

**REPORT TO THE TRUST BOARD - PUBLIC  
19 OCTOBER 2017**

|                                       |   |
|---------------------------------------|---|
| <b>Title</b>                          | Carers Strategy                             |
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| <b>Accountable Executive Director</b> | Lorraine Sunduza, Interim Chief Nurse       |

**Purpose of the Report:**

This Strategy outlines the key priorities regarding carers. It provides a borough/directorate breakdown of current carer support/activity and proposed activity in these areas.

**Summary of Key Issues:**

Making sure ELFT is providing as much support as possible to carers of people who use our services. To make sure this support is equitable across all areas where possible.

**Strategic priorities this paper supports (Please check box including brief statement)**

|   |                                     |  |
|---|-------------------------------------|--|
| Improving service user/carer satisfaction | <input checked="" type="checkbox"/> | Improving support to carers will support them to continue caring |
| Improving staff satisfaction              | <input checked="" type="checkbox"/> | Better relationships between staff and carers                    |
| Maintaining financial viability           | <input checked="" type="checkbox"/> | Carers save money  |

**Committees/Meetings where this item has been considered:**

|          |                                |
|----------|--------------------------------|
| 17/06/17 | People Participation Committee |
|----------|--------------------------------|

## **1.0 Background/Introduction**

- 1.1 The Carers Strategy outlines the Trust approach to supporting carers for 2017-2020. It was written using priorities identified by carers via the Working Together Group.

## **2.0 Report Content**

- 2.1 Reasons why we need to support carers. Carers play a pivotal role in care and need to be supported in order to make sure they themselves are well and that they can continue in their caring role.
- 2.2 The priorities identified by Carers. These priorities have been developed by carers over the last two years via the People Participation Team.
- 2.3 The reporting structure. It shows how each directorate has a Carer Lead (a senior manager at a local level) who coordinates the carers work for that directorate.
- 2.4 The directorate/borough feedback on current/proposed carer activity from the Carers Leads. This will be monitored by the People Participation Committee

## **3.0 Recommendations**

- 3.1 For the Carers Strategy to be reviewed via the People Participation Committee

## **4.0 Action being requested**

- 4.1 The Board is asked to **RECEIVE** and **NOTE** the report for information.

## **Carers Strategy for East London NHS Foundation Trust 2017 – 2019**

### **Foreword from Carer**

Hi, my name is Sarah. I was born in Islington, grew up on the Essex Coast and for the last 30 years have lived and worked in Newham. For the last ten years I have been caring for my son who has been struggling with mental health issues. This is tremendously stressful and emotional. As a parent I want my child to be healthy and to see him struggle can be devastating. When I first became a carer I didn't know what was going on, who to turn to or what I needed to do. It was a nurse who first sat me down and gave me hope but after that support as a carer was minimal, I also believed I could cope on my own. It was another carer who spoke with me who showed me how to get help and that being a carer didn't mean I was on my own. It was at this time I started getting involved with People Participation and I started to come to terms with my son's illness. My son is an amazing person and has a long life ahead of him. Only he, supported by myself and his mental health team, can guide his recovery. Only together will this work. You have heard some of my story. All carers have stories.

### **Message from Marie Gabriel (Trust Chair)**

Carers are invaluable to ELFT. They are often our early warning system, crisis support and play a vital role in supporting their loved ones through some very difficult times. At times of crisis or vulnerability it is often our loved ones, families and friends who step in to provide much needed support and help.

Being a Carer can be very difficult. It can be thankless, throws up conflict with our loved ones at times and can put a tremendous strain on an individual.

Therefore it is essential that ELFT continually reflects on how our relationships and support for carers can be improved. It is our responsibility to provide as much support as possible to our carers. It is also important to provide carers with the information they need to support their loved ones and also themselves. So it is essential that we signpost carers to as much assistance that may be available locally to support them in their role as a carer.

This strategy sets out how we are seeking to fulfil this commitment.

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## **1. Introduction**

East London NHS Foundation Trust (ELFT) recognises that carers play a very valuable role in supporting someone throughout an illness and on their journey to recovery. That's 1 in 8 adults who care, unpaid, for family and friends. Within our lifetime, there will be 9 million carers.

Our loved ones are living longer with illness or disability, and more and more of us are looking after them. Whether round-the-clock or for a few hours a week, in our own home or for someone at the other end of a motorway – caring can have a huge effect on us, our lives and our plans.

Caring is such an important part of life. It's simply part of being human. Carers are holding families together, enabling loved ones to get the most out of life, making an enormous contribution to society and saving the economy billions of pounds.

Yet many of us are stretched to the limit – juggling care with work and family life, or even struggling with poor health ourselves. We often find it difficult to make ends meet if we're unable to work or if we've reduced our working hours to care.

Every day 6,000 people become carers. Many don't know how or where to get help. It can be frightening and very lonely.

For some it's sudden: someone you love is taken ill or has an accident, your child is born with a disability. For others, caring creeps up unnoticed: your parents can't manage on their own any longer, your partner's health gets gradually worse.

Also, ELFT should always remember that a number of its own staff are also carers and need support and flexibility

Looking after someone can be tough, but you're not on your own.

<http://www.carersuk.org/about-us/why-we-re-here>

## **2. Defining carers**

ELFT defines a carer as someone who provides unpaid support to family or friends who could not manage without their help. A carer can be any age and come from any culture. They could be caring for a relative, partner or friend who has a mental health or substance misuse problem, or someone who is ill, frail or disabled. Carers may not always be recognised for the support that they provide.

