


# **Carers Connect Derby Health Liaison Service**

## **End of Project Report December 2013**

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A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Anyone can become a carer. Carers come from all walks of life, all cultures and can be of any age. Many feel they are doing what anyone else would in the same situation; looking after their mother, son, or best friend and just getting on with it.

Carers don't choose to become carers: it just happens and Carers feel they have to get on with it - if they did not do it, who would and what would happen to the person they care for?



## Background

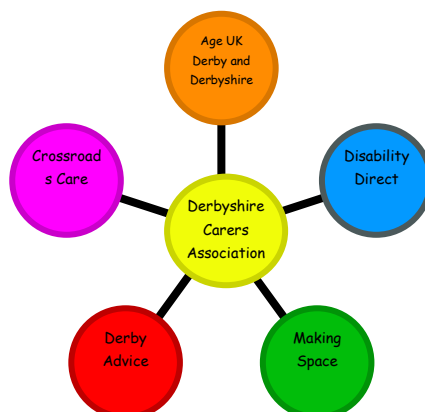
In 2010/11 Derby City Council's Carers Strategy was developed and supported by their successful application to be one of various 'Carers Breaks Demonstrator Sites' and initiative funded by The Department of Health. The project was coordinated by a lead worker in Derby City Council who commissioned various organisations within the city who had experience of working with carers or who could link to particular ethnic groups or types of carers.

Age UK Derby and Derbyshire was commissioned to deliver outreach and training support for GP practices and to deliver targets on key outcomes for the overall project. The project was designed to encourage the identification and referral of carers, including self-identification and referral, and to encourage carers to take a break. Partners such as Derbyshire Carers Association delivered other complementary elements of the Carers Strategy that supported the Carers Breaks Demonstrator Site work such as the 'Carers Emergency Plan' and local support groups for carers.

In parallel work in the then Derby City Primary Care Trust (PCT) had developed a central 'portal' to create a single referral route for health professionals to email referrals for carer support. The 'GP Portal' as it became known was a dedicated, secure email address for use by staff with an nhs email address. As part of the Carers Breaks Demonstrator Site project the 'GP Portal' referrals were triaged by Derbyshire Carers Associations with onwards referrals as necessary to specialist carer support eg carers supporting someone with mental health or drug and alcohol issues.

In 2011/12 Derby City Council commissioned a variety of services to deliver their Carers Strategy. This included delegated responsibility for carers assessments (a statutory requirement) which would be delivered by Derbyshire Carers Association. Age UK Derby and Derbyshire applied for grant funding for a project to continue their GP liaison work and further public promotional events. Derby City Council re-aligned various bids for the funding to create an informal partnership of local agencies each delivering key elements of the overall strategy.

The structure created a mechanism designed to encourage carers to self-identify and self-refer, professionals to identify, record and refer carers for support, to provide a single-point of access for all city referrals and then to offer support with key issues for carers such as welfare benefits advice, a carers assessment and access to a carers budget, practical and emotional support with their caring role and the provision of a creative and engaging range of breaks for carers.



Derbyshire Carers Association became 'The Front Door for Carers'. Feedback from carers showed that they want clear information and a single 'front door' approach where they could access all services in one place, rather than going to different organisations for different services. Booklets using a front-door graphic were developed grouping the whole offer for carers in Derby into one easily distributed form. All partners in Carers Connect distributed the guide and encouraged referrers to promote the concept and guide.

- Derbyshire Carers Association took on responsibility for Carers Assessments, Emergency Planning and Carers Breaks as well as general support for carers.
- Age UK Derby and Derbyshire worked with primary care staff to encourage carer identification and use of the 'GP Portal' for referrals through the 'Front Door for Carers' and to develop a more robust and effective hospital discharge process to identify carers at this critical moment in their caring role.
- Disability Direct worked with community groups in the support and identification of carers.
- Derby Advice were given short-term funding to deliver welfare benefits advice to carers to reduce short and long-term financial disadvantage.
- Crossroads provided respite and relief care for carers to enable them to access a Carers Break activity for themselves.
- Making Space (the organisation that provides dementia support services in Derby City) and Thinkcarer (support for mental health carers) later joined the partnership.

The Carers Connect Derby Health Liaison post began on 1 January 2012 and was due to continue until 31 March 2015.

The Age UK Derby and Derbyshire Carers Breaks Demonstrator Site worker transferred to the new project and role in December /January 2011/12. Emma Yates worked as the Carers Connect Health Liaison Worker until July 2013. Emma exceeded targets for most outcomes and outputs for the service using her existing skills and relationships to engage with primary care staff. Her role involved a considerable level of interaction between Carers Connect partners and the nature of the informal partnership and individual stakeholder's priorities meant this position was not always comfortable or successful. The development of a carer friendly hospital discharge process was also affected by workstreams within the hospital and changes in structure such as the development of the London Road Community Hospital. Emma worked well to engage the various strands of work and link with First Contact, Derby as they began work within the Making Every Contact Count initiative.

In September 2013 Cathy Lomax took over the role of Health Liaison Worker during the Derby City Council consultation on local funding cuts. Three elements of the carers pathway were identified for reduction or removal: AUKDD's health liaison work and Disability Directs' local community outreach. The specialist benefit advice service delivered by Derby Advice was already scheduled to end in 2013. The remaining elements of the Carers Connect partnership would now be funded only to deliver the statutorily required elements of the carers pathway or services like the Emergency Plan which reduced unplanned care costs for Derby City Council's Adults Health and Housing department.

Derby City Council funding cuts resulted in funding for the parts of the project delivered by Age UK Derby & Derbyshire and Disability Direct coming to a premature end on 31<sup>st</sup> December 2013.

