



# Carers Involvement and Support Bulletin

## Supporting Carer

### Involvement

### CQUIN Group

#### Next meeting:

Thursday 12th February

Sandal Rugby Club

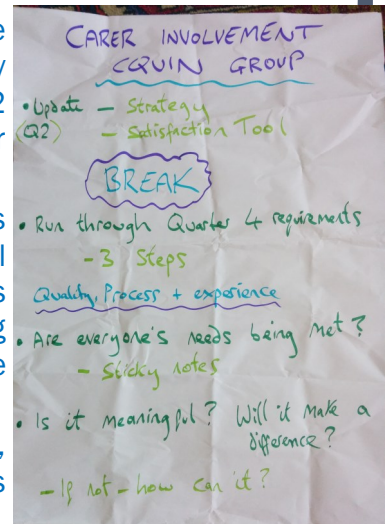
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## Last meeting summary 4th December

We started off the meeting with a quick update from all the services present about where they are up to with regards the Quarter 2 requirements of developing a Carer Involvement Strategy, and a Satisfaction tool.

We ran through the Quarter 4 requirements and spent time looking at those in more detail as you can see on pages 2 and 3 of this bulletin. We wanted to spend time thinking about the Quality, the Process and the Experience, rather than just the Outcome.

At the end we all thought about whether the CQUIN feels meaningful, whether it will make a difference, and how we can make sure that it does have an impact and that it is sustainable past the end of the CQUIN.



### Strategy update

- Some of the things that services updated on were difference carers events that are taking place—there seems to be a lot of these happening which is great. Some services have attempted these in the past and got low uptake so are thinking about why this is and what can be done. Some events that are taking place include Christmas events, sports day, wellbeing days, and coffee mornings.
- Some services have Carers packs that are created collaboratively with service users.
- Other services such as Bradley Woodlands spoke about their Carers newsletter that is sent out regularly with information about what is going on and with information about support available. We also spoke about flexible visiting, invites to MDT's, and how to make communication with relatives easier with technology such as Skype, patients getting email addresses etc.

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### Satisfaction Tool

Most services seem to have sent out satisfaction tools (mostly surveys/questionnaires) and are awaiting feedback from collated responses. Some services are collecting data from carers after each visit, others are sending out satisfaction tools at particular times of the year, or annually.

Creative suggestions such as having tokens like some supermarkets do that visitors can put in a choice of 3 slots on the way out of reception (e.g. Could do better, Ok, Excellent) to rate visits; came from Clifton House.

Great innovative ideas of how to engage with carers seem to be in abundance, such as the idea \*Service User at Cygnet\* Service User Representative Carers Forum – Service user and Carer conference type event – answer questions and inform carers. Represent carers if they cannot attend.



# Are all our needs being met??

1. I need to identify key & meaningful family members



**Service User**

2. We need to receive clear info



**Family/Friends/Carers**

3. Our views are collected from a survey  
This should result in improved service provision  
How does this happen?



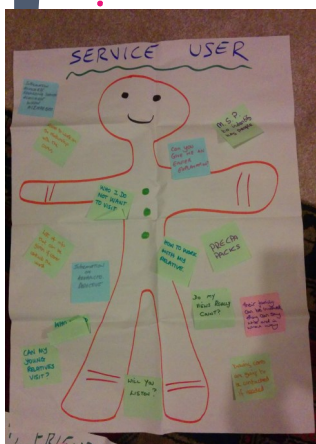
## Service User

**Are my needs being met?**

**What do I need?**

- MSP to identify key people
- Can you give me an easier explanation?
- Pre CPA packs
- How to work with my relative
- Do my views really count?
- Family can be involved, who, and in what way
- Knowing carers are going to be contacted if needed
- Will you listen?
- Can my young relatives visit?
- Involvement on advanced directive

**ONE**  
Demonstrate service user by service user, that they have at the earliest opportunity been able to identify key and meaningful family members and that if agreed by the service user they have been invited to attend CPA meetings.

