

# **Supporting Carers in HPFT**

***The HPFT Carer Pathway &  
Carer Plan 2019-2021***

# About HPFT



# 1 Service user and carer experience

We should be supporting the wellbeing of carers

Carers and the essential role they have should be valued

Building good relationships is essential to maintaining a safe service

# The five steps of the pathway

1

**CARERS ARE IDENTIFIED**

2

**CARERS ARE WELCOMED**

3

**CARERS ARE SUPPORTED**

4

**CARERS ARE INVOLVED**

5

**CARERS ARE HELPED THROUGH  
CHANGES**

# Caring & Reduced Wellbeing

- High levels of care - 23% higher risk of stroke
- Older carers reporting 'strain' - 63% higher risk of death in a year than non-carers/carers not reporting strain\*
- 58% have reduced exercise, 69% can't get a good night's sleep, 73% feel more anxious, 82% more stressed, 45% eat less healthily while 50% describe themselves as depressed\*\*
- Carers miss own health appointments and 39% postpone treatments because can't leave person they care for \*\*\*
- 40% experience significant distress/depression; risk of distress increases with amount of time devoted to caring, while adverse effects of caring are evident beyond the end of caring\*\*\*\*

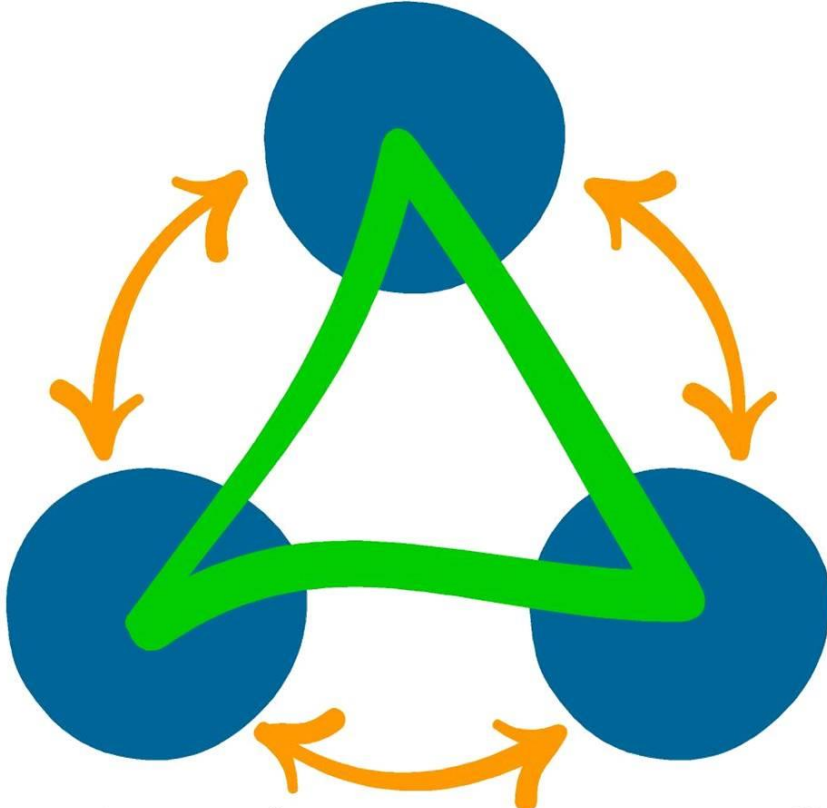
\*Haley, W et al (2010), 'Caregiving Strain and Estimated Risk for Stroke and Coronary Heart Disease Among Spouse Caregivers'. *Stroke*, 41:331-336.