## Service

**The Carers Connect Derby Health Liaison Service aimed to provide support for GP practice staff and health professionals in hospitals to encourage them to identify carers, record them as carers and refer them for support.**

Specifically, as a result of our work we aimed to achieve key outcomes:

- Health professionals are more 'carer aware' and more likely to refer into support services for carers
- GP Practices and hospitals have adequate systems to refer carers for timely, specialist support
- Newly identified carers experience improved quality of life as a result of integration in support networks
- Citizens of Derby, service providers, carers and customers have increased awareness of carers' issues and needs.

Through this work, we aimed to help carers:

- Feel less isolated and experience an improved quality of life by having access to support services
- Experience increased levels of wellbeing through having access to relevant information and advice and being in touch with practical support services that help reduce some of the stress associated with their caring role
- Experience reduced levels of stress through being helped to exercise choice and control about taking a break from caring, planning for future emergencies and dealing with life changes
- Feel more valued through being supported to make a positive contribution to the design and evaluation of services

## How the service was delivered

### 'Carers Connect Derby'

The Carers Health Liaison Service was delivered by a part-time Health Liaison Worker (15-20 hours a week), working within the partnership 'Carers Connect Derby'. The partnership was created by connected services delivered by different organisations commissioned by Derby City Council as part of a range of interventions to deliver support for Carers. The informal partnership had a core group of local providers and additional service providers that joined during the life of the partnership as local commissioning led to new providers working with carers. The 'Carers Connect Derby' group included Derbyshire Carers Association, Age UK Derby and Derbyshire, Disability Direct, Derby Advice as original members and Making Space and Thinkcarer as later participants.

### Health Liaison with Primary Care

The Health Liaison Worker worked with GP practice staff to recruit 'Carers Champions'. Carers Champions are individuals working in GP practices and who endorse the importance of the identification and referral of carers and take a proactive approach to carrying this out in their work. The Health Liaison Worker arranged and delivered training for Carers Champions, kept GP practices up to date with relevant information and display material and ensured that they understood how to refer carers for support and why this is important.

## Health Liaison in Hospital Services

The Health Liaison Worker also worked with hospitals to develop referral mechanisms for carers, and encouraged hospital staff to become more 'carer aware'. This meant helping hospital staff to understand how carers are affected when their loved ones are admitted to hospital, and that the patient in hospital may be a carer themselves.

## Methodology

For both primary care staff and hospital staff the methodology used was broadly similar. Health professionals and support staff such as receptionists, ward domestics etc all needed support to:

- ✓ **Understand the term 'carer'**, and variations such as 'young carer' ( a child or young adult aged <18 providing care for a family member), 'parent carer' (a parent caring for a sick or disabled child or young adult – usually this definition means care beyond the normal levels of practical and emotional support usual in a parenting role) and the likely number of their patients being cared for or providing care.
- ✓ **Appreciate the impact of caring** on an individual and a wide family or friendship group – in particular on the carers long-term health and wellbeing.
- ✓ Know how to signpost and refer carers for general and specialist support using the Carers Connect Derby mechanisms
- ✓ **Understand the value of recording identified carers** on their medical records to ensure effective data, future medical support and recognition of their caring role.
- ✓ **Know what carers want from health professionals.** This is usually summarised as the top three elements of research into carers needs since the emergence of the term 'carer' in the 1980's. Sometimes referred to as a 'Carers Charter', or 'Carers top 10' research consistently identified the same top ten issues carers identified that they needed or wanted. The top three, although they may change in hierarchy remain constant. [Carers want and need to be recognised, given timely and accurate information and be supported to take a break from their caring responsibilities.](#)

Primary care and hospital staff were supported by:

- 1:1 visits to GP practice management staff, lead GP or ward managers
- Training sessions designed to inform, inspire and resolve practical barriers to identification and referral
- Establishing a 'carers champion' role to provide team leadership
- Regular communication with newsletters and emails
- Displays and promotions eg Carers Week
- Drop-in sessions to target identification
- Awareness raising of the range and impact of services for carers

## Promotion

Staff and volunteers at Age UK Derby & Derbyshire were informed of the project through newsletters, meetings and training sessions. Details of the project were posted on the Age UK Derby & Derbyshire website. The Age UK sub-regional magazine 'Just the Tonic' had feature articles and reminders about Carers Week and the value of using support for carers.

The Health & Wellbeing events were promoted in the Eagle Market where pop-up banners listing the events were on permanent display.

Individual drop-in sessions were promoted by sending posters to GP practices. Some practices also used their own digital information systems to promote events.

Age UK materials were used to provide carers with easily digestible sources of information on a number of key issues such as money, dementia, keeping warm and well, housing and falls. The guides also included specialist support with the many challenges of caring for someone including looking after someone else's money, lasting power of attorney and being an appointee.

A local flier was created to use at busy promotional events. It gave a clear, concise description of support available and access points.



Carers Week 2012 and 2013 were coordinated across the city with a range of public events designed to engage carers in using the Carers Breaks services and support available.

**Concise article:**

**Carers rights in tough times**

At a time of rising living costs, salary freezes and job losses many families are struggling across the UK. But families affected by illness and disabilities are often the hardest hit, as they struggle with the additional costs of caring, lost earnings and worrying if their services or benefits may be cut. That's why we need to make sure carers are getting the advice and support they need to:

1. **Find financial help** – all carers should have a full benefits check to see whether they are entitled to Carer's Allowance, check the person they are caring for is getting all the benefits they can and assess whether there is any more support available – like council tax discounts or grants for home adaptations or equipment.
2. **Get a helping hand** – carers have a right to a carer's assessment by their local council which could lead to them or the person they care for getting services to help out. Other practical or emotional support may be available from local charities and support groups.
3. **Make the most of the technology out there which can help** – from filling in benefits forms via a website rather than dealing with all the paperwork, doing your shopping on-line or getting a package of telecare equipment to monitor risks for the person you are caring for (like falls, forgetfulness or poor health) – it is important that carers assess whether they are making the most of technology which could help.

