Acknowledgements
Carers Trust would like to thank and acknowledge the Openwork Foundation and the Doris Pacey Charitable Foundation whose funding enabled this project, which is one of the Carers Trust’s ‘Innovation Generation’ projects.

Carers Trust would like to thank Salford Carers Centre for its work with The Tims and Parker pharmacies in Salford that has informed this report.

The Young Carers Pharmacy Project is one of Carers Trust’s Innovation Generation Project. It was managed by Daniel Phelps, Project and Development Manager, Carers Trust.

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.

This project delivery was managed locally by Charlotte Elmitt, Young Adult Carers’ Support Worker, Salford Carers Centre, part of the Gaddum Centre, a Manchester based Health and Social Care charity.

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

- The Young Carer Pharmacy Project Evaluation Report (2015-2016)
- 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
Overall project aims
To improve the early identification of young carers and their families by pharmacies and their timely engagement with appropriate support

Planned high-level outcomes
- Young carers and their families are identified early, leading to timely assessment and / or engagement with appropriate support services
- Young carers and their families receive early support and inappropriate caring roles are prevented or removed at an early stage
- Young carers and their families make better use of pharmacy services
- Improved understanding and processes are in place for dispensing medicines to young carers
Introduction

Project Phase 1 (2014-2016)
The Young Carers Project (Phase 1) ran in 2014-2015. It began with consultation of both young and young adult carers and their families as well as a range of pharmacy staff from both Salford and across England.

Phase 1 achieved some very useful learning particularly from the consultation but also from materials developed. It set out the key issues and challenges, however most of the interventions for phase 1 were only established towards the end of the project and therefore the outcomes are not clear.

Project Phase 2 (2015-2016)

Aim
The aim of Phase 2 was therefore 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, 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.
## What we did

<table>
<thead>
<tr>
<th>Objective</th>
<th>Planned Outcome &amp; Measures</th>
<th>Actual Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Pharmacy staff are trained in relation to issues affecting carers and young carers.</td>
<td>Train 30 members of staff from all 12 pharmacies in the Tims and Parker group (One branch has subsequently closed, leaving 11 branches in the group)</td>
<td>Staff from 9 pharmacies attended initial training. Attendees included 2 Dispensers, 6 Pharmacy Assistants and 1 Checking Technician. The evaluation showed an increase in confidence in young carers’ and adult carers’ issues following the training. The training presentation was shared with the Professional Service Pharmacist from PCT Healthcare Ltd. Conversations also took place with the Salford and Trafford Local Pharmaceutical Committee (LPC) however they have yet to take up the offer of training.</td>
</tr>
<tr>
<td>2 Implementation of a Carers’ Champion and Young Carers’ Champion in pharmacies</td>
<td>15 trained Carers Champions in place</td>
<td>The role of Carers Champion was explained in the training delivered. Following the training, 6 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.</td>
</tr>
<tr>
<td>3 Implement a secure and confidential referral mechanism for pharmacy staff to be able to refer carers of all ages</td>
<td>11 pharmacies using the PharmOutcomes software to refer carers</td>
<td>Despite initial indications that PharmOutcomes was available for use in store and that during the previous phase 3 adult carers were referred to Salford Carers Centre, Tims and Parker later indicated that they were unable to use the system to refer carers in this phase. We subsequently 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 were informed that the CCG would not accept this as a secure method of referral.</td>
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<tr>
<td>4</td>
<td>Develop a poster to highlight ways in which pharmacy can support young carers and their families</td>
<td>Furthermore, the pharmacies did not have scanning facilities and were reluctant to fax through confidential referrals.</td>
</tr>
<tr>
<td></td>
<td>11 pharmacies displaying poster on its walls or display screens</td>
<td>Poster developed and distributed to all 12 branches of Tims and Parker for display. 2 branches have indicated that they have displayed this in store.</td>
</tr>
<tr>
<td>5</td>
<td>Pharmacy branches to have leaflets regarding Salford Carers Centre and Salford Young Carers for clients</td>
<td>All 11 branches have stocks of Salford Carers Centre and Salford Young Carers leaflets in store for distribution. Feedback indicates that approximately 40 leaflets have been handed to clients. 1 adult has self-referred to Salford Carers Centre. This was a result of having picked up a leaflet in a Tims and Parker branch and making a self-referral over the phone.</td>
</tr>
<tr>
<td></td>
<td>11 pharmacies holding stocks of and handing out leaflets</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Pilot an authorisation system for the collection of medicines by young carers</td>
<td>The authorisation system developed was introduced at the training and approved for use by PCT Healthcare for the Tims and Parker pharmacies.</td>
</tr>
<tr>
<td></td>
<td>11 pharmacies using the Authorisation process</td>
<td>One conversation took place about the Authorisation Form with a young carers but it was not initiated. We were not told why it was not initiated.</td>
</tr>
<tr>
<td>6b</td>
<td>6 conversations with young carers about authorisation process held by Salford Carers</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Share information about and practice from Salford Carers Centre and Salford Young Carers</td>
<td>All 11 branches of Tims and Parker (plus 1 x independent pharmacy) were sent copies of the Carers Link Bulletin. These branches are now on the regular mailing monthly list for the Salford Carers Newsletter, the Salford Young Carers Newsletter and the Carers Links Bulletin (for HNS Stakeholders) from Salford Carers Centre.</td>
</tr>
<tr>
<td></td>
<td>11 pharmacies receiving the quarterly young Salford Carers Centre newsletter</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Develop a strong and embedded relationship between Salford Young Carers and a local pharmacy</td>
<td>This has not yet taken place due to capacity</td>
</tr>
<tr>
<td></td>
<td>6 pharmacies / and 10 pharmacy staff who have visited Salford Carers Centre</td>
<td></td>
</tr>
<tr>
<td>9b</td>
<td>10 young carers who have joined</td>
<td>This has not yet taken place due to capacity</td>
</tr>
</tbody>
</table>
## Additional Outcomes