\*\*Carers UK, State of Caring Survey 2014 (n= 4,924 current carers)

\*\*\*In *Sickness and In Health*, Carers UK, 2012

\*\*\*\* Supporting Carers: An action guide GPs, Royal College of General Practitioners

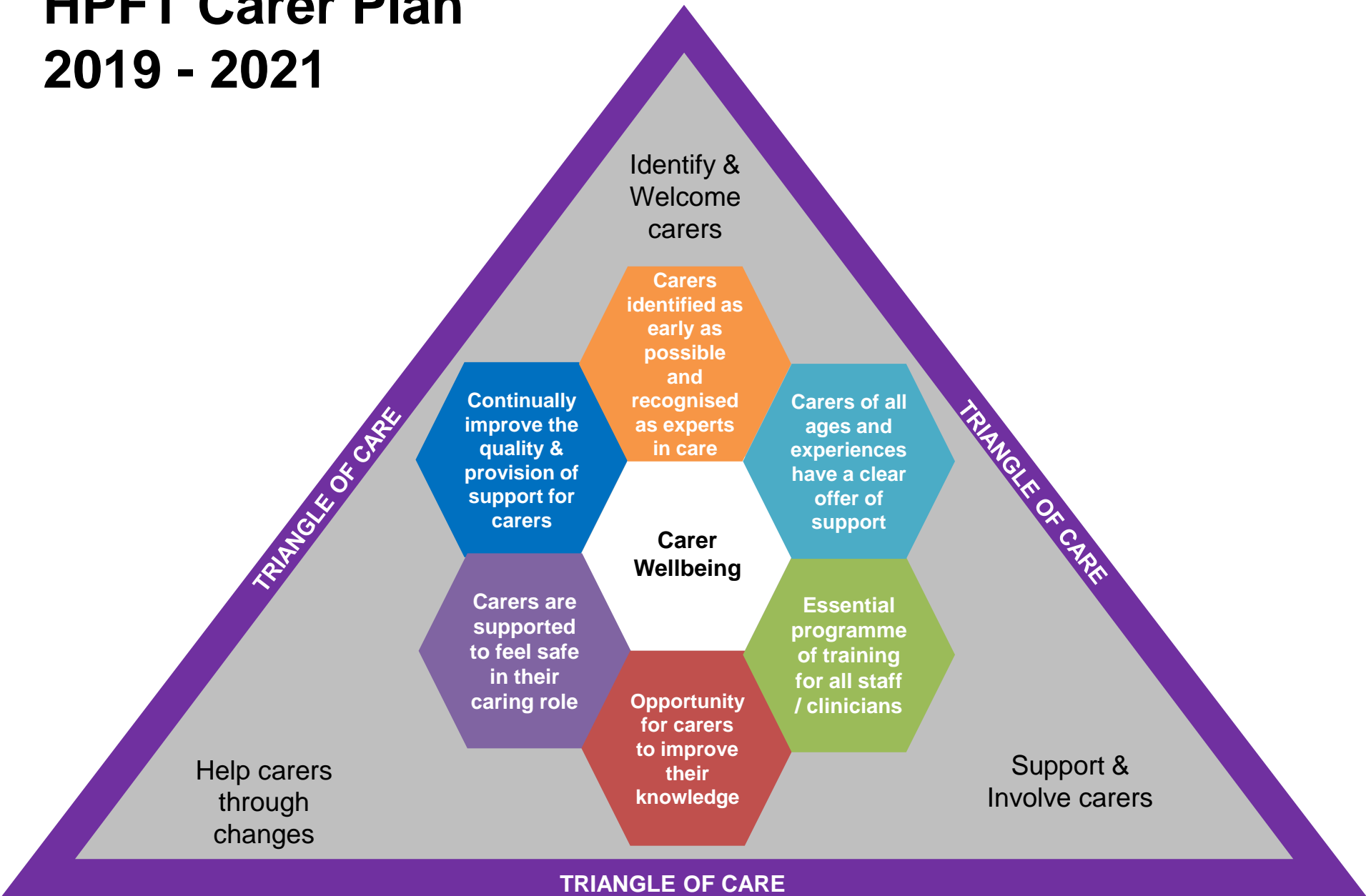
*Service User*



*Professional*

*Carer*

# HPFT Carer Plan 2019 - 2021



## **1. Carers identified as early as possible and recognised as experts in care**

- 1.1 There is a clear process in place that identifies carers and provides outline of support offer at an early stage.
- 1.2 There is a clear process in place that identifies and supports carers in crisis and this offer is responsive and flexible to need.
- 1.3 Carers are recognised and appreciated by services for the expertise that they bring to the provision of care – and involved as experts.
- 1.4 Clear marketing of carer support across the communities that HPFT serves (also see 4.4)
- 1.5 Carers are aware of benefits for themselves and the person they support at an early stage.
- 1.6 GPs, the Trust and the third sector work collaboratively to ensure early identification of carers.

