice

## ➔ **Support in pharmacy** – consider the health needs of carers as well as the cared-for person

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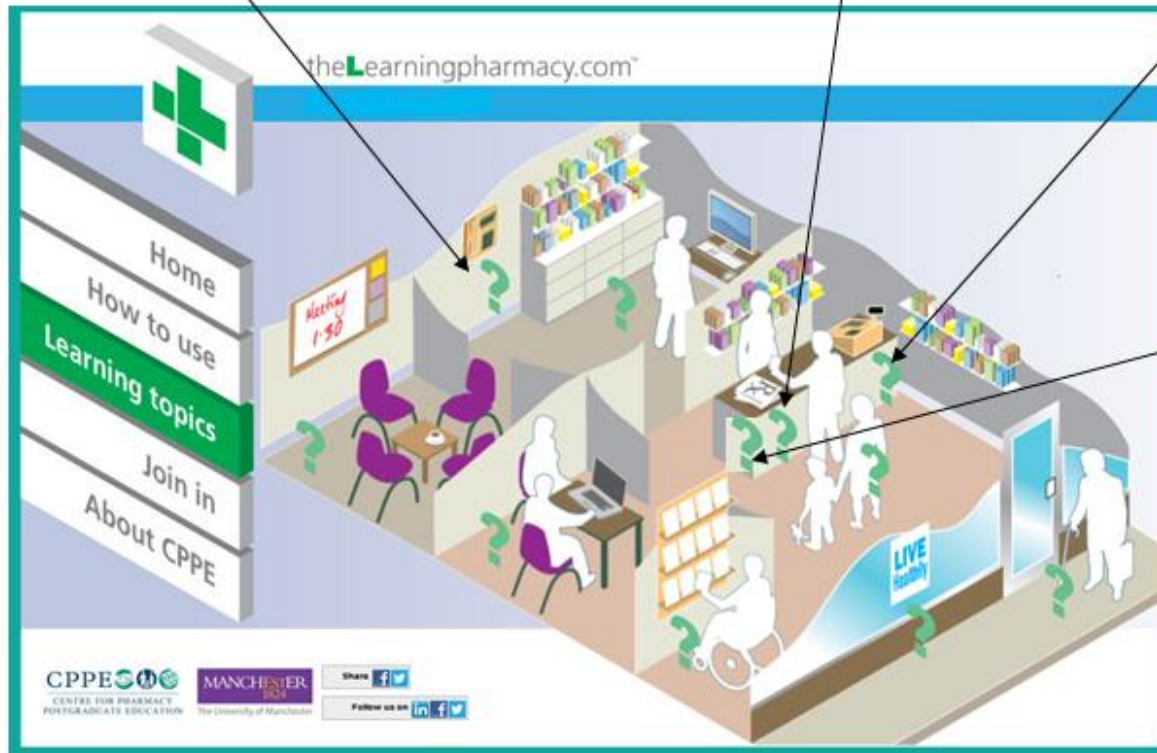
# Hotspots (learning activities) within theLearningpharmacy.com carers' floor (under development)

Hotspot 3 - Communication with GP or other healthcare professional  
**Who will you refer to?**  
 Consider how best to respond to a request and situation - learn as a team, learn in pairs or learn on your own

Hotspot 2 – Patient presents with a new prescription  
**A young carer presents with a new prescription for the person they are caring for**  
 Create an action plan - learn as a team, learn in pairs or use as a teaching resource

Hotspot 1 – Patient requests an OTC medicine  
**A customer requests OTC advice for someone else - identifying carers**  
 Role play – learn as a team, learn in pairs or use as a teaching resource

Hotspot 2a – Patient presents with a new prescription  
**A person known to be a carer presents with a new prescription for an antidepressant for themselves**  
 Role play – learn as a team, learn in pairs or use as a teaching resource



# Carer Friendly Pharmacy project

➔ Progress report

➔ Evaluation

➔ Future plans



Any questions?