For more information, advice and support please contact:  
Derbyshire Carers Association on T: 01332 200 002

*The original 'key symbol' used during the Carers Breaks Demonstrator Site work linked to the concept and imagery of the 'Front Door for Carers' and allowed the Health Liaison worker to build on the trust developed by the PCT worker in developing the secure 'GP portal'*

Promotional messages suitable for use in various forms (eg word limits, stakeholders and issue) were created for use by all the partners in Carers Connect Derby participating in Carers Rights Day, November 2012

**Back piece:**

**Carers Rights Day  
30<sup>th</sup> November 2012**

Take three steps to getting the help you need:

1. **Check your benefits** – getting the right benefits for you and the person you care for makes a difference now and in the future.
2. **Check if you can have practical support** – accessing a break or a service can really help.
3. **Check if there is a solution to a problem** – telecare or telehealth are the names for technological solutions to practical problems like someone falling or taking their medication correctly.

So this Carers Rights Day check 1 ✓ 2 ✓ 3 ✓

For help and support to check 1, 2 and 3 contact:  
Derbyshire Carers Association T: 01332 200 002



The 'front door' image formed the central image for marketing materials we developed for use in promotional events at Derby Royal Hospital



## Quality

Age UK Derby and Derbyshire has maintained the ISO 9001 quality standard since 2009. In addition individual services or areas of activity hold specialist quality standards.



## Training

The Health Liaison Workers were experienced and skilled workers. Training focused on updating knowledge and skills.

### Training

### Number of attendees

Training	Number of attendees
Diversity training	2
Managing volunteers	1

## Complaints

No complaints were received in the year.

## Satisfaction

Carers Champions, health professionals and other contacts at GP practices and at hospitals have appreciated the support that the service has provided. .

*Thank you for your consistent and professional advice and guidance with the PPG's initiatives.*

*Thank you for your help and input which was instrumental in assisting us in helping our Carers. You have been a true asset to Age UK and Carers in Derby.*



## Achievements during the project

- The Carers Connect Health Liaison Service achieved 398 GP carer referrals between 1 January 2012 and 31 December 2013 and trained 21 carers champions in GP practices.
- 72 public events were attended between 1 April and 31 December 2013, with 544 carers receiving one to one contact and 473 of these being signposted to other services.
- 36 staff at London Road Community Hospital attended carer awareness training and an informal paper based referral mechanism was set up.
- The service coordinated attendance by Carers Connect Derby partner organisations at a total of 54 flu clinics during the autumns of 2012 and 2013.
- Regular communication with GP practices took place, with 6 news sheets being produced and distributed.



## How the service helps

### Outcome 1: GP Practices and hospitals have adequate systems to refer carers for timely, specialist support

398 referrals made by GP practices between 1 January 2012 and 31 December 2013.

GP practices varied considerably in the number of carer referrals that they made. The personal passion and interest shown by individual members of staff had an impact on how proactive they were in identifying and referring carers. It is interesting to note that the level of engagement by GP practices was not always reflected in the number of carer referrals that they made. While some GP practices appeared very interested and engaged, welcoming involvement such as drop in sessions, they were not necessarily proactive in identifying and referring carers. Perhaps more surprising is that a couple of GP practices made a large proportion of carer referrals but were not amongst those that engaged the most with the service; they clearly knew the importance of identifying and referring carers and were getting on with it.

Time was spent liaising with both Royal Derby Hospital and London Road Community Hospital regarding a referral mechanism via the Discharge Toolkit. Areas of the Royal Derby Hospital services were identified as offering a good range of type, scale and potential carers including an outpatient ward. The Discharge Toolkit is a guide on the hospital intranet that supports best practice and contains all the necessary information and documents relating to hospital discharge. This was delayed due to internal issues at the hospital. However, an informal paper based referral mechanism was set up at London Road Community Hospital to coincide with the carer awareness training that was carried out. The Health Liaison worker participated in the Hospital Discharge Steering Group meetings which explored every aspect of the process of discharge from the point of admission. This initial work has led to a complete discharge pathway to be used throughout Royal Derby Hospitals.

*I get most of my referrals by talking to patients, either in person or over the phone. If they comment that they look after someone, I simply ask if they would like to register as a carer and explain the advantages to them.*

## Outcome 2 : Health Professionals are more 'carer aware' and more likely to refer into support services for carers

21 Carers Champions trained.

36 members of staff at London Road Community Hospital attended carer awareness training.

### Hospitals

Carer awareness training sessions took place with staff from wards 3, 4 and 5 at London Road Community Hospital. A total of 36 staff attended one of 3 briefing sessions which took place in April and May 2013. Further developments with other services engaging with hospitals meant that this aspect of work was dropped. 'First Contact, Derby' the city wide referral network which helps people to access a wide range of services through one point of contact, was piloted at London Road Community Hospital in the autumn of 2013 as part of the development of the Making Every Contact Count mechanism.