Carers may undertake a range of activities, such as:

- providing support with practical tasks, for example cooking, housework and shopping

- providing emotional support, supervising someone to keep them safe, and helping someone to deal with difficult emotions
- assisting with physical care, such as lifting, helping someone with stairs or physiotherapy
- helping with personal care, such as dressing, washing and supporting with toileting needs
- sometimes providing financial support, or helping with managing budgets and collecting benefits
- collecting and administering medication, and monitoring whether someone is adhering to treatment
- helping with identifying signs of relapse and providing support that may help to prevent hospital admission
- helping someone to access the services and support they need
- acting as interpreters where there are language difficulties

### **3. A carers strategy for East London NHS Foundation Trust**

#### **3.1 Scope of ELFT carers strategy**

ELFT provides mental health and community health services. We provide services to the City of London and the London Boroughs of Hackney, Tower Hamlets and Newham and Luton and Bedfordshire and also specialist services to a wider population. This strategy is for carers who support someone who uses ELFT mental health or community health services.

#### **3.2 Carers' views**

ELFT supports carers through local action plans that are developed and delivered within the directorates that we cover, and this has formed the basis for our Trust wide Carers Strategy. As part of this process, we have spoken to a range of carers in order to determine how they feel the Trust could support them better. This was done by means of telephone interviews, as well as feedback from carers groups, Working Together Groups and staff who support carers. The feedback that we received during these processes has driven the aims and actions of this strategy.

#### **3.3 National and local policy drivers**

The strategy also takes into account national and local policy documents relating to carers. These include the following:

- Carers at the heart of 21<sup>st</sup> century families and communities: a caring system on your side, a life of your own (2008)
- Carers Strategy-The second national action plan 2013-2016/2015 Care Act
- The Triangle of Care – Carers included – a guide to best practice in acute mental health care (2009)
- Carers (Recognition and Services) Act 1995.
- Carers strategies and objectives of ELFT's local authority partners

### **3.4 ELFT carers strategy aims**

The key areas that ELFT will be focusing on in its carers strategy are:

- Aim 1: Identifying and recognising carers
- Aim 2: Communicating with carers and involving them
- Aim 3: Providing information for carers
- Aim 4: Access to support for carers themselves
- Aim 5: Working in partnership with Local Authority

#### **4 Aim 1: Identifying and recognising carers**

Many people do not realise that they are carers – they may think that they are simply getting on with things and providing support as a spouse, partner or friend. They may also resist being branded as a carer. As a result, many people may be missing out on the support that they are entitled to. ELFT staff must actively identify and recognise carers in order to ensure that they can access support (such as regular carers needs assessments, advice and support) and be involved in the care planning of the person to whom they provide support. This is particularly important for young carers who are often missed and can be the most vulnerable without the right support.

#### **5 Aim 2: Communicating with carers and involving them**

One of the main themes that emerged when we were talking to carers was that they valued regular updates from staff about the person that they care for, and that it is important to them that clinical teams involve them in decisions. This can be a challenging area for staff as service user confidentiality can be a barrier to carers being as informed and involved as they might like to be. However, staff can still listen to carers' views without breaching service user confidentiality, and they can also revisit decisions by service users regarding confidentiality.

#### **6 Aim 3: Providing information for carers**

Another theme that emerged from the feedback that we received from carers, was that they would like to have information about treatment and support for the person they care for, general information about their condition, and information about who to contact in an emergency.

#### **7 Aim 4: Access to support for carers themselves**

Whilst carers must have adequate information about support for the person they care for, it is also important that carers are supported to have a life of their own – this is in line with government priorities for carers. According to the Carers Act 2015, a carer may request that they have a carers' assessment if they provide, or intend to provide, a substantial amount of care on a regular basis. ELFT staff must be aware of this right and about what support is available for carers, both within the Trust and within the local authority and voluntary sector.

## 8 Aim 5: Working in partnership with Local Authority

The structure of carers' services differs within the boroughs that ELFT serves. It is therefore very important that Directorate Management Teams work with the Local Authority as well as local carers centres and voluntary groups to provide support for carers in as seamless a way as possible.

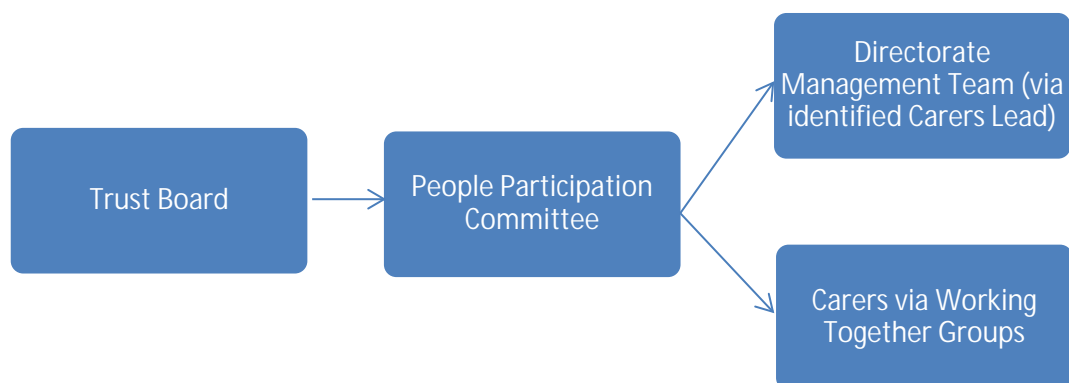
## 9 Monitoring progress

The implementation of the Trustwide Carers Strategy will be monitored by the People Participation Committee. This Committee meets quarterly and will have an annual update regarding the implementation of the Carers Strategy Action Plan. The People Participation Committee reports directly to the Trust Board, where further areas requiring improvement will be identified.

The Trustwide Carers Strategy Action Plan will be reviewed annually in order to ensure that it remains up to date with changing demands.

The Quality Assurance Team will also be looking to introduce regular measures of carer's experience during 2017 which will be reported to the People Participation Committee.

