

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	Why is this important to Service U and Carers?	sers QI SRRP Methodology	
<ul> <li>Improve carers' support in Newham</li> <li>Raise clinicians' awareness about importance of carers support</li> <li>Increase knowledge about carers' support in the borough</li> <li>Increase confidence of clinicians supporting</li> </ul>	<ul> <li>Being a carer has an impact on mental and physical health. One of areas identified for improvement is better information for clinicians so t they can support carers better.</li> <li>We did: <ul> <li>Developed an information leaflet</li> <li>Sought feed back from carer</li> <li>Joint presentation with carer of leaflet and personal experience in Team Meeting at 409</li> </ul> </li> </ul>	hat referring to carers' support using questionnaires <b>Qualitative</b> : short semi-structured interviews with clinicians to gain more in depth understanding of possible barriers <b>Change idea/Hypothesis:</b> Providing information and presenting leaflet at 409 will improve clinicians' knowledge about cares'	
	SECONDARY DRIVERS CHANGE IDEAS	Data (Quantitative/Qualitative)	
FAMLES: Improving cost-effectiveness of systemic interventions at 409 by Sector background at 50 by	Expand systemic group programme 2 leiked measures Provide family therapy training for clinicians Presentations in learn meetings	<b>ve:</b> 9 short semi -structured interviews with members ent teams were conducted <b>tive:</b> 15 clinicians filled in pre and post presentation aires at the August Team Meeting	
STAFF: morovina access to family	Initial POSAmp     Initial POSAmp     Initial POSAmp     Discuss caseboads with CCO's	Learning and Recommendations	
Highting tracks to Fight     quality family support across     Newham Secondary Cares     Newham Secondary Care     Mental Health Services     Net TWORKS:     Net TWORKS:     Net TWORKS:     Net TWORKS:     Net TWORKS:     CARERS:     Inproving the interface between     physical and montal health     services for families     CARERS:     Improving cares support in     Networking by September 2019	Improve firks between systems of care       Explore contacts between service users and care systems <ul> <li>Greatess</li> <li>Clinician personal</li> <li>Joint pres</li> </ul>	<ul> <li>All clinicians rated cares support as important or very important</li> <li>Greatest barrier identified was "not knowing what's out there"</li> <li>Clinicians valued leaflet and experience of hearing a carers' personal story</li> <li>Joint presentation of leaflet and carers experience increased the level of confidence in a) talking to carers, b) providing information to</li> </ul>	
1 linked measure	Create community carers leaner Carers a	nd c) referral to carer's support services nendation for the future: More frequent information sessions	

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Explore current carers support and involvement