<table>
<thead>
<tr>
<th>Workshop delivered at Surrey Health event</th>
<th>Salford Carers Centre delivered a workshop at the Young Carers &amp; Health Day in Surrey supported by Surrey County Council. The event was attended by 160 delegates. This was an interactive event, chaired by the Surrey Young Carers Forum, looking at whole family approaches; understanding requirements arising from NHS policy and legislative change requiring improved support for young carers. The workshops can be found <a href="#">here</a>.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Young Carers Authorisation Form</td>
<td>Following the project in Salford, the Carers Trust Project and Development Manager further developed the Authorisation form and supporting guidance with input from the Royal Pharmaceutical Society (RPS) and the Pharmacy Services Negotiating Committee (PSNC). The form will be designed and uploaded onto the Carers Trust professionals <a href="#">website</a>. One large pharmacy chain is interested in potentially using the Authorisation Form once it is finalised.</td>
</tr>
<tr>
<td>A further Pilot Site</td>
<td>Positive conversations have been held with an NHS Commissioner in Surrey. There is strong interest about trialling the resources developed in this project in particular the Authorisation Form.</td>
</tr>
<tr>
<td>Wales</td>
<td>Ask Gill Winter if any progress? <a href="#">Awaiting response from Wales</a>.</td>
</tr>
</tbody>
</table>
Learning from Phase 2

Questionnaires were sent to pharmacies involved in phase 2 of the project to evaluate outcomes (See Appendix 1)

Feedback from individual pharmacies
Only 4 pharmacies responded to the Salford questionnaire and with limited responses. Limited activity had taken place following the training by pharmacies although from the responses of the 4 pharmacies indicated a willingness to promote support to young carers and families though the poster and promoting the Authorisation Form.

Feedback from the Professional Service Pharmacist at PCT Healthcare (Tims and Parker)
Feedback was also sought from the Professional Service Pharmacist at PCT Healthcare (Tims and Parker). However, at the point of writing there has been no information received.

Feedback from Salford Carers Centre
There have been a number of challenges to this project, and these together with recommendations, are set out below, and explored, below.

Initial momentum on this project was positive. 9 members of staff from 9 different branches attended the training and despite initial misunderstanding with regards to the role of a young carer and some negativity as to whether a child or young person should find themselves carrying out caring, all staff engaged well. Feedback from participants was overwhelmingly positive and all seemed keen to engage with the pilot.

The pilot then stalled a little at this point. Time pressures from our side became a factor as did communication with both PCT Healthcare and the individual branches. This could be due to the fact that most people who attended the training were counter staff and not pharmacists or branch managers and these more senior staff members may not have been aware of the pilot or the training that had been carried out.

Salford Carers Centre kept in regular contact with the both PCT Healthcare and the individual branches but lacked the time or personnel to carry out visits to offer more support. The project may have benefitted from more detailed discussions with PCT Healthcare at the start of the project as to the expectations and desired outcomes.
This may have given us a better understanding as to whether proceeding with this particular project would be beneficial.

The initial enthusiasm shown by staff who attended the training is a real positive and is something that could be exploited in similar projects in the future. The challenge has come in sustaining that initial enthusiasm and ensuring that it is shared by all members of staff with the aim of raising awareness of young carers.