## 10 Monitoring structure





## 11 References

- 2015 Care Act
- Carers at the heart of 21<sup>st</sup> century families and communities: a caring system on your side, a life of your own (Department of Health, 2008)
- New approaches to supporting carers' health and well-being: evidence from the National Carers' Strategy Demonstrator Site programme (University of Leeds, 2011)
- The Triangle of Care – Carers included – a guide to best practice in acute mental health care (National Mental Health Development Unit, 2010)
- Carers (Recognition and Services) Act 1995.
- Carers strategies and objectives of ELFT's local authority partners

### Directorate/Borough Specific Activity/Aims

#### Aim 1: Identifying and recognising carers

| Actions already taken   | Future actions to be taken |
|---|----------------------------|
| Bedfordshire  |                            |
| <p style="text-align: center;"><b><u>Commitment to Carers Plan Evidence</u></b></p> <p><b><u>Carers Leads Meeting (Gail Dearing)</u></b></p> <p>Carers leads meeting held with Carers in Bedfordshire present. The forum is used to promote all of the aspects of the carers charter so ensuring carers leads promote carer identification/assessments in their teams.</p> <p>Information about latest carer legislation; local developments; carers services is also shared and disseminated to teams, most of which</p> |                            |

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| <p>have information packs for carers.</p> <p>The carers charter has been taken to the teams for them to agree processes for the regular contact points.</p> <p>Carers workshops/young carers to be worked on in partnership with Carers in Bedfordshire and set a timetable.</p>   |   |
| <p>City and Hackney</p>  |   |
| <p>Strong links with the Carers Centre</p> <p>Events to promote awareness and understanding of carers and families' role and needs.</p> <p>Early identification of carers in the assessment process.</p> <p>Produce regular reports on carers.</p> <p>All Staff members to receive carers and families' awareness training, training in engagement strategies, and training in the skills needed to work with carers and families.</p> | <p>introduction of carers information flyer to be sent out with all mail outs via admin.</p> <p>Re-start of C&amp;H Young Carers Steering Group with LBH – June 2017</p>  |
| <p>Forensics</p>   |   |
| <p>Friends &amp; Family are identified on admission of their relatives to the unit.</p>  | <p>Admissions CQUIN is embedded within the forensic directorate</p>   |
| <p>Luton</p>   |   |
| <p>Staff training on Carers is provided as stand alone training</p> <p>ELFT Carers Information leaflet,</p> <p>Standard Letter to carers</p>   | <p>Operational implementation of the carers letter and</p> <p>Incorporation of identification of carers into new ECPA policy, process and recording</p> <p>QI project on improving carers experience of acute care settings in progress</p> |

| Newham Adult Mental Health   |   |
|--|---|
| <p><b>Inpatients:</b></p> <ul style="list-style-type: none"> <li>• Posters and leaflets publicise the idea that “carers” may identify in a range of different roles and relationships with their loved one (e.g. friend, partner, husband, and grandchild).</li> <li>• Monthly communications with staff through e-mail and during team meetings to remind them of the importance of identification of carers within NCfMH and to raise awareness of the carers support available.</li> <li>• Weekly community meetings with service users on every ward include a brief description of the definition of a carer and the carer support available at NCfMH. This is followed by identification of any carers whom the service user thinks may benefit from the support.</li> <li>• Launch of a QI project focussed on increasing the awareness of carer’s support at NCfMH including identification of carers.</li> </ul> <p><b>MHCOP:</b></p> <ul style="list-style-type: none"> <li>• Carers are encouraged to attend assessments and reviews.</li> <li>• Encouraged to give their views.</li> <li>• Direct offer of a carers assessment.</li> </ul> <p><b>Adult Community Teams:</b></p> <ul style="list-style-type: none"> <li>• CRTs have drop-in sessions for Carer and SUs once per month with OTLs. Individual slots available for Carers on request.</li> <li>• Poster available to publicise the diversity of Carers in a range of different roles and relationships with</li> </ul> | <p><b>Inpatients:</b></p> <ul style="list-style-type: none"> <li>• QI project is ongoing (see driver diagram for more details).</li> </ul> <p><b>Adult Community Teams:</b></p> <p>The CRT services are currently reviewing all registered carers attached to Service Users on CPA in order to do a Mailshot which will contain Carers information leaflets available in the service including information about the mental health services in Newham, right of patients and carers, information about local and national support agencies and contact information for LBN Dockside teams (MHAAT).</p> <p><b>EIS:</b></p> <p>Plans to pilot a Family Intervention carers group.</p> |

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| <p>their loved one (e.g. friend, partner, husband, grandchild).</p> <ul style="list-style-type: none"> <li>• Monthly communications with staff through e-mail and during team meetings to remind them of the importance of identification of carers within NCfMH and to raise awareness of the carers support available and in supervision.</li> <li>• Recovery packs for all care coordinated service users include carer information and also crisis cards are being distributed after a piece of work last year.</li> </ul> <p><b>EIS:</b></p> <p>Carers to be identified in all cases with new referrals<br/> Monthly carers contact<br/> Carers offered carers assessment<br/> Annual carers coffee morning<br/> Annual carers party<br/> Monthly “ finding out about Psychology Group” with carers<br/> Weekly carers locality group<br/> Information and sign posting carers<br/> Carers encouraged to attend monthly pharmacist group<br/> One off psychology sessions with carers</p> |  |
| <p><b>Newham/Tower Hamlets Community Health</b></p>  |  |
| <p>Carers involvement, including the development of a directorate carer strategy, is established across Newham Community Health.</p> <p>Tower Hamlets adult community services transferred to ELFT in April 2017 and, whilst there are examples of good carer involvement and inclusion initiatives in place, it is planned that there will be a unified strategy across both directorates during 2017/18.</p> <p>Examples of the work to-date include:</p> <ul style="list-style-type: none"> <li>• QI Carers project in place looking at the assessment of</li> </ul>  |  |

