

# The value & purpose of the toolkit

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# What we intended

- RESEARCH what is the state of play in terms of support and involvement of carers
- CREATE a toolkit that is useful to all stakeholders
- To accomplish this COLLABORATIVELY

Acknowledging from the start that carers are a massive potential resource to services and service planning and have their own needs that services and commissioners should ensure are met

# Development

- The toolkit couldn't have been developed without carers themselves
  - developing the bid
  - reading the proposals
  - working with the researcher team
  - refining questionnaire
  - scripting the films
  - Interviews
  - reviewing the films
  - Writing and reading through draft copies of the toolkit
  - developing the structure

Well over 100 carers were involved in different aspects of the project

# The spirit of the process

- Commitment to using the ideas and experiences of carers to improve services
- Recognising carers in their own right as unique individuals
- Validating not just their experience but their perspective of the service being provided as crucial to change.
- Respectful attention & listening to carers' concerns

Important to empower people to understand and make sense of the system they work in and that means everyone.

# Key elements

- Easily digestible structure
  - Obvious pathway
  - Carers' journey through the system
- Key issues
- What carers should expect
- Resources
- Practice examples
- The content in the whole document reflects our collaborative ethos

# Commissioners can use the toolkit

- To have more informed conversations with carers because the toolkit tells them how carers feel.
- Look at the expectations of carers and begin to reframe the questions they may ask of providers.
- Share good practice across areas as they have some examples to get them going!!
- Stimulate discussions about creating networks of carers across English regions?

# Providers can use the toolkit

- To begin to think about the issues faced by carers and how they might be addressed along the care pathway.
- Begin to talk to other services and share good practice - contacts in toolkit
- Have a day of learning with carers and develop a steering group to monitor the expectations of carers and how they can be fulfilled by the service.
- Begin to see the benefits of bringing service users and carers together.

# Carers can use the toolkit

- To feel less isolated because their feelings are validated in the toolkit.
- They can begin to understand what services could be doing for them and gently challenge them.
- To have the background information that gives the knowledge and confidence to challenge.
- To want to get involved more.
- To appreciate that their needs can be met even if service users don't immediately want their involvement

# Service users can use the toolkit

- After all, this is why we're all here.
- To respect service users wishes about support and involvement, but to continuously revisit decisions
- To give some understanding to service users about the journey their relatives are on and that families and carers need to recover too and are able to contribute in improving services.
- To ask for better support and involvement for their Family and friends
- To bring carers into aspects of their care and care coordination

There is something here for everyone !!

It is about empowerment and engagement to encourage more healthy relationships within the secure care community.