In response to a changing environment the Health Liaison Worker linked with First Contact Derby in their extending training programme. First Contact, Derby included a focus on Carers using the Carers Connect Derby partner agency staff at each session. In 2013 First Contact Derby is training the Nursing, Care and reception/admin/hospitality staff of the Complex Discharge Wards 3, 4, 5 and 6, all Community Services staff, Rehabilitation staff (including head injury unit, SPARC, physio. outpatients), Cardiac & Pulmonary, Mental Health at Resources centre and Dovedale Unit (Day care-dementia) at London Road Community Hospital and MAU staff at the royal Derby Hospital. Training includes how to complete the First Contact checklists (Ward staff as a part of the discharge process), and to value and identify and support Carers at every opportunity.

In addition, Derbyshire Carers Association's TUFT team (Teaming up for Transition) had a remit which included working with hospitals to identify carers. For the remainder of the project, therefore, the focus moved to working with GP practices.

### Primary Care

Prior to the start of the Carers Connect Derby partnership, each GP practice had a nominated link person for communication regarding carers. This link person tended to be a Practice Manager or Assistant Practice Manager. This evolved further and practices were invited to identify a Carers Champion, who had a personal interest and passion in carers and would drive the identification and referral of carers. Carers Champions were invited to attend a training session to enable them to better understand the experiences of carers, the services available to support carers as well as how they could identify carers through their work. Carers Champions have tended to be in more public-facing roles, such as receptionists. Two training sessions took place, attended by a total of 21 people from 14 GP practices and these were very well received.

The training has instilled confidence in me when speaking to patients or other team members from the practice.

*This training was very interesting and useful. I am very glad to say that I can help some patients through this knowledge.*

*Having the opportunity to listen to a carers experience is really valuable and gave a good insight into the highs and lows of being a carer. Inspirational!*

Not all GP practices identified individuals to be Carers Champions; however, a couple of GP practices have carers link contacts who have not attended training but are among the most proactive, making a very significant proportion of the total carer referrals from GP practices.

### Communication

The Health Liaison Worker communicated regularly with nominated links at GP practices. This included the production and distribution of 6 issues of the Carers Connect Derby Health News Sheet. The news sheets aimed to keep GP practices informed and reminded them of the services available to carers. The news sheets featured subjects such as:

- How other GP practices identify carers
- Case studies of how carers have been supported
- Carers Breaks
- How emergency plans have been used
- Reminders of how carer referrals can be made.
- Information on Carer Champions training sessions
- Making Space – Derby City Dementia Service
- Carers Week
- Thinkcarer – support for mental health carers
- Working with GP practices during the flu vaccination programme

### Case Study

Mrs M was caring for her brother Mr R, who was recently bereaved and who had nursed his wife through terminal cancer. Mr R was 'self medicating' or consoling himself using alcohol- either going to pub for company for hours or/and drinking at home. This had resulted in a double incontinence problem, and he had had a few accidents on the stairwell/entrance to his block of flats, as well as within the flat. Complaints made by neighbours. He was at risk of eviction despite the efforts of his Housing Association. Mrs M lives across Derby and has a family of her own and other issues to deal with but visits most days, spending most Fridays with him (when she is not at work). The Housing Association has been very helpful to her in decorating the flat, disposing of waste etc but the situation was not improving. First Contact, Derby provided Carer support: referral to Derbyshire Carers Association for support, and other support groups (such as Lauren's Link-Carers group for alcohol), liaised with GP, District Nursing Team and the NHS 'Continence Team' in order to get Mr R to the GP and surgery for tests and appropriate products, communicated with the Housing Association to reduce the risk of eviction.

### Outcome 3: Citizens of Derby, service providers, carers and customers have increased awareness of carers' issues and needs

72 public events attended by AUKDD, with 544 carers receiving one to one contact and 473 of these signposted on to other services.  
Co-ordinated attendance by Carers Connect partner organisations at 54 flu clinics.

*'During one of the Health & Wellbeing events, I was speaking to a lady about, amongst other things, Emergency Planning. She told me about when she had been admitted to hospital with a heart attack. She is a carer for both her husband and her mother and had been making phone calls from her hospital bed to make sure they were OK and being looked after. She could readily see the practical benefit of an Emergency Plan, as well as the peace of mind this would bring both to her, and those she cares for.'*

**Carers Connect Health Liaison Worker**

A variety of events were attended by Age UK Derby & Derbyshire including:

- Health & Wellbeing events held monthly at the Eagle Market in Derby City Centre
- Drop in sessions at GP practices, throughout the year and at specific times such as during the flu vaccination programme and Carers week.
- Dementia information event at Royal Derby Hospital
- Information stand at Sainsbury's during Carers Week
- Launch event of Core Care Standards
- Making Space celebration event

General public facing events gave an opportunity to speak with a wide variety of people to raise their awareness of support and services for carers. Where close family members are caring for loved ones, they often do not identify themselves as 'carers', so they are unlikely to seek support until they are a considerable way into their caring role, perhaps when they are reaching crisis point. Helping people to recognise themselves as carers earlier in their caring role reduces the risk of negative impact on carers' health and wellbeing. It also improves the health, care and outcomes of the person who is being cared for, and the reduced risk of crisis results in less intervention from support services. Even where people are not currently carers themselves or do not know anyone who is a carer, having a presence raises awareness that there are services and support for carers, which may be relevant in the future.

Events which are attended by other organisations, such as the Health & Wellbeing events, also offer useful networking opportunities to inform other organisations about the support that is available to carers.

Work was also carried out with Patient Participation Groups (PPG) where patients and healthcare staff at a practice come together to improve services and to promote health and improved quality of care. In total, 6 of the PPGs engaged with the project. At

some, the Health Liaison Worker spoke at their meeting about carers and discussed with the group what they can do to support identification of carers. Another set up a regular 'Carers Cafe'.

