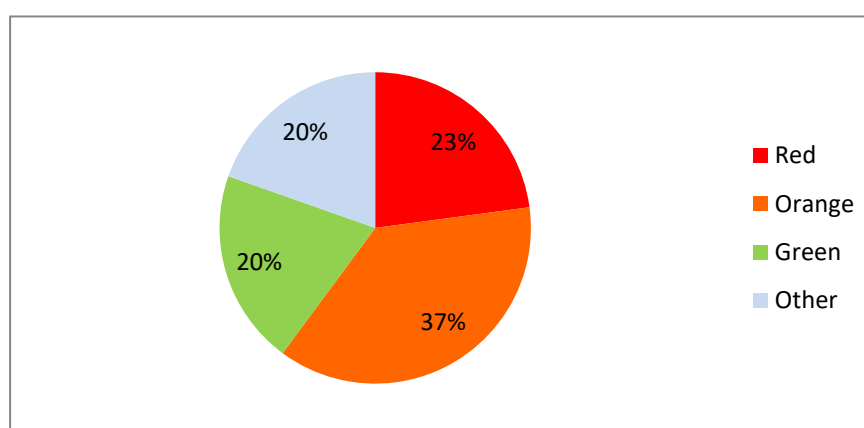


Appendix 1: Carer Project – Self Assessment Results

Red	Indicates significant under-performance and a need to develop action plans for improvement
Orange	Indicates achievement of the activity some of the time but that improvement is required
Green	Indicates positive achievement of the activity the majority of the time
Other	Not applicable or unsure or comment

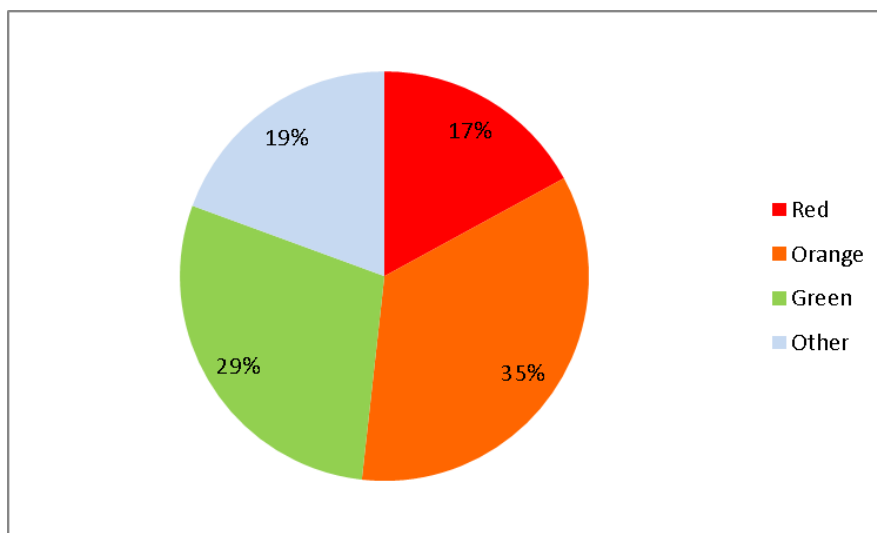
1. Carers and the essential role they play are identified at first contact, or as soon as possible thereafter

	Red	Orange	Green	Other
Carers are routinely identified when carrying out an assessment	2	8	5	2
Special circumstances of the carers are recorded, for example: <ul style="list-style-type: none"> • parent of young family • single parent • caring for parents • young carer • carer with mental illness • friend • partner • relative 	4	4	6	3
Carers views and knowledge are sought throughout the assessment and ongoing support process	2	9	3	3
Consent of consumer is routinely obtained and recorded re: carers involvement	2	7	5	3
Carers are regularly updated and involved re: care plans	2	9	2	4
Strategies for medication management are explained to the carers	7	3	0	7
Carers have access to advice re: advocacy, rights, information and support	3	6	7	1
There is a documented procedure for welcoming carers	10	1	3	3
Carers are involved in the discharge process	3	10	0	4



