



Reviewing and improving support for carers in HPFT January 2018

What is this update about?

For the past two years, the Trust has been trialling some new workers who are focused only on working with carers. The trial is coming to an end and we need to review where we have made progress and what we should implement, for the long term. This update follows some general information we released in October 2017 which we have been told caused some confusion amongst carers as to what would be happening.

What is changing?

Carers have told us that they have valued having a support worker that is focused only on supporting carers. Because this has been successful we want to increase the number of support workers available for them and to achieve this we have to make some changes. We hope to make these changes by 1st April 2018.

Why are changes needed?

Our services, as with all areas of public expenditure, operate within a certain budget however to be absolutely clear, we **are not** reducing the amount of money we use to fund staff for carers. To add more support workers, we need to look at all of our staffing and make some changes so that all of this money is available for carers.

What if my carer support worker no longer works for HPFT?

Some of our staff will have left the Trust during the trial period. This means we will be recruiting some new people to fill any new posts. We particularly encourage applications to these posts from people who have a lived experience as a carer as this can add an important dimension to the support we offer.

Will all carers have a carer support worker?

We cannot guarantee this for everyone given the large number of carers that we currently support. For this reason, carers have requested that those individuals with the most complex circumstances or those who may be struggling should be prioritised. Of course this is not the only resource and support available to carers. Other staff within our teams also have an ongoing responsibility for involving and supporting carers.

What will be the role of a carer support worker?

The name of these workers will be 'Carer Support & Wellbeing Worker'. Their role is to help the service understand what support carers might need (and to help provide some of this) as well as giving carers an opportunity to talk to us about anything worrying them and what works well. They are also there to connect carers to other support that exists out in the community.

Who can I contact if I need support now?

If you need support and feel you are not able to get this for yourself you should:

- Speak with the team supporting the person you care for
- Contact us by email detailing your support needs at carers@hpft.nhs.uk
- Contact our Carer Development Worker, Sachdev Seyan, if you are unsure about anything on: 07909 930414