'I met Mr & Mrs M at a GP practice where I was doing a drop in. I subsequently met them 12-18 months later at a Carers Cafe that their practice's Patient Participation Group co-ordinates. Following my provision of information, they registered as carers as they are supporting Mrs M's mother. Through this, they were assessed and accessed the carer's personal budget which enabled them to take a short break. It also provided them with the knowledge about how to get support services provided/ increased. Whilst they report that things remain difficult, being put in touch with the support services and receiving advice has helped them in managing their caring roles better. In my recent meeting with them, I was able to provide information about sitting/befriending services.'

Carers Connect Worker

Organisations attending Health and Wellbeing events include:

- Royal Voluntary Service
- Derbyshire Fire and Rescue Service
- Derbyshire Police
- Citizens Advice Bureau and Law Centre
- Direct Help and Advice
- Derby Adult Learning Service
- Coping
- Neighbourhood Watch
- Abdominal Aortic Aneurysm (AAA) screening
- Derbyshire Friend
- Derby City Council - Support Planning, Safeguarding
- Healthwatch
- Sight Support Derbyshire
- Healthy Body Healthy Mind
- Central United Reformed Church 3Fs group (Fitness Fellowship and Fun)
- Royal Derby Hospital
- OSCAR (Sickle Cell Anaemia support group)

On average, each event is attended by 10-15 organisations. Each event usually results in around 200-300 conversations with individuals.





## Carers Week

The Health Liaison Worker coordinated and led activity in and around Carers Week 2013. This involved considerable work during the preparation and lead-in period and a very busy week. Examples of our activity for Carers Week include:

- All practices contacted to see what stocks of information leaflets required in preparation for interest generated with increased media coverage of carers' issues.
- New front door poster taken to all practices; plus Quad event, Celebrating Carers event (Kingsway), Mental Health Training Day posters offered too.
- Carers Week displays at Coleman Street and Village Community Health Centres, Friargate and Oakwood Surgeries. Additional materials provided following request to Meadowfields, Lister House, Mickleover Medical, Macklin Street.
- Carers Connect News Sheet circulated to all practices.
- Carers Week window display at 50+ centre, and information stand and board throughout June in Eagle Market.
- In build up to Carers Week 3 GP drop-ins
- During Carers Week, 4 GP drop-ins, 2 information stands - Sainsbury's Wyvern, Celebrating Carers event (Kingsway). Spoke to 53 people who identified themselves as carers 40 signposted/given information (others declined or were already linked in with DCA/support). (7 cared for and 3 family members / friends took information.)
- Health & Well-being Event in Eagle Market (25/06/13 focus on Carers and falls awareness)
- Raised awareness of Carers Week by speaking to over 350 people, (not including those identified as carers, cared for or family members of carers).
- Drop-in offered at LRCH, but no response.
- Article on our website with Quad event and Kingsway event posters.
- Article re carers in 'Just the Tonic' Summer Issue (magazine circulated by Age UK Nottingham & Nottinghamshire and Age UK Derby & Derbyshire).



Examples of displays at the 50+ Centre, Coleman Health Centre and Friargate surgery:



## Outreach

### Flu vaccination clinics

The annual flu vaccination campaign offers an opportunity to raise awareness of carers by having a presence at these clinics which are attended by large numbers of people. Flu vaccinations are offered to people over the age of 65, those with certain health conditions, carers and, from 2013, children aged 2 and 3 so statistically they are very likely to include many carers and accompanied patients.

All GP practices were approached, and were asked if they would be happy for someone to attend their flu clinics. This was done during the flu clinics in the autumn of both 2012 and 2013.

During the 2012 flu vaccination programme, 34 sessions were attended by Carers Connect Derby partner organisations. At that time, there was greater capacity and more organisations were able to support the drop in sessions

Of the 30 GP practices engaged in the 2013 flu campaign, 22 were happy for someone to attend their flu clinics to raise awareness of and help to identify carers. The two reasons given by those GP practices who did not want someone to attend their flu clinics were lack of space and it being too busy.

Of the 22 practices that were happy for us to attend, a representative from one of the Carers Connect Derby partner organisations planned to attend at least one session at 16 GP practices, 28 sessions in total workers from one of the Carers Connect Derby partner organisations: Age UK Derby & Derbyshire, Derbyshire Carers Association and Disability Direct provided session support.

The success of attending flu clinics varied widely. It was good to attend the very busy clinics in respect of the numbers of patients seen; however, patients were often ushered in and out quickly, with little time to actually speak to people. At the quieter clinics, fewer people may have been seen, but more meaningful conversations could be had. Success at flu clinics was also dependant on how proactive the Carers Connect Derby representative attending was at approaching people. Little success was experienced where they waited for patients to approach them, or for practice staff to point people in their direction.

Of the 28 flu clinics which were planned to be attended, only 20 were actually attended for various reasons. Attendance at the flu clinics resulted in at least 18 direct referrals being made to Derbyshire Carers Association, and at least 345 people spoken to (these figures do not include feedback from 4 of the sessions).

#### Summary

- Attendance at flu clinics resulted in at least 18 referrals to DCA, and many more people being made aware of services and support for carers through seeing pop up display material.
- Success was varied: feedback from those attending suggests that this is related to how proactive representatives from Carers Connect Derby partnership organisations are in approaching patients in the GP practice. [See Appendix A Flu Clinic Report Feedback](#)
- Priority for attending future flu clinics could be considered on the basis of attending flu clinics at practices which could not be attended in 2013.

