



carers'
resource

you care for them, we care for you

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**Supporting Carers within Integrated
Care**



John and Mary

John and Mary were in their early 60's they had worked hard running their own business but were now looking forward to retirement when they would travel and be able to spend time with their son, daughter-in-law and 2 grandchildren who lived 200 miles away.



Carers' health suffers as a result of caring

Up to 40% of carers experience psychological distress or depression

Carers have an increased rate of physical health problems

One in five carers gives up work to care



Harrogate & Rural District Clinical Commissioning Group (HaRD CCG)

**Expressions of interest from the Third
Sector in developing support for carers
in Integrated Care**



Aim: to establish partnership working and a single point of contact for carers within the team

Objective: to ensure that carers own needs are addressed, enabling them to continue to contribute to the recovery, reablement and on-going support of the cared-for person so that they can continue to be cared for in their own home avoiding hospital (re)-admission .

Evidence for identifying the need;

- **Airedale Community Collaborative team**
- **NYCC carers strategy**
- **Need for closer working with the Third Sector**
- **GP carers registers not up to date**

Linking with other national and local priorities and strategies

- **Carers Strategies**
- **Dept. of Health/Future Forum/Kings Fund- integrated care**
- **NHS Outcomes framework – improved quality of life for carers;**
- **NHS Mandate on Information and Support for Carers**

Initial set up and teething problems

- **Different team**
- **Establish relationships**
- **Develop a method for referrals**



Carer (family, next of kin, friend, neighbour) is identified by a member of the Integrated Care Team (District Nurses, Fast Response, Community Rehabilitation) and LTC teams



Permission is sought for a referral to be made



Either: A referral form is completed and placed in the box file located with each team

Or: carers names and contact details are given to the Carers' Resource at handover meetings



A member of the Carers' Resource team will attend the start of handover meetings to collect referrals and feedback on support given.



All carers will be contacted and offered relevant support, which may include review of family situation, emotional support, Carers Assessment, support through hospital admission or discharge, welfare benefits advice and assistance to claim, tailored information, peer support, practical support and advice, etc

Monitoring

No. of referrals received during the 6 months July to Dec 2013

	Baseline April 2012 – March 2013	First month of Pilot July 2013	Month 2 August 2013	Month 3 Sept. 2013	Month 4 Oct 2013	Month 5 Nov 2013	Month 6 Dec 2013
Com. Rehab	1	3	15	13	11	9	2
Fast Response	6	2	19	11	10	12	11
District Nurses	2	5	8	4 + 1 YC	5	3	1
Total	9	10	42	29	26	24	14



Unexpected outcomes

- **56% “hidden” carers identified**
- **1 young carer identified**



Support Provided

- **All 145 carers were contacted**
- **All given time to talk**
- **All provided with specialised information**
- **81 (56%) received support from a case worker**
- **18 Carer Assessments completed**

Outcomes for Carers

	Strongly disagree	Disagree	Not sure	Agree	Strongly agree
I understand more about the support & services available to me as a carer			1	7	3
I have received more practical support		1	1	5	2
I have more services in place to support me		1		5	2
My financial position has improved	2	2	3		1
I have been encouraged to think about my own needs			1	9	1
I feel more confident about asking for help			1	8	2
I feel less guilty about taking time off		1	2	4	1
I feel less isolated			4	4	1
I feel better able to cope			3	6	1



Outcomes for Carers

“its good to know help is out there for carers”

“.....and therefore feel less isolated”

“.....I know I can get advice if needed”

“I have many decisions to make in the near future, please keep a listening ear”

“I very much enjoyed the trips out Thank you”



Feedback from the Integrated Care Team

What benefits have there been having Carers' Resource attend handover meetings?

“....improved communications due to face to face contact”

“....feedback to the team on interaction with carers”

“.... A respectful relationship between the team and”(Carers' Resource worker)

“....prompted the team to refer carers for support”

“....Carers' Resource identified carers that we may not have”

“...joint working/sharing of information for the benefit of the service to carers/patients”



Feedback from the Integrated Care Team

What would the impact be if the service was stopped?

“...carers may be poorly supported”

“...loss of joint working”

“... Less referrals to Carers' Resource”

“...more time consuming for our team and difficult to follow patients up”

“

“.....possibility of missed appropriate referrals as team not thinking of carers due to lack of Carers' resource presence”

“...no feedback”



Feedback from the Integrated Care Team

Any suggestions for the future?

“...Continuation!”

“....continue face-to-face input – invaluable to the community service in my opinion”

“.... Team feel it would be vital that the service should continue in its present format to ensure carers are identified and supported”



Key to success

- **Building relationships**
- **Developing trust**
- **Establishing a clear delivery plan**
- **Feedback**



The way forward for carer support in Integrated Care in the Harrogate District

***“ This shows linking up with
Integrated Care teams is fundamental
in identifying more individuals in need
of carer support”***



“Principles for Integrated Care”
By
National Voices updated May 2012



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- The Carers' Resource gives tailored support and information to unpaid carers and vulnerable people.
- It is an independent, award-winning Yorkshire charity which is open to everyone and offers emotional and practical help to enable them to cope.
 - We **specialise** in helping carers.
 - We believe carers need care themselves

Referrals from:

Carers / cared-for, Other Health / Social Care professionals and VCS staff

Proactive outreach in: GP practices, hospital teams, community based services

Information

Admin and Reception

Development and Enterprise

Commercial Services

Learning, Training and Employment

 **carers' resource**

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Harrogate
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Ripon
01765 690222

Craven & Airedale
01756 700888

Bradford
01274 449660

www.carersresource.org

Carer Specialist Services

Independence and Wellbeing

Young Carers and Parent Carers

holistic support for family life

Volunteering, Inclusion and Engagement