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| <p>needs of Carers within Community Health Newham Services</p> <ul style="list-style-type: none"> <li>· As part of the QI project a carers needs checklist has been developed and is being tested in two services (EPCT and Community Neuro)</li> <li>· A co-produced Carers Handbook in development which is being designed jointly with Local Authority and local GPs</li> <li>· Carers Event in Newham on 16<sup>th</sup> June 2017 which will involve information stalls from Age UK, Family Advocacy, Newham Carers Network and Newham Therapy Group</li> <li>· Focus groups set up across community health services</li> <li>· ROMA support group set up</li> <li>· Service user and carers recruitment stalls held every six months across the health centres</li> <li>· Working Together Group in place which includes both service users and carers</li> <li>· Service users and carers invited to team away days (such as MSK in 2017) and directorate events such as the Big Conversation</li> <li>· Service users and Carers involved in the review of team level audit tools which are now updated and live</li> <li>· TH CHS conduct discovery interviews with service users and carers</li> <li>· Services collect PROMs and PREMs data and generate you said we did posters/leaflets</li> <li>· Recent launch of the EPCT focus group</li> <li>· Quality Assurance visits in place - one service a month is visited by CCG who meet with</li> </ul> |  |
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| <p>staff and Healthwatch who interview service users and carers for feedback</p> <ul style="list-style-type: none"> <li>· QI project on carers needs assessment includes input from London Borough of Newham</li> <li>· QI project on carers needs assessment presented to Newham CCG at May 2017 Clinical Quality Review Meeting</li> <li>· Community Health Services Carers Group to be set up over the next six months</li> </ul>   |   |
| Tower Hamlets  |   |
| <p>THPTS held 2 carers events in using material from Carers UK. They invited carers (either patients who identified themselves as carers or carers of current patients, as well as Rethink and Carers Centre representatives. Unfortunately, although there was good attendance from Rethink workers and information from the carer's centre, and useful conversations were had with the above resources and links were strengthened, there was limited carers attendance.</p> | <p>Regular carer events co-produced with carers, ELFT and carer services within the community to support the identification of carers</p> <p>To work in partnership with carers within the community to establish what works to support people to identify as being a carer</p> <p>To work in partnership with other key agencies – Carers Centre, RETHINK etc.</p> <p>To work with carers engaged with people participation on the Trust wide working together group</p> |

**Aim 2: Communicating with carers and involving them**

| <b>Actions already taken</b>   | <b>Future actions to be taken</b> |
|--|-----------------------------------|
| Bedfordshire   |                                   |
| <p><b><u>Bedford CRHT (Andy Rajkumar)</u></b></p> <p>The Bedford CRHT hold a monthly carers group which collects feedback. It has been a positive experience that will be continued and expanded it to the CMHT's. Examples of the feedback forms below.</p> <p><b><u>Memory Assessment Service (Michael Farrington)</u></b></p> <p>Evidence of work carried out to date is to be found within the audit report and the MAS carer questionnaire report.</p> <p><b><u>Fountains Court (Sue Inskip)</u></b></p> <p>Examples of family meetings and the carers handbook for Fountains Court (can be provided on request).</p> <p><b><u>Patient Advice and Liaison Service (Jo Hodge)</u></b></p> <p>PALS, Complaints and Compliments received since April 2016 that have a carer related aspect to them are noted in the documents below. It was noted that a number of the points relate to carer survey feedback/audit.</p> <p><b><u>Bedford People Participation (Kamila Naseova)</u></b></p> <p>Three meetings of the Bedford Borough Working together group have been held; two carers attended.</p> |                                   |

The following was suggested at the meeting held in January:

### **Carers Survey**

The Trust do not currently have 'carers surveys' and there is currently no work being undertaken to develop this. We discussed the opportunity to develop a carers survey and some suggested areas for inclusion: this needs further discussion but the suggested areas for inclusion are:

- Carer involvement in decisions
- Involvement in care planning
- Who to contact in a time of crisis
- Who to contact for support
- Was a carers assessment offered?
- Was a carers assessment carried out? (include point 6 about timeliness?)

Further discussion is required around the methodology; one suggestion put forward was for service users/carers to carry out this survey post discharge from the inpatient units.

A small working group has been set up and will meet on 16 February 2017 review draft questions and methodology. This Working Group consists of a carer representative, the People Participation Lead and the Audit Facilitator.

Three service users from Bedford have been successful in the selection process to become CPA trainers. It might be a good idea to work with Paul Binfield to see if this could be incorporated into the training delivered to local teams.

A Carers handbook has been



|   |   |
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| developed for Bedfordshire inpatient services with information for carers.  |   |
| City and Hackney  |   |
| <ul style="list-style-type: none"> <li>· Monthly Carer Advisory Group meeting to involve and support carers.</li> <li>· Establish the “Triangle of Care” model of collaborative working involving staff, service users and carers.</li> <li>· Involvement of carers in risk assessment.</li> <li>· Involvement of carers and families in personalised recovery planning.</li> <li>· Carers led support groups and activities.</li> <li>· Involvement of carers in recruitment and selection of staff.</li> <li>· Carer involvement in staff induction, training and appraisal.</li> <li>· Provide audit and recruitment training to carers.</li> <li>· Carer involvement in performance management of the service.</li> <li>· Carer involvement in assessing tender bids.</li> <li>· QI training and projects with carers.</li> <li>· Carers involved in stigma steering group</li> </ul> | Staff training designed by carers on improving communication with carers. |
| Forensics   |   |
| The family welcome service is in place; relatives, friends and carers are welcome to visit provided they have been assessed by the social worker and approved by the team. Interviews are on admission and on   | N/A   |