## CASE STUDY

Cathy Lomax, Health Liaison Worker, attended a number of flu clinics. At one GP practice where a large proportion of patients do not speak English, the interpreter helped to communicate the message. At another clinic where there was a long queue, she spoke to people while they were queuing. These conversations were often brief as practice staff were focussed on getting people in and out as quickly as possible. In another practice, an appointment system was in use and although there was a steady stream of people, patients were waiting for a while before being called in for their flu jab. Cathy took the opportunity to approach patients as they waited, asking if they knew anyone who cared for a friend or family member. At no time during the flu clinics did anyone approach the information stand, demonstrating how important the proactive approach is. During these quieter sessions, some really useful conversations took place, either with carers themselves who had not considered that support might be available to them, or with people who knew someone they could pass the information on to.

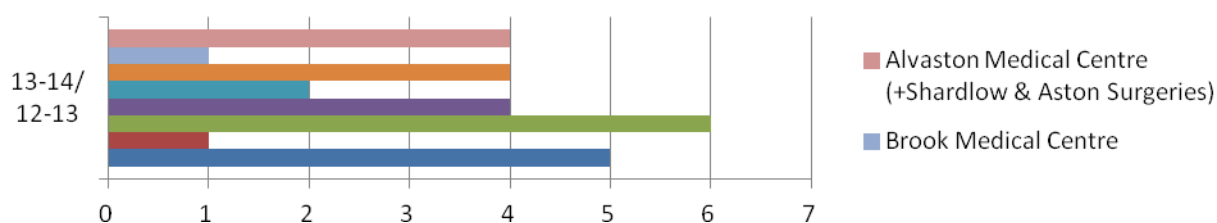


Emma Yates promoting Strictly No Falling at the Eagle Market Centre Spot.

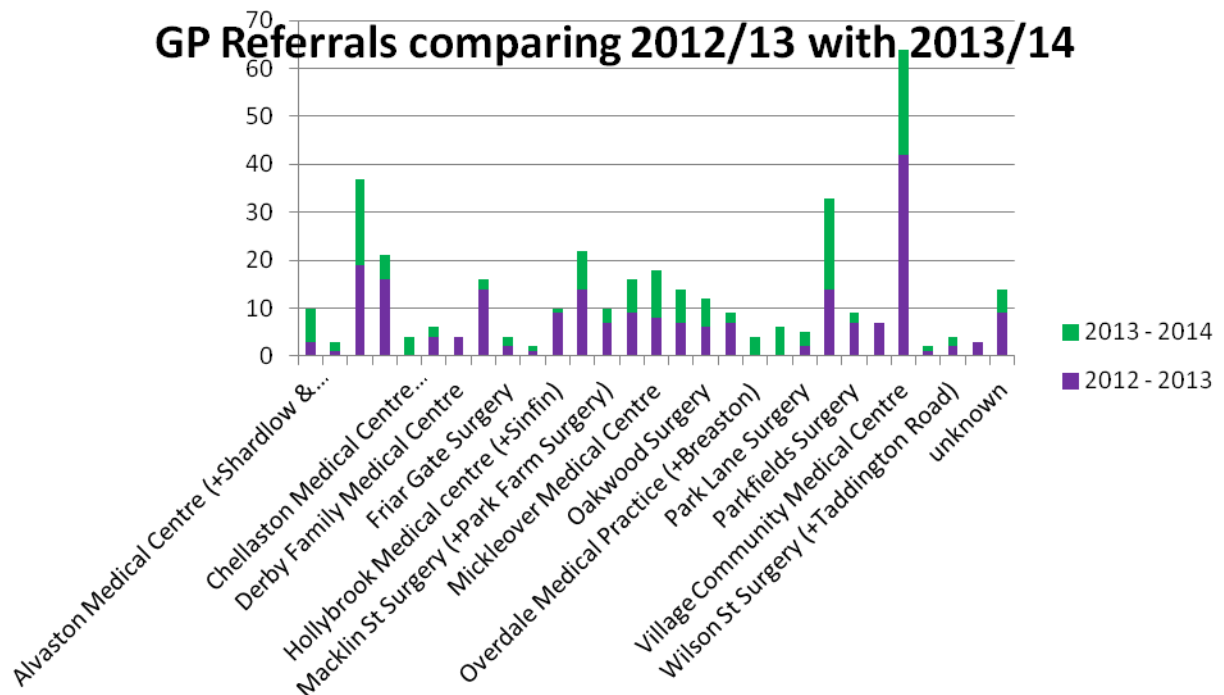
## Targets

	2012/13 Target	2012/13 Actual	2013/14 Target	2013/14 Actual to 31/12/13
Number of public events AUKDD delivered or supported	40	42	40	30
Number of GPs referring via the portal	5%	80%	10%	83%
Number of carers receiving 1:1 contact	150	338	150	206
Carers signposted to other services after contact with AUKDD	100	298	100	175
Health Professionals feedback – case studies	10	5	10	2
Hospital discharge pathway for carers piloted	1	0	1	3
Hospital discharge pathway for carers rolled out	0	0	2	0
Number of carers and stakeholders consulted	10	11	10	1

