

South East Regional Carers' Involvement Group – An evolving journey to improve carer engagement and experience across the region

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Overview

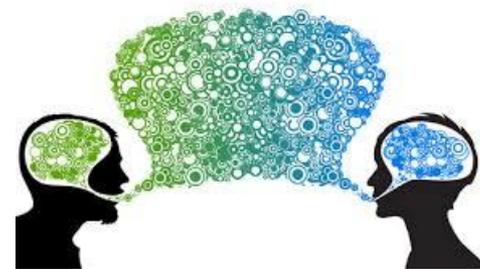
- History and background
- The South East regional carer involvement meeting (purpose and outcomes)
- The regional conference
- Where next?

History and background

- 2014/15 CQUIN objective to support carer involvement with their relatives in secure care
- 2nd year of CQUIN:
 - development of carer support structures in conjunction with other services at a regional level to further enhance the positive experience of carers, family and friends
 - development of regular groups for support, feedback for improvements and how to support for carers geographically distant from the service user

History and background cont.

- Regional network meeting – collaborative working between all secure service providers in Kent, Surrey and Sussex and NHSE
- Quarterly meeting set up by KMPT has grown to include staff and carer reps from Kent and Sussex NHS services, NHSE and all the private providers of secure services in Kent, Surrey and Sussex.



Represented organisations



The SE regional carers' network

Purpose of the meeting

- share good practice in relation to carer engagement
- find ways of increasing/improving carer involvement with our services



WHAT WE
ACHIEVED
TOGETHER

Things we achieved

- Establishing networks and named leads
- Agreement for regional access to nearest support group
- Sharing information on visiting, information for families, satisfaction surveys, travel/finance to visits and carer events

The Regional Conference

Planning the conference

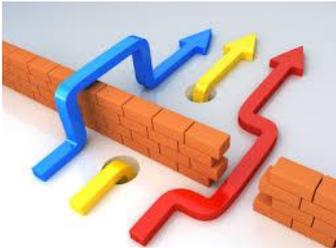
- All services were providing local provider specific carer events but with low take up
- Agreed on a SE regional carers' conference on 8th June for all secure units
- Aim to provide space to meet others in similar circumstances, share experiences, hear relevant speakers and to get ideas from carers about ways of improving their experience and the care provided



The Regional Conference cont.

Barriers and obstacles

- Differences in commitments
- Carer engagement
- Financial contributions
- National changes to New Care Models



The conference programme

- Morning: Speakers
 - Sarah Murray (National Lead for Triangle of Care – Carers Trust) “Triangle of Care”
 - Bobbie Taiano (Carer Support Worker- Carers First) “Why is it important for carers to be supported”
 - Chris Moxon (Peer Support Worker SPFT) “Rollercoaster” – Chris shared his recovery story, focusing on support from his family
 - Lynne Clayton (Hellingly Carers’ Rep) “Snakes and Ladders” – Lynne shared insights into her role as a Carer support worker, including the facilitation of the carer support groups
- Afternoon: Table top discussion – 5 questions we asked each group to think about and provide their responses

Q1: Confidentiality, consent and info sharing- what works and what would be helpful?

- A clear policy that all staff are trained in- consistency
- Giving good information and honesty
- Carer awareness training
- Encouraging service users (SU) to involve their carers
- Encouraging carers to be involved and to ask questions
- Staff understanding potential negative impact if sensitive information given in confidence by carer is shared
- C-Co/link worker maintaining contact if SU is out of area



Q2: Carer engagement- what would you like from services and what would help positive engagement?

- Identify carers at the earliest opportunity and make contact
- Local carer support groups with varied timings to suit all
- Employ carer support/liaison worker
- To be involved in policy review, training and staff interviews
- Consistency re timescales for contact, supervising visits and rules on what can be brought in
- To feel appreciated for the work done
- Funding for travel/visits
- One off visits to the ward
- Building relationships and establishing SU strengths- patient passport



Q3:Information and Communication from the hospital- what works and what else would be helpful?

- Information sent prior to admission e.g. You Tube tour/DVD and restricted items etc.
- Key/primary contact at all times for info/questions
- 1:1 time with care team/relevant professionals
- CJS, MHA, Tribunals and MAPPA explained
- Knowledge of carer resources and signposting e.g. advocacy
- Invites to events
- Communication care plan
- Ensure CPA minutes etc. are sent out in a timely way
- Check-in after visits re how it's gone/get home ok?
- Greater level of info re day to day on the ward e.g. menus and activities
- Easy read information for all



Q4: Carer involvement in preparation for discharge- what works and what would improve services?



- No surprises re placements and being told before move on
- Honesty around decision making and timescales
- Using the ToC – invites to meetings and carer's views heard
- May be helpful (with consent) to have conversation with carer first
- Introduction to new staff and facility- visits/transition work together as well as written info provided
- Sharing info with new team to avoid having to repeat it
- Contact details for relevant teams before discharge including crisis info
- Clarity re relapse indicators and things that might go wrong
- Access to decent support if there are problems

Q5: Ideas for service improvement and what else is important to you

- Listening to carers more in other services may avoid the need for secure services
- Better MH understanding and support in prisons
- More activities for SU
- More joint activities e.g. social, sporting and arts
- More community leave particularly with carers
- Visitor area prior to secure perimeter to allow comfort break before visit
- Flexibility around visits and restrictions so carers feel less like prisoners
- carer support worker in every team and especially during period of transition
- courses/psychoeducation e.g. re challenging behaviour



Outcomes of the conference

- Lack of carers attending
- Difficulties with engaging carers appears to be a service wide issue- multiple reasons for this
- Collaborative working across a large area can work despite the issues
- Sharing ideas across services has been helpful
- Carers asked for the event to be repeated
- Pledge from each service re a change



Future for the Regional Network

- Recommendations
 - SE regional carers' involvement group will continue to meet on a quarterly basis and become part of the user engagement process for New Care Models across the region
 - Review terms of reference for this group and attempt to engage more carer representatives in this group
 - Aim for a bi-annual event/conference, to allow services to embed some of the learning and ideas from this conference
 - Group to explore carrying out some regional research into barriers to carer engagement within secure mental health services



RECOMMENDED

Further info

- If you would like a copy of the full report email one of us:
- Katharine.pearson@sussexpartnership.nhs.uk
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Any questions?