



## Improving Support to Informal Carers in Community Neuro Team

John Kauzeni, Maloles Munoz-Cobo, Kate Corlett (Sponsor), Claudia Bull, Anthony Edwards (Lead), Charan Saduera, Jo Raphael, Rozi Hamilton (Coach), Agnes Olagunju (Local Authority).

Our main achievements are incorporating into daily practice The Informal Carers Checklist and CHN Informal Carers Handbook. Secondary gains are the quarterly CHN Informal Carers Support Group, and a greater appreciation amongst Community Health Newham services of the crucial role informal carers play in the safe and effective care of their loved ones.

### Aim

Support Informal Carers in the Newham Community Neurology team through improved assessment of their needs so they are better equipped to care for their loved one.

### Why is this important?

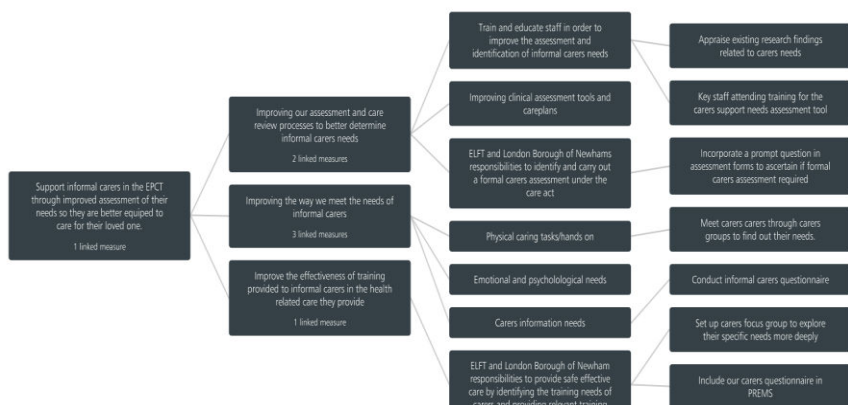
1. Carers Week Partnership (2012) (Age UK, Carers UK, McMillan, Marie Curie, Parkinson's UK) surveyed over 2100 carers.
  - 75% not prepared for caring role
  - 81% Not prepared for emotional impact
  - 61% have suffered depression
  - 92% stressed
2. NHS Commitment to Carers (2016)

### Tests of Change

Design and implementation of Informal Carers Support Needs Checklist and Carers Information Pack with staff and carers.

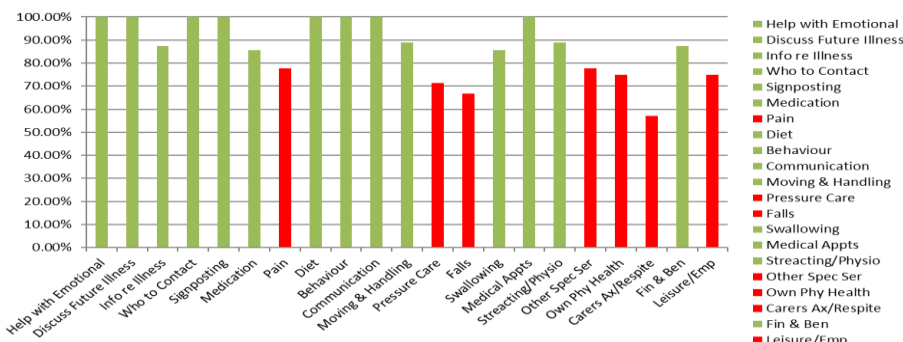
**Tested:** Pre and Post confidence levels of staff in assessing and addressing the support needs of carers.  
Pre and Post Satisfaction levels of informal carers related to the quality of assessment and support.

### Driver diagram



### Data

% of Positive Responses to Informal Carers Baseline Survey (Community Neuro)



### Learning and What Next

Deeper knowledge of emotional / physical demands

Carers Handbook

Carers Support Group

Designing the checklist with carers

Working differently to be inclusive

Data is skewed when different staff members are surveyed pre and post.

## **-Improving Support to Informal Carers in Community Neuro Team**

### **What Next?**

The Project Team and The Community Neurology Team plan to embed and maintain maintain the project in paractice

- Anthony and John to regularly upload updated versions of the CHN Informal Carers Pack onto the Trust Intranet, and advertise it to staff. In conjunction the List of Community resources produced by Shirley Biro will be placed alongside it. John and Anthony will also place the Informal Carers Checklist alongside these documents.
- Anthony and John will review the Pack every 2 months.
- The Community Neurology Team (CNT) will also place these documents on their N Drive.
- The CNT will issue the Carers Information Pack when patients and carers are discharged in 1:1 clinics and from Groups
- The CNT will record the number of Informal Carers Checklists and Carers Information Packs issued to patients and family carers.
- John and Anthony will attend the Operational Meeting every quarter to continue to raise awareness of the project, help the CNT Team monitor improvements; and advertise any new Carers initiatives in Newham.
- THE CNT will collect feedback from patients and carers in the CNT Focus Groups, and liaise with Anthony and John to arrange guest speakers from relevant services and voluntary groups to talk to the Focus Group.

## Notes

- **Introduce Selves**
- **Anthony:** why the project was initiated.
- **Charan:** How the project complimented CCG and ELFT drivers for change.
- **Anthony:** How collaboration is occurring between other projects and service improvement initiatives such as TV carers video tutorial , and Falls project.

## Learning

- Deeper knowledge of issues and support needs amongst staff – assess the obvious but not always the 24/7 needs and fully understanding the emotional impact of a difficult diagnosis or complex cases.
- The involvement and views of carers in the project has been instrumental in ensuring the Informal Carers Checklist and Carers Handbook captures the wider support needs of carers such as returning to employment and maintaining leisure and social activities.
- Unintended outcome to set up a carers support group (help from PP Lead) range of members including carers, ELFT services and external agencies i.e. AGE UK / LBN / Newham carers network.
- Check list was co designed with carers leading to the inclusion of employment, social / leisure activities and support with medical appointments for their loved one.
- Attending other groups where carers may be present to collect feedback and ideas for the project and joining MDTs to involve staff (as staff in the community are not all at one site!)