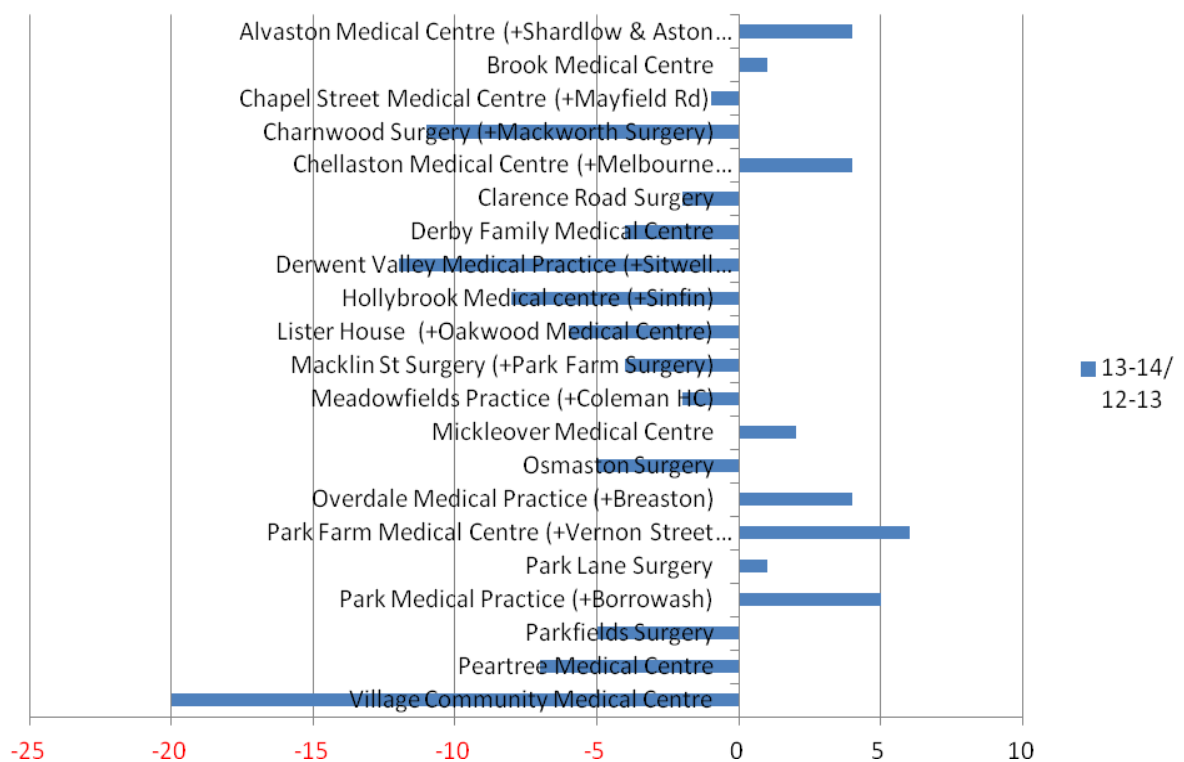
## Surgeries with increased numbers of referrals 2013-14 and 2012-13



## GP Referrals comparing 2012/13 with 2013/14



## Comparison 2013/14 with 2012/13



## Appendix A

### Flu Clinic Report Feedback

#### Flu Clinic Attendance and Feedback from Carers Connect Partner staff

AUKDD			
Disability Direct			
Derbyshire Carers			
Practice	Address	Date / Time	Feedback
Alvaston Medical Centre	14 Boulton Lane, Alvaston	9 Oct 12.30-4pm	Did not stay - not expected and v quiet
Alvaston Medical Centre	14 Boulton Lane, Alvaston	19 October 8.30-11.30	Did not stay - not expected and not particularly welcomed, attended by volunteer.
Brook Medical Centre	183, Kedleston Road, Allestree	2 Oct 10.10am - 12noon	Spoke to 1 person, 1 referral
Brook Medical Centre	183, Kedleston Road, Allestree	9 Oct 10.10am-12noon	Spoke to 1 person, no referrals
Brook Medical Centre	183 Kedleston Road, Allestree	16 Oct 10.10am-12noon	Spoke to 29 people, of which 7 in detail and 1 referral
Charnwood Surgery	5, Burton Road, Derby	5 October 9-1	Spoke to 25 people, 2 referrals
Mackworth Surgery	5, Tuihell Gdns, Mackworth	02/10/2013 1-2pm	Not much space and queue out of the door. Receptionist said she certainly couldn't point people in my direction as they were very busy. She suggested that I contact the PM before the next flu clinic. I did speak to PM and she agreed with receptionist re: limited space and that the receptionist would not be in a position to point people in my direction. They have our leaflets etc. and it was agreed that I wouldn't attend.
Mackworth Surgery	5, Tuihell Gdns, Mackworth	09/10/2013 1-4pm	did not attend, see above
Chellaston Medical Centre	Rowallan Way, Chellaston	16 Oct 2-4	did not attend - held up on urgent carers assessment
Clarence Road Surgery	63-65, Clarence Road, Normanton	2 Oct 9-12	Spoke to 23 people of which 8 in detail, 0 referrals
Derby Open Access Centre	Lister House, 207 St. Thomas Rd	4 Oct 10-12.30	Spoke to 1 person, 0 referrals
Derby Open Access Centre	Lister House, 207 St. Thomas Rd	26 Oct 11-2	Had arranged to meet with Carers Champion and to stay for flu clinic if it was busy but only 2 appointments booked for the whole session so did not stay after meeting.
Denwent Valley Medical Practice	20, St.Marks Road, Chaddesden	5 October 8am-3pm	Spoke to 45 people, 3 referrals
Denwent Valley - Spondon	81, Sitwell St, Spondon	26 October 8am-3pm	no feedback from Disability Direct before worker left