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|---|--|
| <p>internal transfer. Friends &amp; family are routinely invited to CPAs with patient consent.<br/>All inpatients have an ongoing liaison role with their social worker and MDT team.</p>   |  |
| <p>Luton</p>  |  |
| <p>Working Together Groups established.<br/><br/>Carers participation in stakeholder meetings</p>   |  |
| <p>Newham Adult Mental Health</p>   |  |
| <p><b>Inpatients:</b></p> <p>Carers are offered supportive sessions with the ward psychologists who are familiar with the local carers support networks. Carers are also encouraged to attend joint psychology sessions with the service users when appropriate.</p> <ul style="list-style-type: none"> <li>• Staff are regularly reminded in team away days and staff meetings of the value of carer support and ways in which this can be facilitated whilst maintaining confidentiality of the service user.</li> <li>• There is a regular review of service user's consent to share information whilst they are on the wards.</li> </ul> <p><b>MHCOP:</b></p> <ul style="list-style-type: none"> <li>• Involve carers in CPA meetings</li> <li>• Regular contact with carers.</li> <li>• Carers assessments.</li> </ul> <p><b>Service Wide:</b></p> <ul style="list-style-type: none"> <li>• Carers are represented in the local Working Together Group and are offered the same opportunities for involvement as service users. For</li> </ul> | <p><b>MHCOP:</b></p> <ul style="list-style-type: none"> <li>• To look at setting up a service user and carer focus group on a quarterly basis</li> </ul> <p><b>Service Wide:</b></p> <ul style="list-style-type: none"> <li>• Carers Pack in development. It is hoped that it will be launched in conjunction with Carers Week in June.</li> <li>• Within the Newham Recovery and Wellbeing 'Getting There' group programme carers will be offered a space to produce their own carers newsletter in conjunction with the LBN Carers Support Group.</li> </ul> <p><b>Adult Community Teams:</b></p> <ul style="list-style-type: none"> <li>• The CRT services are currently reviewing all registered carers attached to Service Users on CPA in order to do a Mailshot which will contain Carers information leaflets available in the service including information about the mental health services in Newham, rights of patients and carers, information about local and national support agencies and contact information for LBN Dockside teams (MHAAT).</li> </ul> |

example we have 2 carers participating in the CPA training and carers were involved in the recent role play for the QI Conference.

- Carers also participated in the design and execution of the mural in the NCfMH canteen to promote QI. They also are members of interview panels and involved with training staff.
- Carer attendance and input to the recent trust wide Acute Psychology Conference.
- During carers week last year carers assisted the promotion of information about Mental Health Law (as well as being active in other events organised for carers week).
- Recently linked up a couple of carers to apply to sit on an Advisory Panel for the Home Treatment Accreditation Scheme (HTAS), one of the projects run by the Royal College of Psychiatrist's Centre for Quality Improvement (CCQI).

#### **Adult Community Teams:**

- Carers are signposted to Local authority provision for carer support. Posters available on the noticeboards.
- Staff are regularly reminded in team away days and staff meetings and supervision of the value of carer support and ways in which this can be facilitated whilst maintaining confidentiality of the service user.
- PTSI forms are currently being reviewed and updated across all care coordinated cases as part of the recovery pack interventions from CCOs.
- The CRTs have a monthly

• This will also include information on how to give feedback regarding services and how to raise a complaint if needed.

• We are also currently reviewing all registered carers attached to Service Users on CPA and making referrals for a Carer assessment/review where carers identify they would like like/require one.

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| <p>requirement to ensure all carers have a monthly minimum telephone contact to check on needs and offer advice, support and signposting as required.</p> <ul style="list-style-type: none"> <li>• Carers are also included where appropriate in the CPA process to take part and be included in the Recovery plan for the Service User they are supporting.</li> </ul> <p><b>EIS:</b></p> <p>Carers invited to medical reviews</p> <p>Carers invited to CPA's</p> <p>Permission to share completed by patients with regards to sharing information with carers</p> <p>Monthly care contact ( as stated above)</p> <p>Carers given crisis cards and copy of care plan once agreed by patient</p> |  |
| <p><b>Newham/Tower Hamlets Community Health</b></p>  |  |
| <ul style="list-style-type: none"> <li>• QI Carers project in place looking at the assessment of needs of Carers within Community Health Newham Services</li> <li>• As part of the QI project a carers needs checklist has been developed and is being tested in two services (EPCT and Community Neuro)</li> <li>• Carers Handbook in development which is being designed jointly with Local Authority and local GPs</li> <li>• Carers Event in Newham on 16th June 2017 which will involvement information stalls from Age UK, Family Advocacy, Newham Carers Network and Newham Therapy Group</li> <li>• Focus groups set up across community health services</li> </ul>                      |  |

- ROMA support group set up
- At the Junction Project (gardening activities to support physical and mental health needs)
- Service user and carers recruitment stalls held every six months across the health centres
- Listening days for inpatient services at East Ham Care Centre
- Service users/Carers involved in PLACE audit across the Trust
- Service users and Carers nominated for people participation awards 2017
- Training available for service users and carers such as audit and interviews.
- A number of QI projects with carer involvement
- Working Together Group in place which includes both service users and carers
- Service users and carers invited to team away days (such as MSK in 2017) and directorate events such as the big conversation
- Service users and carers involved in the QI forum
- Service users and carers invited to the Christmas party (Sally Sherman Ward)
- Service users and Carers involved in the review of team level audit tools which are now updated and live
- TH CHS conduct discovery interviews with service users and carers
- Services collect PROMs and PREMs data and generate you said we did posters/leaflets
- Recent launch of the EPCT focus group
- Quality Assurance visits in place - one service a month is visited by CCG who meet with staff and Healthwatch who interview service users and carers for feedback
- QI project on carers needs

