

### **GROUP EXERCISE III – Blue group**

*What factors promote the active engagement of carers?*

Not speaking with “forked tongue”. Don’t say one thing to carer and another to carer. Ask questions. Listen. Read the notes. If lip service only, a lot of information is lost. Date the information or use it.

#### Recongnising and Acknowledging Carers

Don’t discuss the carer’s opinion. We tell our stories. Write them down. Use them.

It is effective if instructions come from above. Floor staff often don’t do what needs to be done unless the bosses say so.

Policies and Guidelines need to working documents. Don’t ignore what carer says. What they say can feed into the policy documents.

Need to be pro-active. Not only respond to complaints. Less emphasis to be placed on complaints.

They say “we can see that you’re not happy”. Not question of happy nor unhappy. If its wrong it’s wrong.

#### Training

1. Everyone to be trained.
2. But not training in the old way all the time.
3. We need to be writing the syllabuses and be there to change the way training happens.
4. They need training carers.
5. We should also be paid.

Factors promoting full engagement

Our experience need to be credited. Our life experience needs to be accredited to our own development.

Part of the team. National standards need. Eg. job descriptions, holiday's/ pay and person spins. Eg. volunteers have them! For our protection from arbitrary abuse.

Take notice of what the carer says about "big" or "small". Eg. biopsy is not huge, but has large repercussions for the relationship.

Listen to what the couple or family as a unit says. Whether the intervention is big or small.

Factors promoting full engagement

### **GROUP EXERCISE III – Green group**

*What factors promote the active engagement of carers?*

Expert carer's program, proper information training and support for carers.

Trust: Create opportunities

To earn it: Carer/ user/ clinician forums

Taking us on board as part of a care team

- ward rounds
- CPA's, etc.
- Appointments with GP, consultant clinical duty to listen to carer!!

Training professional to understand the texture of the carer's life.

Shadowing carers - Day in Life Video.

Factors promoting full engagement

**GROUP EXERCISE III – Orange group**

*What factors promote the active engagement of carers?*

Importance of active listening.

Introduce new role – facilitate discussions between carer and medical profession –  
'Bridge'

Training for Medical Profession as to what it is like to be a carer.

Group that facilitates discussion between carer and medical profession – action learning  
set.

Factors promoting full engagement

### **GROUP EXERCISE III – Pale blue group**

*What factors promote the active engagement of carers?*

#### Ambulance

Hand over audit (Acute/ ambulance)

#### Mental Health

Prioritized access to support services for carers.

#### Hospitals

Discharge evaluation

- Form
- Video Box
- PALs

#### Across All

Measures dictate behaviours.

Define carers needs within

- Performance indicators
- 7 domains what is measured gets done!
- Better health care

#### Primary Care

Welfare benefits advice - telephone appointment

Identify carer's – annual health checks (defined benefits)

Shared record system – mapping journey

What and who is A PATIENT!

Factors promoting full engagement

**GROUP EXERCISE III – Pink group**

*What factors promote the active engagement of carers?*

Matrix of Information. Joined up website links.

Shared record keeping with all parties. Regular handovers.

Key worker ‘someone to hold hand’.

One contact point.

Think carer thoroughly, open doors up, invite carers in. Carers are goldmines for information. Carers are individuals in own right.

Openness and trust.

Training for all staff (mandatory).

Protocols for confidentiality and information. Be clean about difference. Family care focus not king behind confidentiality.

Responsive to different stages of carers’ journey. One stop shop for carers eg. Care Direct Carers Centres. Responsive to individuals.

Factors promoting full engagement

### **GROUP EXERCISE III – Yellow group**

*What factors promote the active engagement of carers?*

Occupational Therapist's can be helpful – huge waiting list – “can do” culture – immense help to carers – nursing too ‘professionalised’ therefore lost care ethic – need to refocus training.

#### Medical Health Services

Carer invited to ward round.

If want to involve carers need help for “cared for” eg. sitter, mobile phone loan whilst at meetings.

Internet – H & SS (good information)

Carers support groups/ centres can help with access issues to GPs etc.

#### Promote carers' message to professionals

Also need to let professionals know they are available, what they do, how they can help (resource issues can prevent).

Key worker for each patient help navigate systems (Health and Social Care)

One organisation, has out reach worker who goes to GPs surgeries to give talks.

Communicate with carers, ask what they want, promote working together with professionals.

National priorities, specifically mentioning carers, would assist accountability for care company patient/carer.

Factors promoting full engagement

Patients/GPs

Sympathetic senior management (but doesn't translate active support)

Examples good GPs, community nurses have helped but get stressed out and leave.

Scaring information.

Good assessments can be helpful (single assessments?)

Professionals lost sight of what caring means (too much paperwork; training issue), good training (focus on carers too!)