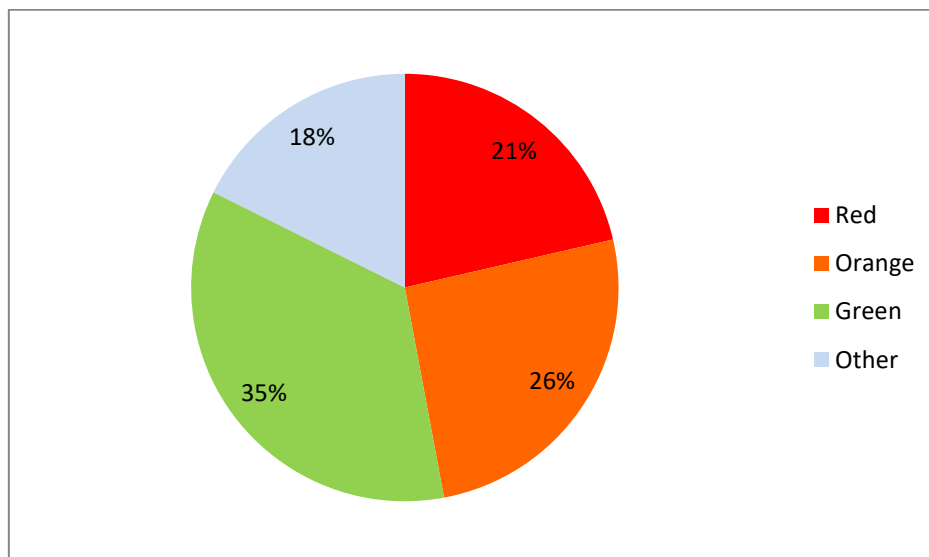
2. Staff are carer aware and trained in carer engagement strategies

	Red	Orange	Green	Other
Your organisation has a policy that requires you to work with carers	4	4	4	5
All staff have received carer awareness training	7	5	4	1
The training includes: <ul style="list-style-type: none"> • awareness of carer needs. • carer expectations re: <ol style="list-style-type: none"> 1. assessment, care and support 2. dealing with carer queries and concerns 3. advising on sources of help 4. advising on treatments, strategies and medication management 5. how to involve and engage with carers and consumers 	4	5	2	6
Training is delivered by carer trainers or carers as part of the training delivery team	5	1	4	7
Opportunities are offered to carers to participate in all aspects of assessment and the ongoing care, treatment and recovery of the consumer	1	10	4	2
The level of support carers are able, or need, to provide is taken into account in the ongoing planning for the consumer	3	7	4	3
Information is provided to carers regarding services and strategies available if a crisis occurs or the consumer becomes unwell	0	10	5	2
You work in a way that supports relationships within families	0	4	11	2
Carers are provided with opportunities to enhance their abilities in the caring role	5	9	0	3
You convey hope for recovery when working with carers	0	4	11	2



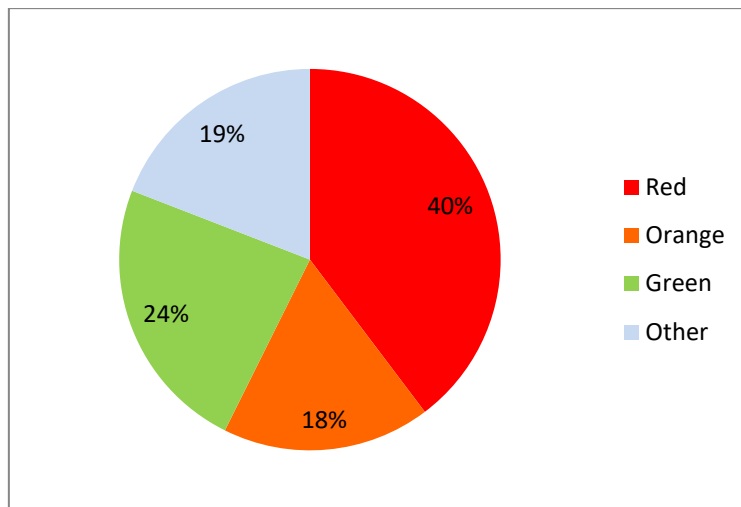
3. Policy and practice protocols regarding confidentiality and sharing of information are in place