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| <p>assessment includes input from London Borough of Newham</p> <ul style="list-style-type: none"> <li>• QI project on carers needs assessment presented to Newham CCG at May 2017 Clinical Quality Review Meeting</li> <li>• Community Health Services Carers Group to be set up over the next six months</li> </ul>   |  |
| <p><b>Tower Hamlets</b></p>  |  |
| <p>Carers Discussion meeting held in May with partner agencies to review current work and to plan further collaboration. The current work in progress was identified:</p> <p>Bow and Poplar CMHT– Work closely with the Carers Centre at Brayford Square. Also with the Champ worker with young carers. Recently met with Rethink and are distributing newsletter.</p> <p>Isle of Dogs - Co-ordinates a number of events and invited Rethink and Carers Centre. The events were well attended.</p> <p>Enhanced Primary Care – Have an identified carers support worker. Currently referring carers onto RETHINK and the TH Carers Centre. Also facilitates a fortnightly group for EPC carers and works with the lead psychologist using Brief Family Interventions.</p> <p>Psychology – Working with families and carers with awareness sessions, one of which was held at East London Mosque.</p> <p>Sessions on caring and coping, developing this as well as evidence based interventions and will be training up CMHT workers.</p> <p>Run Tree of Life sessions and do this</p> | <p>To continue with current work.</p> <p>To continue working in close collaboration with Rethink Mental Illness and increase referrals to them. They offer a wide range of recovery goal-focussed interventions that focus on the carers own needs as opposed to the cared for. Also a monthly carers support group.</p> |

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| <p>in a number of languages.</p> <p>Training and supporting: Psychology has Trained MDT psychologist and THEIS staff in Family Interventions (NICE 2014)</p> <p>Peer led initiatives where Somali women have been trained to deliver tree of life sessions. Carers stating that they can offer us a service.</p> <p>THEIS – Run a carers education group. Hold carers events throughout the year.</p> |  |
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**Aim 3: Providing information for carers**

| <b>Actions already taken</b>  | <b>Future actions to be taken</b>  |
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| <b>Bedfordshire</b>   |  |
| <ul style="list-style-type: none"> <li>· Feedback forms</li> <li>· Carers Handbooks</li> </ul>  |  |
| <b>City and Hackney</b>   |  |
| <ul style="list-style-type: none"> <li>· Regular information exchange events.</li> <li>· Co-produced a new information booklet for Carers Information pack for carers.</li> <li>· Capturing feedback from carers and families and acting on this feedback.</li> </ul> <p>Community team provide educational groups to carers to learn more about mental health.</p> | Have carers peer tutors within the recovery college to ensure tailor-made courses for carers are regularly featured on the timetable |
| <b>Forensics</b>  |  |
| A new welcome pack is being updated involving service users quotes and experiences of friends and family visits. The pack will incorporate much more accessible information for friends and family. Family therapists/psychology and  | Estimated to be in circulation by July/August 2017.  |

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| social work are on hand to manage any face to face queries from friends and family.   |  |
| Luton   |  |
| ELFT Carers Information leaflet,<br>Standard Letter to carers   | Leaflet to be updated to current ELFT corporate requirements   |
| Newham Adult Mental Health  |  |
| <p><b>Inpatients:</b></p> <ul style="list-style-type: none"> <li>• Carers information leaflets available on all the wards include information about the mental health services in Newham, right of patients and carers, information about local and national support agencies and contact information for NCfMH staff and wards.</li> </ul> <p><b>MHCOP:</b></p> <ul style="list-style-type: none"> <li>• Service users are always asked if their carer can have a copy of their assessment letters.</li> <li>• Leaflets on the team and treatments are given to carers.</li> </ul> <p><b>Adult Community Teams:</b></p> <p>Carers information leaflets available in the team and include information about the mental health services in Newham, right of patients and carers, information about local and national support agencies and contact information for NCfMH staff and wards.</p> <p><b>EIS:</b></p> <p>Information leaflets given to carers with regards to medication, side effects etc.</p> | CRTs are strengthening liaison with inpatient services to compare information leaflets and processes to try to compare, optimise availability and good practice throughout Newham. |
| Newham/Tower Hamlets Community Health   |  |



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| <ul style="list-style-type: none"> <li>• Carers Handbook in development which is being designed jointly with Local Authority and local GPs</li> <li>• As part of the QI project a carers needs checklist has been developed and is being tested in two services (EPCT and Community Neuro)</li> <li>• Carers Event in Newham on 16th June 2017 which will involvement information stalls from Age UK, Family Advocacy, Newham Carers Network and Newham Therapy Group</li> <li>• Focus groups set up across community health services</li> <li>• ROMA support group set up</li> <li>• At the Junction Project (gardening activities to support physical and mental health needs)</li> <li>• Service user and carers recruitment stalls held every six months across the health centres</li> <li>• Listening days for inpatient services at East Ham Care Centre</li> <li>• Service users/Carers involved in recruitment via interview panels</li> <br/> <li>• Training available for service users and carers such as audit and interviews.</li> <li>• Working Together Group in place which includes both service users and carers</li> <li>• Service users and carers invited to team away days (such as MSK in 2017) and directorate events such as the big conversation</li> <li>• Service users and carers involved in the QI forum</li> <li>• Services collect PROMs and PREMs data and generate you said we did posters/leaflets</li> <li>• Recent launch of the EPCT focus group</li> <li>• Community Health Services Carers Group to be set up over the next six months</li> </ul> |  |
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| Tower Hamlets  |  |
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| <p>Carers Events held on team by team basis throughout the year – with a varied attendance.</p> <p>Older Peoples mental health service works in close collaboration with the Alzheimer’s Society who are co-located with.</p> <p>Family intervention model offers carers and families’ information about diagnosis and treatment facilitates conversations between patient and family to help all understand what it is like for each other. This is integral to the work of THEIS.</p> <p>Training is underway for CMHT workers to be able to utilise this.</p> <p>Carers leads in each community team have been identified</p> | <p>There are a number of events across the services for Carers Week at the beginning of June. However Tower Hamlets are offering a carers week post Ramadan in July. ELFT/LBTH are currently co-ordinating a Carers event with our partners Rethink and the Carers Centre.</p> <p>Recovery College – runs a variety of co-produced education sessions for carers, as well as service users and staff. Focusses on all aspects of mental health.</p> <p>Community Teams – to continue to the development of the Family Intervention model.</p> <p>To develop the role of the carers leads and their role in gathering a providing information.</p> <p>Carers Centre Carers Forum – currently attended regularly by the People Participation Lead. Team carers lead to join this.</p> <p>It is recognised that along with RETHINK and the Carers Centre, there are also a number of services, activities, events for carers in the borough. The aim will be to promote these to avoid duplication.</p> |

