

The Young Carers Pharmacy Project Learning Report:

Working with pharmacies to improve
identification and support for young carers
and their families

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¹ <https://professionals.carers.org/carer-friendly-pharmacy-pilot-evaluation>

This guide has been developed and written by:
Charlotte Elmitt, Young Carers and Young Adult Carers Team Leader, Salford Carers Centre, part of the Gaddum Centre, a Manchester based Health and Social Care charity and Daniel Phelps, Project and Development Manager, Carers Trust.

The Young Carers Pharmacy Project is one of Carers Trust's Innovation Generation projects. It was managed by Daniel Phelps, Project and Development Manager, Carers Trust. The local project in Salford was delivered by Salford Carers Centre.

The Carers Trust Innovation Generation Projects are collaborative projects between Carers Trust and local services that aim to develop new and effective practice in supporting young carers and their families. Learning from local projects is subsequently disseminated to the wider young carers sector and relevant stakeholders to encourage the growth of good practice.

Resources developed as a result of the project and this learning report:

- Engaging with pharmacies: A Young Carers' Service toolkit
- Young Carers Authorisation Form (Collecting Medicines) and supporting information
- Do you look after someone in your family who is ill or disabled? (A Poster setting out how pharmacies can support young carers and families)
- Carer awareness for pharmacy teams (A PowerPoint training presentation)
- The Carer Champion Role (An example from Salford Carers Centre).

These resources are available on the Carers Trust Professionals website:
<https://professionals.carers.org/youngcarerspharmacyproject>

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Carers Trust
32–36 Loman Street
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Tel: 0844 800 4361 (calls charged at local rate if calling from a landline, calls to this number from a mobile are charged upwards of 14p a minute)

Fax: 0844 800 4362
Email: info@carers.org
Carers.org
matter.carers.org
babble.carers.org
<http://professionals.carers.org>
www.facebook.com/CarersTrust
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Working with pharmacies to improve identification and support for young carers and their families

Part 1: Why are pharmacies important in identifying and supporting young carers and their families?

Who are young carers?

A young carer is someone under 18 who helps look after someone in their family, or a friend, who is ill, disabled or misuses drugs or alcohol.

- **Following a survey in 2010, the BBC estimated that there are 700,000 young carers in the UK;**²
- **13,000 of the UK's young carers care for over 50 hours a week**
- **22% of young people under 16 in the UK (2.6 million) live with a hazardous drinker; and 335,000 children live with a drug-dependent person**³

The range and scale of caring will vary greatly, but may include:

- Practical tasks, such as cooking, housework and shopping.
 - Physical care, such as helping someone out of bed.
 - Personal care, such as helping someone dress.
 - Helping to give someone their medication.
 - Managing the family budget and collecting prescriptions.
 - Helping someone communicate.
 - Looking after brothers and sisters.
 - Emotional support.
- **Young carers have significantly lower educational attainment at GCSE level, the equivalent to nine grades lower overall than their peers, that is, the difference between nine Bs and nine Cs**
 - **68% of young carers are bullied in school**
 - **Young adult carers aged between 16 and 18 years are twice as likely as their peers to be not in education, employment, or training (NEET)**⁴

Identifying young carers and initiating support for the family

Early identification of young carers is vital. When young carers are identified, and support is triggered, this can lead to assessment and support for both the young person and also the person who is being cared for. This, in turn, should help reduce the young person's caring responsibilities.

² The BBC, with assistance from The Princess Royal Trust for Carers, surveyed 4,029 pupils in ten secondary schools and found 337 had caring responsibilities.

³ New estimates of the number of children living with substance-misusing parents: results from UK national household surveys, National Addiction Centre and Criminal Justice Research Centre, BMC Public Health 2009, 9:377, 8 October 2009.

⁴ 'Against the Odds', Audit Commission, p19, July 2010.

Legislation and guidance

The right to social care assessment and support from local authorities for carers of all ages is enshrined within the Care Act (2014) and the Children's and Families Act (2014). NHS England's Commitment to Carers (2014) describes ways in which NHS services should support carers and work collaboratively with organisations that offer support to carers.

The Care Act (2014) introduces a general duty on local authorities to promote an individual's 'wellbeing' which can relate to physical and mental health and emotional wellbeing, participation in work, education, training or recreation and social and economic wellbeing, among other factors. The Care Act also introduces rights for carers to have their own assessment of their needs, and services (if the assessment shows they are eligible).

Social care assessments of young carers by the local authority under the Children's and Families Act (2014) must consider what the needs of the young carer are, including to participate fully in education (school, college or university), training, recreation and employment. The assessment should also consider whether the caring role has an impact on the young carer's wellbeing, personal development, physical health, mental health and emotional health.

NHS England's Commitment to Carers (2014)

NHS England's Commitment to Carers (2014)⁵ acknowledges the responsibilities of the NHS towards carers. The commitments are based on eight priorities. The three that are most relevant to this pilot are:

- Raising the profile of carers among staff, stakeholders and partners, making them aware of what carers do and **how they can be of help**
- Improving **education, training and information** for staff, stakeholders and partners, increasing awareness of what it means to be a carer
- Helping to build, sustain and develop **partnership links** between health, social services, charities and other key partners that will support carers

Where young carers are not identified, and they and their families are not appropriately supported, then there is a real risk of there being negative impacts on their health and wellbeing, education and social development.

Where young carers are identified this can be the first step for young carers and their families to accessing assessments which can positively impact on their wellbeing, education and social development.