*This priority links with the Trust value to be 'Welcoming' to carers so that they feel valued as an individual.*



## **2. Carers of all ages have a clear offer of support & involvement**

- 2.1 Carer wellbeing is seen to measurably improve following support and involvement from services.
- 2.2 Cross sector working delivers dynamic and varied support options for carers.
- 2.3 Active signposting/social prescribing connects carers to local community support networks, including support from other carers (peer support), including support to find life outside of caring.
- 2.4 Carers report that they feel listened to and engaged by services.
- 2.5 Carer needs are assessed and the capacity to provide care is clarified (and alternative support identified where needed).
- 2.6 Young carers (under 18) are protected from inappropriate caring responsibilities.

*This priority links closely with the Trust values to of being 'Kind' so that carers feel cared for, 'Positive' so that carers feel supported/included and 'Respectful' so that carers feel listened to and heard.*

### **3. Essential programmes of training for all staff/clinicians**

- 3.1** Carer training forms an essential learning requirement for front line staff / clinicians as a means to drive improvements in quality and performance of services.
- 3.2** Services provide clear messaging around confidentiality and ongoing communication with carers, families and friends.
- 3.3** Specialist training for staff providing statutory carer services (for example, carers assessments and contingency planning)
- 3.4** Staff use existing holistic skills and apply these to supporting and involving carers, families and friends in care.
- 3.5** Clinicians are supported and able to applying new learning into their practice so as to deliver improvements to care and carers are involved in sharing lived experiences to support staff learning.

***This priority links closely with the Trust value to be 'Professional' so that staff are safe and confident in the way that services are provided.***

#### **4. Opportunity for carers to improve their knowledge**

- 4.1 Carers have access to education to improve understanding of health conditions, behaviours, medication etc.
- 4.2 Opportunities provided for carers to learn about managing their own wellbeing including the provision of targeted wellbeing service options for carers.
- 4.3 Knowledge and information on the range of community support services available and information on how to improve life outside of caring.
- 4.4 Carers know how to access the full range of benefits available to them and are aware of their entitlement to support.
- 4.5 Understanding of how and when carers can be involved in planning care.

*This priority links closely with the Trust value to be 'Professional' so we are equipping carers with the knowledge/skills to carry on caring should they wish to.*

## **5. Carers are supported to feel safe in their caring role and are safeguarded from abuse**

- 5.1 Clear support planning which clarifies involvement and role in provision of care whilst working to reassure carers of the quality of service being provided.
- 5.2 Approaches to risk assessment and safeguarding include the impact of caring and risks to carer.
- 5.3 Carers are made aware of their rights to safeguarding under the Care Act 2014.
- 5.4 Clear routes of contacts and support are in place for carers, particularly in times of crisis.
- 5.5 Carers are supported to stay well and able to cope with the changing demands of caring and changes in their personal lives.
- 5.6 Those no longer able/wanting to provide care have clarity and support to understand how alternative support can be arranged.

*This priority links closely with all values to ensure we are 'Welcoming' and identifying carers as soon as possible to promote safety, 'Kind' in that we are caring for carers needs and the people they*

## **6. Continuous improvement in the quality and provision of support for carers**

- 6.1 Development of relationships with local support services for carers to develop new ways of working including
- 6.2 Contingency and Lifelong planning for carers is supported, particularly in relation to life limiting conditions.
- 6.3 Carers are respected, valued and involved as an essential part of delivering high quality care.
- 6.4 The Trust innovates as a great provider of support for carers and champions their involvement throughout care, whilst learning from those excelling in this field.
- 6.5 Opportunity for 360 appraisal to include feedback from service users and carers.

*This priority links to all our values in that it is only by working in a values based way that we will continuously improve services for carers.*

**“I have a certain degree of hope, but my main hope is that my son continues to get stronger in mind and body in his road to recovery. I hope he manages to find happiness and fulfilment, has good friends around him and stays safe going forward in his life. He deserves it without question. My other hope is that I continue to be as positive as I can be for him and myself and support him.....”**

*Feedback provided by parent of adult service user*