**Aim 4: Access to support for carers themselves**

| Actions already taken   | Future actions to be taken  |
|---|---|
| Bedfordshire  |   |
| N/a   |   |
| City and Hackney  |   |
| <ul style="list-style-type: none"> <li>· Facilitate carer trips (e.g. Longleat safari trip)</li> <li>· Develop better understanding of the needs of carers and families through data collection and consultation.</li> <li>· 5 Steps Friends and Families Group: 5 weekly sessions and the specific topics covered are sharing of experience, exchange of relevant information, coping and coping better, social support, finding further support.</li> </ul> <p>Interventions including psychosocial interventions to support carers to remain mentally and physically well.</p> | <p>Setting up Carer Peer Support Workers.</p> <p>Continue to work with LBH to ensure carers are well informed of their rights</p>           |
| Forensics   |   |
| <p>Carers assessments are not applicable within the forensic units however if requested they are signposted to relevant services in the community.</p> <p>The directorate will assist in certain circumstances with travel expenses if friends &amp; family are travelling long distances.</p>  | N/A   |
| Luton   |   |
| <p>CMHT staff: provide carers information pack to carers</p> <p>undertake carers assessments</p> <p>apply for services to support carers ie</p>   | <p>Need to keep notice boards in public areas up to date</p> <p>Provide information for carers about support available on Trust Website</p> |

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| carers Direct Payment, respite support  |  |
| <b>Newham Adult Mental Health</b>   |  |
| <p><b>Inpatients:</b></p> <ul style="list-style-type: none"> <li>• Carers information leaflets available on all the wards include information about the mental health services in Newham, rights of patients and carers, information about local and national support agencies and contact information for NCfMH staff and wards.</li> <li>• Staff are regularly reminded in team away days and staff meetings of carers' right to a carer's assessment.</li> <li>• Monthly Carers' Support Group at NCfMH to provide support and signposting to carers in need of further support.</li> <li>• Links established between the LBN and carer support team in NCfMH.</li> </ul> <p><b>MHCOP:</b></p> <ul style="list-style-type: none"> <li>• Individual psychological therapy for carers.</li> <li>• Support and advice sessions for those newly diagnosed with dementia.</li> <li>• Cognitive stimulation Group/ Mild cognitive impairment group- carers are encouraged to attend set sessions.</li> <li>• Lifestyle matters and circle dancing group- carers attend all sessions along with cared for.</li> <li>• Carers Group for those diagnosed with dementia. 12 week course.</li> <li>• Carers assessments are offered by</li> </ul> | <p><b>Inpatients:</b></p> <ul style="list-style-type: none"> <li>• Continue to foster and develop communications and access pathways for carers between LBN and ELFT services in Newham.</li> <li>• QI project aims to set up clearer communication between staff and carers about borough-wide, local and national support available for carers.</li> </ul> <p><b>Adult Community Teams:</b></p> <p>Continue to foster and develop communications and access pathways for carers between LBN and ELFT services in Newham.</p> |

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| <p>the CMHT.</p> <ul style="list-style-type: none"> <li>• Referral to social services for more social support or to a social worker within the CMHT.</li> </ul> <p><b>Adult Community Teams:</b></p> <ul style="list-style-type: none"> <li>• Carers information leaflets available in the service including information about the mental health services in Newham, right of patients and carers, information about local and national support agencies and contact information for Passmore Edwards and Dockside teams.</li> <li>• Staff are regularly reminded in team away days and staff meetings of carers' right to a carer's assessment.</li> <li>• Monthly Carers' Support Drop-in session at Passmore Edwards with OTLs on the 1st Thurs of each month to provide support and signposting to carers in need of further support. Individual slots available for Carers on request.</li> <li>• Links established between the LBN and carer support team in MHAAT.</li> </ul> |  |
| <p><b>Newham/Tower Hamlets Community Health</b></p>  |  |
| <ul style="list-style-type: none"> <li>• QI Carers project in place looking at the assessment of needs of Carers within Community Health Newham Services</li> <li>• As part of the QI project a carers needs checklist has been developed and is being tested in two services (EPCT and Community Neuro)</li> <li>• Carers Handbook in development which is being designed jointly with Local Authority and local GPs</li> <li>• Carers Event in Newham on 16<sup>th</sup> June 2017 which will</li> </ul>   |  |