⁵ NHS England's Commitment to Carers (2014)

Why pharmacies are well placed to assist in the identification and support of young carers and their families

‘I don’t think young people should be embarrassed about pharmacy staff knowing they are a carer. It’s a big responsibility and is something to be proud of.’

(Young carer)

There are several key factors that make community pharmacies ideal partners in assisting the identification and support of young carers:

- Millions of people use a pharmacy on a weekly basis⁶
- There were 11,674 community pharmacies in England as at 31 March 2015⁷
- Pharmacies are based at the heart of communities with an established relationship of trust with their customers
- Pharmacy staff know about their customers, and are in a good position to recognise the indications that somebody might be a carer
- Pharmacies provide a suitable environment to have a discussion and ask the question “are you looking after someone?”

Community pharmacies are able to support carers, and the people they care for, in a number of key ways, including:

- Identifying carers and offering to refer them to other services
- General health advice
- Flu vaccinations
- Carers health checks and NHS health checks
- A range of healthy lifestyle services e.g. stop smoking support
- Ordering repeat medicines/repeat dispensing
- Delivery services
- Advice on use, storage and administration of medicines
- Advice on safe use of over the counter medicines
- Compliance aids (where appropriate and safe)
- NHS Medicines Use Review and New Medicine Service
- Disposal of out of date and unwanted medicines

⁶ Annually, there are 438 million visits made to community pharmacies, more than to any NHS care setting (Improving Health and Patient Care through Community Pharmacy – A Call to Action, December 2013)

⁷ The General Pharmaceutical Services in England: 2005/06 to 2014/15 report

Part 2: The young carer pharmacy project in Salford

Phase 1 (2014-2015)

The overarching aim of the project was to:

To improve the early identification of young carers and their families by pharmacies and their timely engagement with appropriate support

and the desired main outcomes were that:

- Young carers and their families are identified earlier, leading to timely assessment and / or engagement with appropriate support services
- Young carers and their families are supported at an earlier stage and inappropriate caring roles are prevented or removed earlier.

Background to the pilot project

Some work had already been undertaken with pharmacies and how they support young carers, in Scotland⁸ and Wales⁹. The project in Salford wanted to build on and extend these ideas in England in order to:

- capitalise on the fact that pharmacies are ideally positioned to play a key role in identifying and initiating early and preventative support for young carers and their families
- develop more interest in working with pharmacies and promote the principles of joint working with community pharmacies to a wider audience

The pilot project in Salford focussed specifically on young carers and how young carers' services could work in partnership with pharmacies, who were viewed as being well positioned to play a key role in the identification and support of young carers and their families.

Learning from this project was to feed into the development of the next steps of an England-wide programme of work funded by the Department of Health to develop the role of the community pharmacy in identifying, supporting and referring carers of all ages.¹⁰

⁸ In Scotland, an authorisation card has been developed to support the recognition of young carers by health professionals and to facilitate the dispensing of medicines to young carers where appropriate, as well helping young carers access other health related information and support.

⁹ In Wales, a carers guide to medicines management has been developed that includes information for young carers and how to get the best out of their pharmacy.

¹⁰ This pilot tested the concept of a carer-friendly Pharmacy (CFP) and involved both local carer organisations, community pharmacies and Local Pharmaceutical Committees as well as national organisations such as the

When developing practice, pharmacies are likely to consider all carers as a homogenous group irrespective of age and for the most part, this would be a sensible and practical approach. However, underpinning the pilot project in Salford was the premise that pharmacy staff need to recognise the fundamental differences between support for adult carers and supporting young carers. While support for carers in general, aims to support them to support the carer in their caring role, support for young carers should aim primarily to reduce their caring responsibilities by considering the needs of the whole family and ensuring there is adequate support for person they are caring for. Young carers should also be seen as having different and specific needs compared to adult carers.

For Salford Carers Centre, partnering with pharmacies, was viewed as a natural extension of awareness raising and identification work that was commonly being undertaken by young carer services within educational establishments, social care teams and other agencies.

For Salford Carers Centre, the Young Carer Pharmacy Project was the beginning of partnership working with community pharmacies, to specifically address the identification and support needs of young carers. With the introduction of the Care Act (2014), the Children and Families Act (2014) and NHS England's Commitment to Carers (2014), the project was viewed as both timely and appropriate by Salford Carers Centre who saw potential for developing the work further.

In Phase 1 of the project, the initial objectives had been:

- To undertake an initial consultation of pharmacies and young carers to understand the issues further
- For young carers and their families to receive targeted information
- To raise awareness of young carers with pharmacists
- To develop systems to improve referrals
- To develop partnerships between pharmacies and young carers' services
- To develop a toolkit of learning/resources for dissemination across the country
- To ensure that young carers were aware of what pharmacies could offer (that would support young carers and their families)

Pharmaceutical Services Negotiating Committee and the Centre for Pharmacy Postgraduate Education. The CFP was completed before the end of the Young Carer Pharmacy Project in Salford.

Following the consultation in Phase 1 and following input from the Advisory Group, the following objectives were set out:

1. To develop training for community pharmacy teams
2. To implement a Carers' Champion within individual branches
3. To develop a referral system - to refer young carers to Salford Carers Centre
4. To develop materials targeting young carers and their families
5. To develop an authorisation process to support the collection of medicines by young carers
6. To develop strong, embedded links between community pharmacies and the local young carers service

Phase 2 (2015-2016)

Aim

The aim of Phase 2 was to embed and expand the processes developed in Salford during phase 1 of the project and to evaluate their impact.

