

in Newham

support

carers

the borough

Raise clinicians'

awareness about

importance of carers

Increase knowledge

about carers' support in

Increase confidence of

clinicians supporting

CLINICIANS AWARENESS OF CARERS' SUPPORT IN NEWHAM AT 409 by Heidi Grafahrend (Trainee Clinical Psychologist) supervised by Dr Patrick Kuhn and Dr Gavin Taylor (Clinical Psychologists)



QI Project and QI SRRP Aim

Improve carers' support

Why is this important to Service Users and Carers?

Being a carer has an impact on mental and physical health. One of the areas identified for improvement is better information for clinicians so that

We did:

- · Developed an information leaflet
- Sought feed back from carer

they can support carers better.

 Joint presentation with carer of leaflet and personal experience in Team Meeting at 409

QI SRRP Methodology

Mixed methods approach:

Quantitative: A pre – post audit of clinicians knowledge and confidence in referring to carers' support using questionnaires

Qualitative: short semi-structured interviews with clinicians to gain more in depth understanding of possible barriers Change idea/Hypothesis: Providing information and presenting leaflet at 409 will improve clinicians' knowledge about cares' support and increase confidence in supporting carers.

Establish a rolling multi-family Expand systemic group Provide family therapy training vstemic interventions at 409 by Improve family therapy knowledge and skills of CRT Discuss caseloads with CCO's Improving access to family support in Recovery Teams by Generate more family therapy referrals for psychologica ng timely access to high Presentation in carer groups Improve links between systems Explore contacts between Improving the interface between physical and mental health service users and care systems services for families Clinicians' awareness of and Presentation in team meeting at Improving carers support in Newham by September 2019 Improve carers support at 409 Create community carers leaflet Improve carers support at CRTs Pilot carers forum at 409 Explore current carers support

Data (Quantitative/Qualitative)

Qualitative: 9 short semi -structured interviews with members of 4 different teams were conducted

Quantitative: 15 clinicians filled in pre and post presentation questionnaires at the August Team Meeting

Learning and Recommendations

- All clinicians rated cares support as important or very important
- Greatest barrier identified was "not knowing what's out there"
- Clinicians valued leaflet and experience of hearing a carers' personal story
- Joint presentation of leaflet and carers experience increased the level of confidence in a) talking to carers, b) providing information to carers and c) referral to carer's support services
- Recommendation for the future: More frequent information sessions including carers