Priar Gate Surgery	Agard Street, Derby	25 Sept, 1-3pm	Spoke to 15 people, of which 5 in detail and 1 referral
Macklin St Surgery	90, Macklin Street, Derby	12 October, 9-12	no feedback from Disability Direct before worker left
Macklin St Surgery	90, Macklin Street, Derby	catch up 22 Nov 2-5pm	Truthfully i just looked like i was waiting to see a doctor! Carers arent the easiest people to identify visually, so trying to pick them out of a crowd didnt work. I did speak to one lady who came in with a gentleman in a wheelchair, but she said she was already registered with DCA. So basically i have nothing to report. I left at 4.30 as i was just wasting my time.
Park Farm Surgery (branch of Macklin St)	Park Farm Drive, Allestree	5 October, 9-12	Spoke to 62 people, of which 18 in detail and 2 referrals
Park Lane Surgery	2, Park Lane, Allestree	1 October 1-3.45	spoke to 39 people, of which 16 in detail and 2 referrals
Park Lane Surgery	2, Park Lane, Allestree	18 October 11.30-2.15	No feedback, advised DCA that I would assume it was not attended unless informed otherwise
Park Medical Practice	Maine Drive, Chaddesden	9 October 1430-1930, can attend from 4ish	Spoke to 45 people, 2 referrals
Park Med, Borrowash	46, Derby Rd, Borrowash	6 November 1430-1930. TUFT dealing	
Parkfields Surgery	1217, London Road, Alvaston	27/09/2013, 1.30-4.30pm	Spoke to 20 people, 2 referrals
Parkfields Surgery	1217, London Road, Alvaston	02/10/2013, 1.30-4.30pm	Spoke to 17 people, 1 referral
Pearlree Medical Centre	159, Pearlree Road, Normanton	28 October 9am-6pm	no feedback from Disability Direct before worker left
Pearlree Medical Centre	159, Pearlree Road, Normanton	29 November 9am-5.30pm	Spoke to 1 person, 0 referrals
Village Community Medical Centre	Browning Street, Normanton	13 November 2-6pm	did not attend - went home sick on the day
Wilson St Surgery	11, Wilson Street, Derby	12 October 8.30 - 12	Spoke to 20 people, 1 referral

## Appendix B

An example of the Health Liaison Worker's regular update to GP Practice staff and Carers Champions in primary care.

Summer Extra 2013



# Carers Connect Health News Sheet

For staff in GP practices

Volume 2, Issue 3



Derby City Council



## New e-mail address for carer referrals

[SDERCCG.DerbyCityandCountyCarerReferrals@nhs.net](mailto:SDERCCG.DerbyCityandCountyCarerReferrals@nhs.net)

Following the changes to NHS mail, there is a new secure group mailbox for referrals. This mailbox is live so can be used immediately. With the electronic version of this News Sheet a new referral form has also been attached for your use. Please delete earlier electronic versions and recycle paper copies.

### Staff Change

I am leaving the role of Health Liaison Worker. I would like to thank everyone within GP practices, health centres and Patient Participation Groups with whom I have worked during the last three years. My colleague Cathy Lomax will be taking over the role. Cathy can be contacted on:

01332 343232 or [cathylomax@ageukderby.org.uk](mailto:cathylomax@ageukderby.org.uk)

With best wishes to you all,  
Emma Yates

### Flu clinics 2013

To carry on from the work of the Health Liaison Worker and staff at Derbyshire Carers Association in and around Carers Week; the Carers Connect partners would like to offer information drop-in sessions at your flu clinics. If you would like to take advantage of this, please send the time and dates of your clinics to: [cathylomax@ageukderby.org.uk](mailto:cathylomax@ageukderby.org.uk)

## Carer Awareness Training Sessions

These sessions are being provided after the Council Cabinet decision on the budget savings which will affect the future of carer services. This training will provide an update on services, an overview of the pathway for carers and the services that are available for carers in the city.

**Wednesday 2nd October, 2013 10.00 - 11.30 am OR 1.00 - 2.30 pm**

Kedleston Road Training & Development Centre  
184, Kedleston Road, Derby. DE22 1GT

**To book call: 01332 200002 option 1**

Produced by Emma Yates : [emmayates@ageukderby.org.uk](mailto:emmayates@ageukderby.org.uk) : (01332) 343232



## Appendix C

### Age UK Derby and Derbyshire Carer Champion Training Evaluation & Feedback

#### SUMMARY

Course Date: 17/04/2013

	Strongly Agree	Agree	Disagree	Strongly Disagree	Specific Highlights and/or suggested improvements
<b>New knowledge, ideas and learning:</b>					
I feel that my personal learning objectives were met	3	3			<ul style="list-style-type: none"> <li>• More information always helpful.</li> <li>• Understanding of support available for carers. Feel more clear now the importance of identifying carers.</li> </ul>
The training has equipped me with enhanced knowledge, understanding and/or skills	3	3			
The training covered everything I had expected it to	3	3			
Is there additional material you think the course should have covered? If so, what?	<ul style="list-style-type: none"> <li>• More meetings please.</li> <li>• No</li> <li>• None</li> </ul>				

	Strongly Agree	Agree	Disagree	Strongly Disagree	Specific Highlights and/or suggested improvements
<b>Applying the Learning:</b>					
I will use the new learning, skills, ideas and knowledge. If so, how?	3	3			<ul style="list-style-type: none"> <li>• Always promote the services available for carers.</li> <li>• Make sure info gets to people who need it.</li> <li>• To help patient within the practice. To pass on the information</li> </ul>
<b>Effect on Work Performance:</b>					
I believe that the new learning and knowledge I have will improve my performance at work	3	3			<ul style="list-style-type: none"> <li>• Instil confidence in me when speaking to patients or other team members from practice.</li> </ul>
<b>Practicalities:</b>					
I feel that the course was conducted well (e.g engaging form of training delivery, length of course, professionalism of trainers, good venue)?	2	4			<ul style="list-style-type: none"> <li>• Very enjoyable and informative. Emma very informative and carer was amazing.</li> <li>• Carers feedback was very helpful</li> </ul>

#### Any other comments?

- Talk from Dorothy was very touching and makes you realise what difficulties carers have to face. Would definitely encourage me to refer people into carers association.