Planned outcomes

1. Training on carers and young carers is expanded to more pharmacies across Salford
2. An increased number of Carer Champions are formally established in pharmacies
3. The PharmOutcomes referral system is expanded into more pharmacies to refer carers of all ages
4. The poster promoting pharmacy services that are useful for young carers and their families is publicised in more pharmacies and by Salford Carers Service
5. The authorisation process for dispensing medicines to young carers is expanded across more pharmacies
6. Partnership links between Salford Carers Centre are established with pharmacies
7. 1-6 Outcomes are evaluated through data collection and surveying young carers, families and pharmacy staff
8. Evaluation report published - (with aim to upload on the Professionals website, again linking to the Carer Friendly Pharmacy Pilot work (CFP Pilot) work and linking back to the first toolkit). Short action orientated toolkit and resources developed to be integrated into CFP Pilot work.

Please refer to the separate **Young Carers Pharmacy Project Evaluation Report 2015 – 2016** for specific outcomes of the project in Salford. Please note that a separate evaluation for phase 1 of the project was not published.

Part 3: The consultation exercise (phase 1)

Consultation with young carers

Consultation with young carers took place via a survey on the Carers Trust website www.matter.carers.org as well as with focus groups of young carers in Salford.

The following questions were asked to determine their understanding of what community pharmacies can provide and their experiences in pharmacies:

- Does your local pharmacy know that you are a young carer and if so, how did they find that out?
- Has your local pharmacy ever given you information related to you being a young carer or signposted you or your family to support?
- Have you, because you are a young carer, or the person you look after experienced any problems or difficulties with your local pharmacy? How did you feel about this?
- Some young carers have said that the people in their local pharmacy have been helpful to them. In what ways could your local pharmacy make things easier for you too as a young carer?
- Apart from dispensing medicines do you know of any other services that your local pharmacy offers?
- Do you have any other comments related to pharmacies and being a young carer that you would like to tell us?

Responses revealed that:

- **young carers have not been asked if they are a carer even if they are with the person they care for when they go into the pharmacy**
- **young carers and the person they care for are not being asked if they need support**
- **young carers are either unsure whether they can collect medication OR are not able to collect medication**
- **young carers and the people they care for would like more support from pharmacies**

Consultation with pharmacy staff

Consultation took place with pharmacy teams across Salford to determine which staff in community pharmacies understood about young carers and how to support them. 57 members from community pharmacy staff teams responded to the consultation survey¹¹. The survey was also promoted to the wider network of pharmacy teams with the support of the CPPE and the @WePharmacists Twitter

¹¹ The survey, was co-designed with Carers Trust's Primary Care team and the CPPE

account. The findings were similar from both the pharmacies local to Salford and those in the wider network.

The following questions were asked:

- Have you ever been aware of a child collecting a dispensed medicine from your pharmacy on behalf of an adult or sibling?
- If a child visits your pharmacy and asks to be given a dispensed medicine, how would you normally respond?
- Are you aware of any services for young carers and their families in your local community?
- If you are aware of services for young carers and their families in your local community, do you signpost them to these services?
- If you are aware of services for young carers and their families in your local area, have you had any direct contact with these services?

Responses revealed that:

- **there is a lack of a clear signposting and systems for making referrals**
- **there is a lack of confidence in identifying potential young carers**
- **a greater awareness of support services is required by pharmacies**

Questions and answers from the survey

Have you ever been aware of a child collecting a dispensed medicine from your pharmacy on behalf of an adult or sibling?

Nearly half of respondents (48%) stated that they were aware of a child collecting a dispensed medicine from their pharmacy, 16% stating this happened at least once a month.

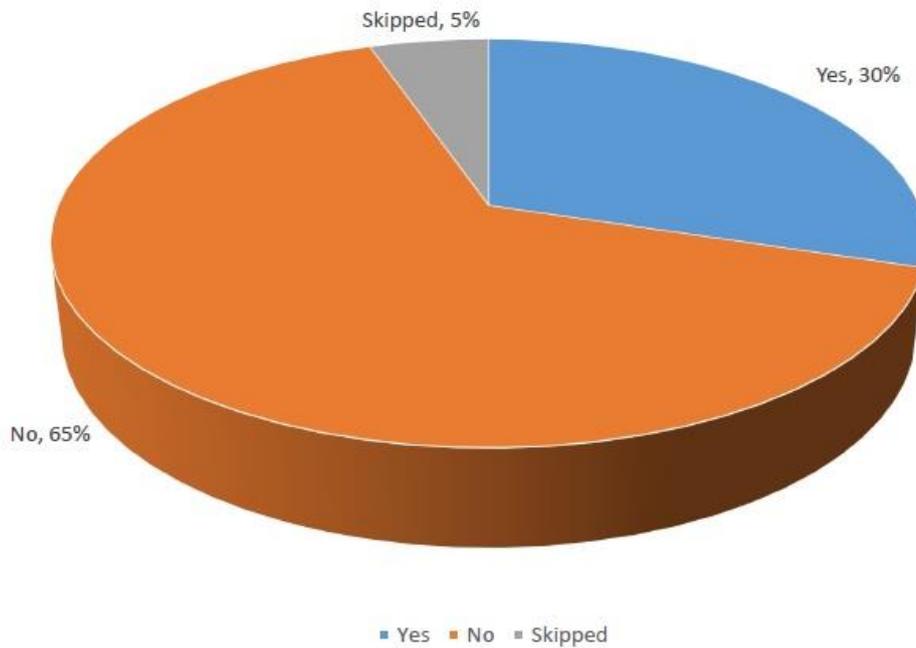
If a child visits your pharmacy and asks to be given a dispensed medicine, how would you normally respond?