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| <p>involvement information stalls from Age UK, Family Advocacy, Newham Carers Network and Newham Therapy Group</p> <ul style="list-style-type: none"> <li>· Focus groups set up across community health services</li> <li>· ROMA support group set up</li> <li>· At the Junction Project (gardening activities to support physical and mental health needs)</li> <li>· Service user and carers recruitment stalls held every six months across the health centres</li> <li>· Listening days for inpatient services at East Ham Care Centre</li> <li>· Service users and Carers nominated for people participation awards 2017</li> <li>· Working Together Group in place which includes both service users and carers</li> <li>· TH CHS conduct discovery interviews with service users and carers</li> <li>· Services collect PROMs and PREMs data and generate you said we did posters/leaflets</li> <li>· Recent launch of the EPCT focus group</li> <li>· QI project on carers needs assessment includes input from London Borough of Newham</li> <li>· Community Health Services Carers Group to be set up over the next six months</li> </ul> |   |
| <p><b>Tower Hamlets</b></p>   |   |
| <p>Individual Psychology Therapy sessions are offered to all Carers (of service users open to the service) who have been identified as having a need for psychological support. This needs to be related to their role as Carer i.e.; Stress or Anxiety stemming from carer burn out.</p>   | <p>To continue with the work already underway.</p> <p>We are currently in the process of setting up a Psychological Therapy group titled 'Care for Yourself'. This will be for Carers of service users who have been diagnosed with</p> |

Carers are signposted to other teams and agencies for further psychological support if required.

Older People's mental health

services. Working in close collaboration with carers is integral. Including the following:

Once consent is given, or if a service user has difficulty engaging in this process, Carers are then contacted. Here the Carer has the opportunity to offer their views on the service user's needs and discuss their own immediate carer support needs.

Out patients appointments: Carers are routinely contacted regarding their availability for outpatient appointments.

Carers are routinely invited to the Initial Memory Assessment

Carers are offered input from the Alzheimer's Society immediately following the Diagnostic Feedback meeting.

Carers are routinely invited to attend the Diagnostic Feedback Meeting

Under the Better Care Fund we have a LBTH Social Worker seconded into the Memory Clinic supporting Carer's by providing Carer's assessments, immediate intervention and onward referral and signposting on to other relevant organisations

CMHT for OP is co-located with the Alzheimer's Society and all our service users and cares also have direct access to the following:

Social Groups / Coffee Clubs for service users and carers living with Dementia, with group dedicated for the Bangladeshi Community.

Dementia in the last two years. We will be offering support for 10 – 12 carers by providing 6 group sessions over a 12 week period. We are planning to start the group no later than September 2017.

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| <p>Singing for the Brain – A monthly music and singing group for Service users and Carers living with Dementia.</p> <p>A Carers Support Group<br/>One to One Carers support with a support worker.</p> |  |
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**Aim 5: Working in partnership with Local Authority**

| <b>Actions already taken</b>   | <b>Future actions to be taken</b>   |
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| <b>Bedfordshire</b>  |   |
| N/a  |   |
| <b>City and Hackney</b>  |   |
| <ul style="list-style-type: none"> <li>· Partnership work with local and national organisations for cares and families.</li> <li>· Working together with local BME and Hard to reach groups/communities.</li> <li>· Pathways for carers and families for health and social care support.</li> </ul> <p>DMT, LBH, carers and voluntary sector meet regularly to discuss carers issues within formal and non-formal meetings</p> |   |
| <b>Forensics</b>   |   |
| In forensics, we do not work with LA as not applicable to our service.   | N/A   |
| <b>Luton</b>   |   |
| <p>ELFT representation Carers Partnership Board</p> <p>Partnership working with delivery and facilitation of BLMK MIND Carers Welfare Course</p>   | Partnership working with Young Carers Service to provide information and training for staff |



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| <p>Participate in local events during Carers Week and Carers Rights Day to raise awareness.</p>  |   |
| <p>Newham Adult Mental Health</p>  |   |
| <p><b>Inpatients:</b></p> <ul style="list-style-type: none"> <li>· Links established between the LBN and carer support team in NCfMH.</li> </ul> <p><b>MHCOP:</b></p> <ul style="list-style-type: none"> <li>• Regular meetings with Social serves to discuss services provided and working together.</li> </ul> <p><b>Service Wide:</b></p> <ul style="list-style-type: none"> <li>· Representation from the Adult directorate is provided at the Carers Strategy Group coordinated by LBN. We are working towards direct Carer representation at this forum also.</li> </ul> <p><b>Adult Community Teams:</b></p> <ul style="list-style-type: none"> <li>• Links established between the LBN and CRT Teams. Recent speakers slot by MHAAT to promote referrals for social care support which included Carers.</li> </ul> <p><b>EIS:</b></p> <p>EIS to carry out carers assessments and forward to LBN, refer carers to LBN or carry out joint assessment with LBN.</p> | <p><b>Inpatients:</b></p> <ul style="list-style-type: none"> <li>· Continue to foster and develop communications and access pathways for carers between LBN and ELFT services in Newham.</li> </ul> <p><b>Adult Community Teams:</b></p> <p>Continue to foster and develop communications and access pathways for carers between LBN and ELFT services in Newham.</p> |
| <p>Newham/Tower Hamlets Community Health</p>   |   |
| <ul style="list-style-type: none"> <li>· Carers Handbook in development which is being designed jointly with Local Authority and local GPs</li> <li>· Carers Event in Newham on 16<sup>th</sup> June 2017 which will involvement information stalls</li> </ul>   |   |

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| <p>from Age UK, Family Advocacy, Newham Carers Network and Newham Therapy Group</p> <ul style="list-style-type: none"> <li>· Focus groups set up across community health services</li> <li>· ROMA support group set up</li> <li>· Service user and carers recruitment stalls held every six months across the health centres</li> <li>· TH CHS conduct discovery interviews with service users and carers</li> <li>· QI project on carers needs assessment includes input from London Borough of Newham</li> <li>· Community Health Services Carers Group to be set up over the next six months which will include representation from the LA.</li> </ul> |  |
| <p><b>Tower Hamlets</b></p>   |  |
| <p>All the community mental health services are joint ELFT/LBTH teams. The borough has a long history of close collaboration and partnership working. All training is from both organisations is open to all staff.</p>   | <p>To continue to work in close collaboration with partner agencies.</p> |