Summary and Next Steps

Outcomes
The outcomes expected from Phase 2 have not been achieved 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

Progress
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 of the project and is available on the Carers Trust Professionals site. 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.

Next Steps
The project learning will be disseminated to young carer services initially at the Carers Trust Annual Young Carer Conferences. The project learning and resources will then be made available online on the Carers Trust Professionals site.

Carers Trust aim to work with a further pilot area and to provide support for them to adopt and use the materials and processes developed in Salford.

Where there is capacity, the Project and Development Manager will continue to promote the learning and resources at a national level.
Materials developed

**Poster**
We wanted to ensure that opportunities to identify young carers were maximised. We therefore developed a poster to be displayed in stores that set out visually the support and services a pharmacy can provide that would help young carers and families.
Carers Trust

Leaflet
We developed an accompanying leaflet to be taken away by young carers - again with the aim of making them aware of what support was available to them.

Do you look after someone?

Do you live in Salford?

Are you 24 and under?

Salford Young Carers is a local independent charity which provides services to support to hundreds of carers across Salford, aged 24 and under.

We can support you in your caring role and help make life a little bit easier for you and the person you care for.

Please contact us on:
0161 833 0217

Or contact us through our website at:

www.salfordyoungcarers.org
The Young Carers Authorisation Form (Medicines Collection)

The Authorisation Form was developed to facilitate young carers collecting medicines. Different authorisation systems were considered, including the use of a ‘Young Carers identity card’. However, we felt that an identity card could leave young carers quite vulnerable. We therefore decided on an authorisation system that was effectively an agreement between the young carer and their parent or guardian, and the pharmacy.

The authorisation system is not portable and will be reviewed regularly. Although home delivery is the preferred option for many, it is acknowledged that there are occasions when this is not possible.

There is a lack of clarification about the age at which young people can collect medication from a pharmacy. However, both the NHS and the Royal Pharmaceutical Society state that medication can be collected by a young person under the age of 16 and is up to professional judgement.¹

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 those aged roughly 11 to 15. Once a young person reaches the age of 16, they are able to collect medication without consent.

¹ http://www.nhs.uk/chq/Pages/2124.aspx?CategoryId=73

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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 care support protocols and initiatives at your pharmacy where appropriate. (We will happily support you if you identify any opportunities)
✓ Share the monthly e bulletin 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.
### Appendices

<table>
<thead>
<tr>
<th>Name of branch</th>
<th>4 branches responded</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact name</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The number of referrals made to Salford Young Carers</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td>The number of referrals to the Young Carer’s GP</td>
<td>0</td>
</tr>
<tr>
<td>The number of conversations your pharmacy had with young carers and their families regarding making referrals and the support they can access</td>
<td>1 by one branch</td>
</tr>
<tr>
<td>The number of conversations your pharmacy had with young carers and their families regarding how the Authorisation form could support them</td>
<td>1 by one branch</td>
</tr>
<tr>
<td>The number of leaflets handed out (please tick)</td>
<td>Less than 10 - 2 Between 10 and 20 - 2 Between 20 and 30 More than 30</td>
</tr>
<tr>
<td>The number of posters you have put up in your pharmacy</td>
<td>1 in branch. 3 in another</td>
</tr>
</tbody>
</table>

Please feedback about the support you have initiated for young carers:

‘Have spoken to people but had already been referred by GP or just wanted information to consider being referred. They were nervous to start conversations and would just prefer to take leaflet even if quiet and poster up. Think they were worried and did not have time to chat’

Do you have any ideas that would improve this work nationally?

‘Maybe make a list of pharmacies available to help’

The blue text is the aggregated responses from those pharmacies responding.
Resources

Carer-Friendly Pharmacy – Pilot (9 LPC Areas Involved)
http://psnc.org.uk/?our-services=carer-friendly-pharmacy-pilot

The Carer Friendly Pharmacy Pilot

Resources including training for Carer-friendly Pharmacy teams
https://professionals.carers.org/pharmacy-pilot-resources

The CPPE online learning environment offers interactive learning for community pharmacy that is fun, free and easy to access! Supporting Carers (including Young Carers) is a stand-alone topic.
http://www.thelearningpharmacy.com/

Local Pharmaceutical Committees (LPCs) represent all NHS pharmacy contractors in a defined locality. LPCs are recognised by local NHS Primary Care Organisations and are consulted on local matters affecting pharmacy contractors.
www.lpc-online.org.uk.