73% of respondents stated that they would dispense medicine to a child if they had checked with the child's family or person they cared for, or if they knew the child or the child's family.

Are you aware of any services for young carers and their families in your local community?

Only 30% of respondents stated that they were aware of any services for young carers and their families in the local community. 65% of respondents stated they had no knowledge of such services. This demonstrates a need to increase pharmacy staff's knowledge of such services so that they can signpost young carers and their families to appropriate support.

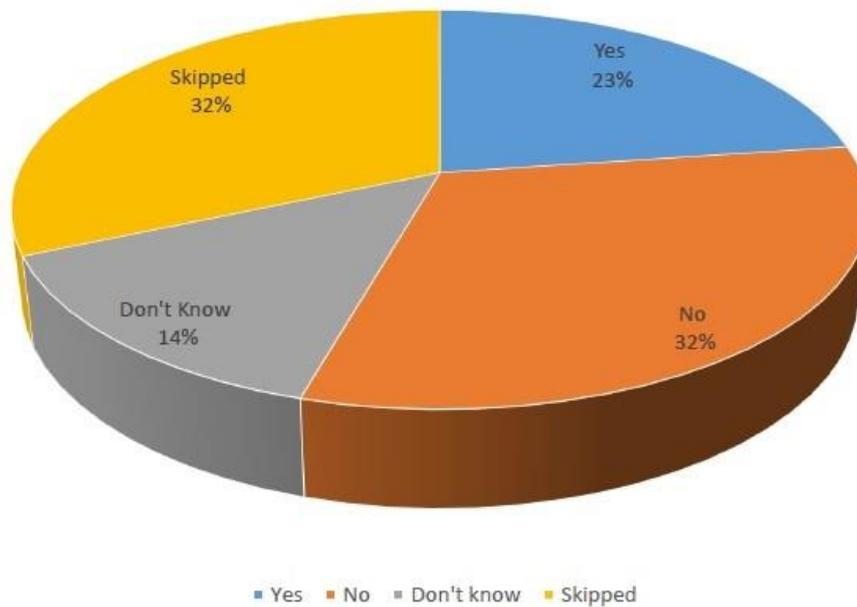
Question 9: Are you aware of any services for young carers and their families in your local community?



If you are aware of services for YCs and their families in your local community, do you signpost them to these services?

Only 23% of respondents stated that they would signpost young carers and their families to support services if they knew about them. This highlights a need to raise awareness among staff of the importance of timely and appropriate signposting so as to ensure young carers and their families receive support.

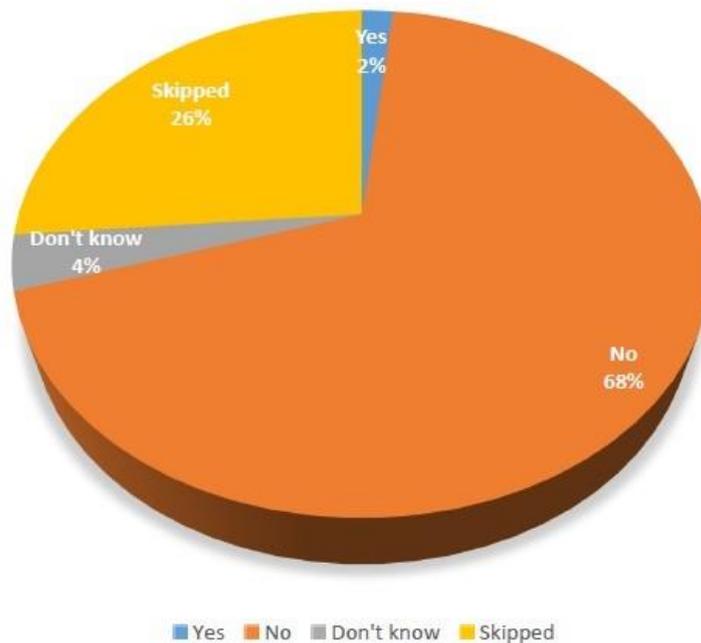
Question 10: If you are aware of services for young carers and their families in your local community, do you signpost them to these services?



If you are aware of services for YCs and their families in your local area, have you had any direct contact with these services?

Responses reveal that 68% of pharmacy staff had had no contact with support services, highlighting the need for partnership work to make the pharmacies aware of what can be offered as support.

Question 11: If you are aware of services for young carers and their families in your local area, have you had any direct contact with these services?



The consultation workshop

A workshop was held in September 2014 involving young carers and the people they care for, community pharmacy staff, staff from the Carers Trust, Salford Young Carers and the SW Regional Manager from the Centre for Pharmacy Postgraduate Education (CPPE).¹²

The workshop had four main aims, based on the learning from the surveys and focus groups. These were to:

- hear from people who can have the greatest input into the pilot
- address some of the issues which had been raised so far
- identify further issues
- identify ways forward and solutions

During the workshop, the following four main discussion points were addressed:

- The importance of support for young carers and their families
- The benefits of pharmacy staff knowing that a young person is a young carer or knowing that someone with an illness or disability is being cared for
- How can pharmacy staff be supported to find out whether a young person is a carer or how can they find out if someone with a disability or illness is being cared for by a young person?