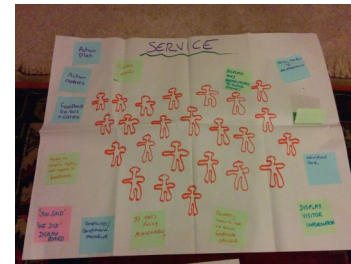


- Who I DO NOT want to visit
- Who would I like to visit?
- List of information that can be given to my carer
- Team to work with me and my carers on our relationship
- Information available regarding services available when I am discharged for me and my carers

## Service

**How do we ensure we improve service provision as a result of satisfaction tools?**

- Action plan
- Action owners
- Feedback to service users and carers
- Develop Carers packs
- Compile, display and respond to feedback
- "You said" "We did" display board
- Complaints/compliments procedure
- Is this fully achievable?
- Review to meet and discuss feedback
- Display visitor information
- Individual care
- Display any improvements made to the service
- Policy review and development
- Display any restrictions (e.g. photos of fence in brochure)



## THREE

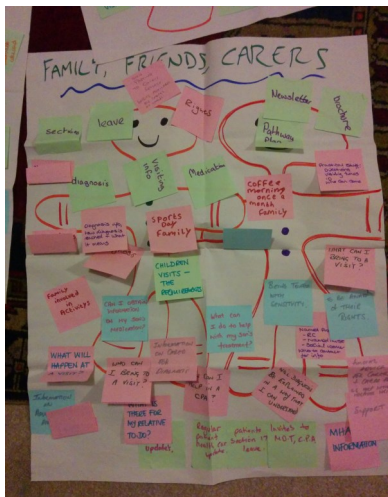
Demonstrate that the service has made use of carer satisfaction surveys to improve service provision in accordance with the service's carer strategy.



**Family friends and carers**

**Are our needs being met? Are we given the right information?**

- What can I bring to a visit?
- To be aware of their rights
- Being treated with sensitivity
- Named profession – RC, named nurse, social worker – who to contact for info
- Financial advice for carer and cared for (e.g. help with hospital visits)
- What can I do to help with my son’s treatment
- Understanding patients S17 leave
- Regular patient healthcare update
- How can I help in a CPA
- Information on cared for diagnosis
- Who can I bring to a visit?
- What is there for my relative to do?
- Care pathway updates
- Children visits – the requirements
- Can I eat with my son in the hospital?
- Information on advanced directive
- Can I get information on my sons medication?
- Family involved in activities
- What will happen at a visit?
- Practical stuff – directions, visiting times, ID, who can come
- Brochure
- 1:1 support
- MHA Information
- Invites to MDT, CPA
- Newsletter
- Pathway plan
- Rights
- Visiting times
- Family sports day
- Sections
- Leave
- Diagnosis – how reached and what it means
- More things to do with family on visits
- Nearest relative – roles rights and responsibility explained
- Sign posting to carers services, leaflets available for carers at hand/ in reception



**TWO**

**Demonstrate provision of clear information for carers with regard to the nature of the service and related matters e.g. legal context.**

**Can these things make a difference? If not, how can we make sure they do?**

- Support at a corporate level
- Time
- Avoid tokenism
- Staff need time to be able to focus on carers and their needs, overly busy with everything else on the ward – perhaps need a carers coordinating team?
- Good levels of communication are needed
- Feelings of confidence are important, help needed for more reluctant carers, provide extra support
- Need to ensure focus is correct – experience over satisfaction/engagement
- Communication improvement
- Feeling involved in care
- Increases opportunity to be involved. Those that don't want to be more involved will still choose not to.
- Supporting carer/relative will have a positive influence on the service user
- Improving people's perception of secure services
- Financial rewards for quality – pros and cons. Do services improve things for the right reasons, if not then how sustainable are they once no longer a CQUIN?
- Educating staff around CQUINs – what why how where when who etc.
- Maintains family/carers relationships prior to return to the community (protective factor)

# CQUIN Indicator

## Q2

Develop a written strategy for engaging with carers to maintain good communication including telephone, face to face, written communication and electronic formats (email) if appropriate, including regular carer satisfaction surveys and carer support.

Develop a carer satisfaction tool or develop an interview schedule for individual carer interviews using advocacy services.

## Q4

Demonstrate service user by service user, that they have at the earliest opportunity been able to identify key and meaningful family members and that if agreed by the service user they have been invited to attend CPA meetings.

Demonstrate provision of clear information for carers with regard to the nature of the service and related matters e.g. legal context.

Demonstrate that the service has made use of carer satisfaction surveys to improve service provision in accordance with the service's carer strategy.

## **Yorkshire and Humber CQUIN Group**

### **Supporting Carer Involvement**

**12<sup>th</sup> February 2015**

**Sandal Rugby Club Wakefield 2 – 4**

friends  
family

The Friends  
and Family Test