	Red	Orange	Green	Other
Consumer consent to share information with the carer is sought	0	0	16	1
Agreement is reached with consumer about the level of information to be shared with the carer	0	4	11	2
If the consumer requests no disclosure, staff regularly revisit this decision with them	5	6	4	2
Opportunities are provided to carers to discuss the care, treatment, recovery and support of the consumer (even if, for reasons of confidentiality, you cannot provide specific personal information)	1	10	3	3
Carers are encouraged to share information re: consumer to inform assessment, treatment and support	2	7	6	2
Carer notes and letters are kept in a separate section of the consumers' case notes/on IT systems	11	1	0	5
Wellness Plans/Advance Directives are routinely used	7	3	3	4
A Recovery Plan is in place	4	6	5	2
Practice guidelines re: information sharing with carers are in place	5	5	4	3
A policy is in place to support practice re: confidentiality	1	1	10	5
Staff training is available and includes carer best practice for information sharing and confidentiality	4	5	4	4



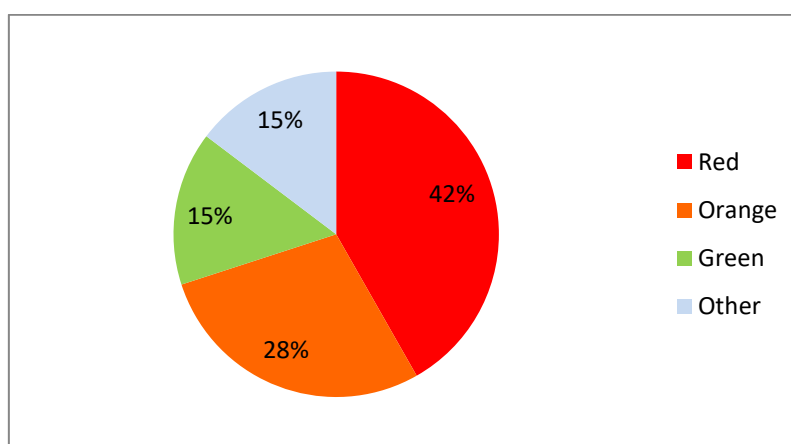
4. Defined staff positions are allocated for carers in all service settings.

	Red	Orange	Green	Other
A carer champion is identified within the service, or there are carer consultants employed	12	0	2	3
All staff are responsible for identifying, involving and supporting carers	2	3	10	2
A network is in place to support carer champions, carer consultants and carer peers	5	5	3	4
Carer peer roles are in place	8	4	1	4



5. A carer introduction to the service and staff is available, with a relevant range of information across the care settings.

	Red	Orange	Green	Other
Upon first contact, across all service settings, provide the carer with: <ul style="list-style-type: none"> • an introductory letter that explains the service and points of contact (for example, CMO staff names and contact numbers) • carer rights and responsibilities information • the partnership policy of the service • information regarding carer support services (for example, local groups, carer champions, carer consultants, carer peer workers) • a number to call for after-hours service 	12	3	1	1
Offer an early appointment to the carer to hear their story/history and to address their concerns	11	1	1	4
Ensure that the service has meeting and greeting protocols in place to minimise carer distress and address any concerns they may have	7	6	3	1
Discuss with the carer whether they wish to bring a support person with them to meetings	9	2	3	3
Provide locally developed carer information packs to new carers at first meeting	6	8	2	1
Ensure that the cultural and language needs of carers have been addressed during the preparation of this pack	5	5	4	3
Ensure that the format of the information pack is flexible and regularly updated	4	5	3	5
Make a member of staff responsible for developing, storing and issuing the packs	6	4	4	3
Ensure that the carer is involved in discharge planning and is clear about what to do and who to contact in the organisation in a crisis	4	10	1	2
Ensure that the carer is asked for feedback regarding the service provided as part of quality improvement activities	7	4	4	2



6. A range of carer support services is available.

	Red	Orange	Green	Other
A carer support service is in place locally	4	2	9	2
Carers have access to local carer advocacy services	4	4	7	2
Carers have access to a range of support services if required	3	5	8	1
Carers' needs and plans are regularly re-assessed	9	4	1	3
More specialised services such as family therapy are offered to carers and family if required	6	5	3	3