¹² The workshop also helped inform the CPPE's Learning Pharmacy 'Supporting Carers Floor' (See resources section)

- What information or support services are available for young carers and their families

The workshop produced a good deal of useful discussion and ensured that individual voices were heard. The discussions concluded that:

- **young carers and their families wanted young people to be able to collect medicines**
- **young carers and their families wanted support from pharmacies that took into consideration the specific needs of the family and young carer**
- **pharmacy staff wanted to be able to support young carers and their families**

Part 4: Learning from the Salford project: Phases 1 and 2

Please refer to the separate **Young Carers Pharmacy Project Evaluation Report 2015 – 2016** for specific outcomes from the project in Salford. Please note that a separate evaluation for phase 1 of the project was not published.

1. Training and information for pharmacy staff

Aims

- **To improve the understanding and knowledge that pharmacy staff have about young carers**
- **To bring to life the experiences of young carers**
- **To provide a forum in which pharmacy staff could ask questions and clarify queries**

Rationale

The original online consultation with community pharmacy teams asked about what they would find useful to support their potential role in identifying and supporting young carers and their families.

The results highlighted a need for training: 39% of respondents stated that they would like to take part in a training workshop about young carers and how to support them.

[Providing training and information to community pharmacy staff also ties in with NHS England's Commitment to Carers (2014) and the priority addressing the need to raise the profile of carers among NHS staff, stakeholders and partners and making them aware of how they can support carers.]

What we did

Phase 1

A three hour training session was developed that covered carers of all ages, based on the training developed by the Carer Friendly Pharmacy Pilot training workshop, but with an additional young carers focus. This was delivered by staff from Salford Carers Centre to address the identified needs of pharmacy staff. In phase 1, the session, attended by four staff from four pharmacies included:

- information about all carers, but included a focus on young carers and their specific needs
- case studies
- discussion as to how pharmacy staff can raise carers' issues with individuals
- an introduction of materials that could be used with the pharmacy to support young carers and their families – information about 'Authorisation System', how to refer carers to the Carers Centre, and information about the Carers Centre
- an introduction of the idea of having a 'Carer Champion' in the pharmacy

- the film produced by Salford Carers Centre, 'We are not different, we just do different things'¹³

The feedback from the training was positive and all participants suggested that it would be beneficial to roll out the training to other staff.

Phase 2

The training was further modified for phase 2 and young carers specific information was assimilated into the training PowerPoint developed by the Carer Friendly Pharmacy Pilot. Staff from 9 pharmacies attended initial training. Attendees included 2 Dispensers, 6 Pharmacy Assistants and 1 Checking Technician.

Challenges

Finding a suitable location, time and format to deliver training was challenging, and in part due to the fact that this was not a priority for pharmacies and not integral to staff job descriptions. We therefore had limited windows of opportunity in which to deliver the training. During this project, some staff were unable to attend at the last minute due to cover being needed in the branch. Some staff members were part-time and struggled to attend. During the training itself, some participants lacked the confidence to share information or observations in front of others.

There was some misunderstanding as to what a young carer was and the nature of their role. Furthermore, there was some lack of acceptance of children and young people carrying out caring roles and some comments about poor parenting were made.

Recommendations

When booking in training sessions with pharmacies, offering a wide range of times and days well in advance is recommended.

It may also be beneficial to provide an overview of the issues covered by the training in advance in order to allow participants to have an understanding of the content.

More generally, as capacity for training is limited then more flexible methods of training are likely to be beneficial such as the offer to train pharmacy staff within staff meetings, piggy backing on other training sessions, using webinars and the use of national awareness and training resources. With a higher level of understanding generally in the workforce then training sessions can be shortened with more of a focus on local processes such as using the Authorisation Form and processes for making referrals.

Sharing case studies with staff can be a powerful way of illustrating a young carer's role and the need for support. Highlighting the role of safeguarding is also key in helping staff to understand that young carers' services seek to protect children and young people from inappropriate caring.

¹³ <https://www.youtube.com/watch?v=aHO8iRSuxyc>

2. Implementation of a Carers' Champion and Young Carers' Champion in pharmacies

Aims

- **To establish a role within a community pharmacy that acts as a single point of contact with young carers (and families) and with the local Carers Centre**

Rationale

There are several reasons for having one or two identified people within each pharmacy to take responsibility for carers' and young carers' identification and support:

- **for continuity and easy communication with the local carers' support service**
- **to enable easy dissemination of up to date key information about carers of all ages and carers' issues to all staff within the branch**
- **facilitates carers' and young carers' referrals to the local carers' service**

The role is not designed to be onerous and it is envisaged that with support from the local young carers' service it can be undertaken quite easily. The appointed champion would be kept up to date via regular bulletins and additional visits and phone calls to further support the role.

There is no expectation that the carers' champion is an expert on specific issues relating to carers or that they offer one-to-one support.

The carers' champion role is key, however, in terms of the NHS England's Commitment to Carers (2014) and particularly the specific priority addressing the building of partnership links between health and other key carer support partners.

What we did

Phase 1

Following the training of pharmacy staff, a job description for a 'Carers Champion' was developed setting out the role, the skills required (including basic knowledge and understanding of all carers, including young carers and young adult carers).

Phase 2

Following the training session in phase 2, six members of staff from 6 different branches indicated they would like to take on this role. These 6 staff were sent materials to display in store as well as newsletters and bulletins.

The Carers Champion Job Description

The Carers Champion Job Description sets out the role of a Carers Champion and the skills and knowledge that this role would benefit from.



THE ROLE OF CARERS' CHAMPION

- ✓ Encourage your clients who are Carers to accept a referral to the Carers Centre.
- ✓ Refresh your pharmacy's Carers' Notice Board, if appropriate
- ✓ Display and maintain supplies of carers' leaflets.
- ✓ Identify yourself to patients as a Carers' Champion (for example, by having your name on your Carers' Notice Board).
- ✓ Help implement carer support protocols and initiatives at your pharmacy where appropriate. (We will happily support you if you identify any opportunities)
- ✓ Share the monthly e bulletins with your colleagues.

SKILLS AND KNOWLEDGE

- ✓ Enthusiasm and motivation for the role.
- ✓ Basic understanding of all carers (including young carers and young adult carers) / willingness to learn.
- ✓ Empathy for carers.

As a Carers' Champion, you are not expected to be an expert on 'carers' issues' or provide carers with one-to-one support, just to encourage referrals.

If you have any questions, please call XXX at Salford Carers Centre on 0161 833 0217. We will work with you flexibly.

Challenges

Pharmacy staff possess many of the personal attributes and qualities desired to take on the role of Carer Champion. Some lacked the confidence, however, which suggested they would need further support in that role. Part-time staff in particular, may have felt that the role was too onerous. Due to time pressures, and competing work streams, on the side of the Carers Service, it was difficult to get into the different branches to formalise the role with individual members of staff.

Recommendations

Pharmacies should establish the role of Carers' Champion (for both young and adult carers) to act as a single point of contact between the community pharmacy staff and the carers / young carers' service. The role is seen to be key for effectively disseminating information relating to young carers' issues within the pharmacy. Training for Carers Champions should cover both young and adult carer issues.

3. Supporting the identification of young carers and their families and piloting a referral process to Salford Young Carers

Aims

- **To facilitate prompt identification of young carers and their families which can be key to initiating support for the person who needs care and reducing the caring role and supporting young carers**
- **To establish a referral system that can be made by the pharmacy directly to Salford Carers Centre**

Rationale

Early identification of young carers and their families, can trigger and lead to the person with the illness or disability receiving support of their own and reducing caring roles for young carers. Early intervention can also lead to timely support for the young carer themselves.

The online consultation with community pharmacy staff revealed that 39% wanted to be able to refer young carers directly to a support service.

What we did

Phase 1

As in the wider Carer Friendly Pharmacy Pilot, the aim was to establish an electronic referral process using PharmOutcomes - a web-based system designed for use by community pharmacies. This was to be piloted in order to refer carers, of any age, to their local carers support project. This secure, electronic referral system using an nhs.net account would ensure data protection and confidentiality. When the local carers centre receives an electronic referral, a support worker would make contact with the carer to discuss their situation and together determine what sort of support would best suit the carer and their family.

It was felt, however, that some young carers may be initially apprehensive about a referral being made by pharmacy staff. In such circumstances, they would be given a leaflet about the service in order to self-refer at a later date.

From phase 1 3 adult carers had been referred via PharmOutcomes to Salford Carers Centre.

Phase 2

Despite initial indications that PharmOutcomes was available for use in store to refer carers, Tims and Parker later indicated that this was not the case. Salford Carers Centre therefore tried to implement an email referral system via the secure nhs.net email inbox (the route where Salford Carers Centre receives referrals from GPs). However Salford Carers Centre were informed that the CCG would not accept this as a secure method of referral. Furthermore, the pharmacies did not have scanning facilities and were reluctant to fax through confidential referrals.

The NHS number only needs to be entered where known. Enter the carer's telephone number in the Contact Details field if they want to be contacted by the Carers Service.

Referral date: 05-Sep-2014

Carer Name: [Text Field]

Primary identification: [Text Field]

Date of Birth: [Text Field] (Enter as dd-mm-yyyy (eg 23-Feb-1959))

Postcode: [Text Field] [Search]

Address: [Text Field]

NHS Number: [Text Field]

Contact Details: [Text Field]

Referral to the GP practice

Does the carer wish their GP to be notified of their carer status? Yes No

GP practice: [Text Field]

Referral to the Carer Service

Carer requests

Carer has requested an Information Pack

Carer has requested telephone contact by the Carer Service

Carer Service: [Text Field]

[Test Values]

Challenges

There was some misunderstanding over the referral system that would be acceptable to the pharmacy, in terms of safeguarding confidentiality. It was hoped that the PharmOutcomes software could be used for this. In the course of the pilot it was highlighted that Tims and Parker did not have access to this referral mechanism. It was suggested that we could use an email referral to Salford Carers Centre secure NHS email address, but this was thought not to be acceptable in terms of confidentiality. The option to scan and fax the referral through was not acceptable either. Salford Carers Centre regularly receive referrals from GP practices via these two mechanisms.

Recommendation

A potential referral mechanism should be discussed with senior pharmacy staff at the outset to ensure that any potential mechanism is acceptable in terms of confidentiality and practical to use in pharmacy. It is important that the form captures all information required by the pharmacy. Ensuring the process of using the referral form is included within the training and ensuring communication with senior staff and Carer Champion within the pharmacy will be important in ensuring staff are aware of it and that its use is encouraged.

4. Development of information for families and young carers

Aims

- **To increase the knowledge of young carers and their families about services available at community pharmacies, so they can make more positive use of these services**

Rationale

‘We did not know that delivery was available to us or that we could ask about Mum’s medication. If I am old enough to care for her, I am old enough to be told about what she takes, how and why.’ (Young carer)

Community pharmacies have a number of services that can provide vital support to young carers and their families. However, consultation revealed that they were not aware of these services.

What we did:

Phase 1

A poster was developed for use in community pharmacies to highlight information useful for young carers and their families that is available from community pharmacies

This information could be produced in different formats such as a window sticker, a poster or printed leaflet depending on space in the pharmacy.

Examples of services useful for young carers and families:

- Delivery of medication – many young carers and their families stated that they did not know that they could request that their medication be delivered. It is clear that in the busy routine of a young carer, being able to have medication delivered would be of huge benefit
- Flu vaccinations – these are available free to the main carer of an older or disabled person whose welfare would be at risk if the carer was ill and people aged 65 and over. Keeping healthy is vital for young carers and their families.
- NHS medicine use reviews – young carers told us that they wanted to be involved in these
- Compliance aids such as blister packs for medication. Many young carers are involved in the dispensing of medication and any aid that can support this is important
- Advice on use, storage and administration of medicines. Young carers stated that they would feel more re-assured if they knew how to handle medication properly as some felt unsure about this.
- General health advice. Staying as healthy as possible is vital in terms of the caring role being sustainable
- Advice and information related to the local young carers’ service

Phase 2

The poster was developed and distributed to all 11 branches of Tims and Parker for display.

Poster setting out how pharmacies can support young carers and families



Leaflet

We also developed an accompanying leaflet to be taken away by young carers and make them aware of what support was available to them.



5. Piloting an authorisation system for the collection of medicines by young carers

Aims

- **To develop an authorisation process to facilitate young carers collecting medication for the person they help look after**

‘When I need to pick up medication, the staff have to phone my Mum to check I’m allowed to do this. Sometimes she doesn’t answer and I cannot collect her medication.’ (Young carer)

Rationale

Consultation with young carers revealed that they wanted to be able to collect medicine for the person they cared for. This is especially important where there is no adult in the household, other than the person with the illness or disability.

The online consultation with community pharmacy staff highlighted that 63% of respondents stated that they would find an authorisation form signed by an adult giving consent for a young carer to collect medicine useful.

Guidance

The Royal Pharmaceutical Society give clear guidelines on whether a child or young person can collect medicine. Factors to consider include:

- Is the child known to the pharmacy?
- Does the child regularly collect medicines from the pharmacy? Is the collection by the child pre-arranged by the patient?
- Is there a persuasive reason behind why the child is collecting the medicine? (Royal Pharmaceutical Society)¹⁴

‘The dispensing chemist will use their professional judgement to assess the prescription and the person collecting it, and for whom the medicine is prescribed as well as the specific situation’ (NHS)¹⁵

These guidelines can be adhered to more easily, if the person requiring the medication is able **to give consent** for a child or young person to collect it on their behalf.

In 2014, the Chief Pharmaceutical Officer for Wales re-issued the Royal Pharmaceutical Society (RPS) Reference Guide for children collecting prescriptions to all community pharmacies in Wales with an accompanying letter requesting they consider how the guidelines can be put into practice for the benefit of young carers.¹⁶

¹⁴ <http://www.rpharms.com/unsecure-support-resources/children-collecting-medicines-from-a-pharmacy.asp>

¹⁵ <http://www.nhs.uk/chq/Pages/2124.aspx?CategoryID=73>

¹⁶ http://www.rpharms.com/what-s-happening-/news_show.asp?id=1231

What we did

Phase 1

We decided that an identification card for young carers was not appropriate in all cases. It could leave young carers potentially vulnerable if others knew they could collect medication and it would need to be reviewed regularly.

We opted instead to pilot a simple authorisation form and supporting information that would be an agreement between the named person on the prescription and the pharmacy.

It is important to note that it is not envisaged that very young carers will be collecting medication. Rather, we are aiming the pilot at older young carers - those aged roughly 12 to 15.

The authorisation agreement is between an individual patient and the **named community pharmacy**; the authorisation is not 'portable'.

Salford Young Carers Service have committed to offering to facilitate the agreement between the family and named pharmacy at the point of initial assessment, or at the point when the young carer's individual case is reviewed.

Phase 2

The Authorisation Form was further developed following input from the PSNC. It was introduced and promoted at the training and approved for use by PCT Healthcare for the Tims and Parker pharmacies. The form was sent to the pharmacies as part of an information pack following the training.

The Young Carers Authorisation Form (Medicines Collection)

Pharmacy stamp:



	Young Carer	Person being cared for
Name		
Address and Postcode		
Telephone Number		
DOB		
I give permission for the above named young carer to collect my medication from the pharmacy detailed in the box opposite.		Name and address of pharmacy
Signed		
Print		
Date		

Review date of arrangement, 12 months from signature date

(Please note: the Pharmacist may amend the date if necessary)

A copy of this form is to be sent to the Pharmacy mentioned above

carerscentre@nhs.net www.salfordcarerscentre.co.uk

Salford Carers' Centre, 1 St Philip's Place, Salford, M3 6FA Tel: 0161 833 0217

Fax: 0161 833 1992

Challenges

For some staff there appeared to be some misunderstanding about the age at which young people are legally allowed to collect medication. There also seemed to be a block for some staff in accepting the significant challenges that some young carers face, their family situations and the need in some cases for them to collect medicines on behalf of their family.

Recommendations

Following the project, the Authorisation Form and the supporting information have both been further developed in consultation with the PSNC and the RPS. Endorsement with logos is being sought from these national bodies to enhance credibility of the process.

Ensuring the process of using the Authorisation Form is included within the training and ensuring communication with senior staff and Carer Champion within the pharmacy will be important in ensuring that staff are aware of and encourage use of the form appropriately.

6. Developing a strong and embedded relationship between Salford Young Carers and a local pharmacy

Aims

- **To build a strong and embedded relationship between the pharmacies and Salford Carers Centre that will support pharmacies identify and support young carers and their families**
- **To develop effective communication between the young carers' project and the Carers' Champion in each pharmacy**

Rationale

Partnership links between health services and key partners that support carers form part of one of the eight priorities highlighted in NHS England's Commitment to Carers (2014).

A strong relationship between a young service and a local pharmacy should lead to a seamless referral process, as well as the most appropriate and targeted support being available in the community pharmacy for young carers and their families.

What we did

Phase 1

One key to developing these relationships will be the role of the Carers' Champion within each community pharmacy. However, other initiatives to support this relationship could include:

- ensuring the pharmacy receives a copy of each edition of a service newsletter or eBulletin
- facilitating young carers drop-ins to the pharmacy to demystify any issues they may have
- facilitating occasional visits to the young carers groups for pharmacy staff. These sessions could also be used to delivery training around specific issues including the use of medication
- ongoing training for staff to ensure that they are all kept abreast of carers issues and how to refer young carers

Six community pharmacies with named contacts are receiving the newsletter, a monthly bulletin of developments, and a letter each month thanking them for their support and their referrals.

Phase 2

All 11 branches of Tims and Parker (plus 1 x independent pharmacy) were sent copies of the Salford Carers Centre 'Carers Link Bulletin'. These branches are now on the regular mailing monthly list. Visits to the pharmacy by young carers and invitations to pharmacy staff to visit the young carers service were planned but did not take place.

Challenges

The relationship between Salford Carers Centre and the pharmacies depends on sound communication. This was sometimes difficult to establish due to the number of different contacts and the capacity for this project.

Many staff in pharmacies work part time and making direct contact with staff in-store was challenging. Each branch has an email address but it was not always clear who had access to it and who, therefore, was able to respond to it. This communication also presupposed that all staff were able to use the pharmacy email. Sending information out by post also assumed that the information would be shared with all staff.

Recommendations

The initial training is key to the relationship as is establishing clear lines of communication and deadlines for responses. Using different means of communication and establishing ongoing communications from the Carers Centre such as the regular monthly bulletin. Although not carried out, visits to the pharmacy by young carers and invitations to pharmacy staff to visit the young carers' service would enhance the relationship.

Establishing a named contact within the pharmacy, for example the Carer Champion, seemed to be important to share information effectively with their colleagues so too was sending newsletters or bulletins with key information from the Carers Centre. Send information through the post seemed to be most effective.

Pharmacies needed more initial support to embed this work. Therefore, for carer services working with pharmacies this may be best carried out by a member of staff who has an existing NHS liaison role or by a member of staff who has adequate flexibility within their work plan with 'protected time' to carry out this dedicated role.

7. Embedding and sustaining work with pharmacies

Challenges

Pharmacies are busy environments and the identification, signposting and support of carers is being taken on alongside regular roles with the pharmacy where there are already many demands on time. Engaging the pharmacy group, at Head Office level was a challenge at times and communication was complicated. It took some time to determine whether the pharmacies had access or not to the required software¹⁷ for referring carers to us.

The goodwill of staff to engage with carers of all ages was demonstrable. However, due to pressures on time, maintaining momentum following initial engagement was challenging. Staff are often part-time and pharmacies can experience changes in personnel and, consequently, keeping the 'carers' agenda' at the forefront of everyone's mind was challenging.

Recommendations

Engagement with senior management is key to the success of a project such as this. This will ensure that participation at all levels is rolled out. It is also important that senior management participate in the initial training so that they can support colleagues who will be engaging with potential young carers. It is vital that all staff understand the needs of both carers and young carers and understand that where young carers are unidentified and unsupported (by a specialist young carer service for example), this can lead to a range of negative impacts for a young carer.

Pharmacy staff, at all levels, need also to be aware that young carers are, in many instances, the lone carer within a household and as such take on a de facto adult role in terms of caring for an adult with a disability or long-term condition.

Communication is key to embedding and sustaining work. A number of staff in community pharmacy settings are part-time and it is important that they are kept informed of developments. Similarly, in a changing job market, there are changes of personnel within a pharmacy and it is vital that they are kept abreast of developments with regards to young carers and their families.

Regular updates on carers' services such as newsletters and bulletins will keep lines of communication open. Along with regular communication with pharmacies, ensuring that training for staff is built into new staff inductions and will help for example, ensure that pharmacies are able to maximise the opportunities to identify young carers and support families and that young carers are kept on the radar.

¹⁷ PharmOutcomes

Part 5: Post project and next steps

Outcomes

The outcomes expected from this pilot project in Salford were not all met successfully. This has primarily been as a consequence of several factors, namely:

- The communication challenges between Salford Carers Centre and the Professional Service Pharmacist at PCT Healthcare (Tims and Parker)
- Engagement from pharmacies (as a result of the communication challenges)
- The discontinuation of the wider Carer Friendly Pharmacy Pilot

Crucial learning however has come about as a result of the challenges of engaging with the pharmacies in Salford. This new learning has been incorporated with the learning from phase 1 into this project report.¹⁸

Materials

Following the project in Salford, further work took place with the support of the Pharmaceutical Services Negotiating Committee and the Royal Pharmaceutical Society to further develop the materials - including a toolkit to support young carers services engage with pharmacies, the Young Carers Authorisation Form and the poster for young carers and their families.

Both the Pharmaceutical Services Negotiating Committee and the Royal Pharmaceutical Society agreed to endorse these materials.

¹⁸ The project report is available on the Carers Trust Professionals site:
<https://professionals.carers.org/youngcarerspharmacyproject>