

Appendix 2: Carer Inclusion Self-Assessment Staff Comments

Partnership Standard 1: Carers and the essential role they play are identified at first contact, or as soon as possible thereafter	Not applicable or unsure or comment
Carers are routinely identified when carrying out an assessment	Is always asked, although I have never experienced a client who has a carer. The question is asked to the client – if they wish a carer or support person to be involved in their care plan More so over time – room in care plan to include
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 	Not as yet during my experience working in mental health. No formal mechanism for recording information but I do it in my practice We deal mainly with clients and are client centred Elderly parents Assessments are largely client centred
Carers views and knowledge are sought throughout the assessment and ongoing support process	Providing consent is received Yes and invited to case reviews We are person centred and follow the client's lead Sought@outset
Consent of consumer is routinely obtained and recorded re: carers involvement	Consent is attained and recorded but often only case notes Sought@outset only currently, but will be from 27/3
Carers are regularly updated and involved re: care plans	It depends on the client
Strategies for medication management are explained to the carers	NA – medication management is handled through Mental Health Services I am not a medication manager/medical professional. I do not explain this to carers. This is not my role. NA;This is typically left for clinical team Not sure
Carers have access to advice re: advocacy, rights, information and support	Informally provided If requested This is made clear in carer packs Not currently but will do from 27/3/2018
There is a documented procedure for welcoming carers	Not implemented heavily, but many carers are informally recognises and it is not generally appropriate to provide such a document Not sure; Care plan; This is made clear in welcome packs
Carers are involved in the discharge process	Depends on client;Care plan review

Partnership Standard 2: Staff are carer aware and trained in carer engagement strategies	Not applicable or unsure or comment
Your organisation has a policy that requires you to work with carers	I am not aware of this policy in an Adult Community Mental Health setting. Optional but encouraged Not sure We have carer support organisations give talks to staff
All staff have received carer awareness training	Not as yet – no formal training
<p>The training includes:</p> <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 	No formal training but informal discussions with peers and supervisors We are person centred Empowering the client is the prime focus If the client wants the carer involved we do Not sure - I have not sat across these information sessions 3 and 4 are lagging in comparison (clinical)
Training is delivered by carer trainers or carers as part of the training delivery team	N/A Not sure - I have not sat across these information sessions
Opportunities are offered to carers to participate in all aspects of assessment and the ongoing care, treatment and recovery of the consumer	Offered as appropriate but program is mainly client driven and directed regardless of career direction but considering career needs When applicable If consumer is happy to be involved
The level of support carers are able, or need, to provide is taken into account in the ongoing planning for the consumer	When applicable The client is our central point of consideration
Information is provided to carers regarding services and strategies available if a crisis occurs or the consumer becomes unwell	When applicable Yes it will be consistently done from 29/3
You work in a way that supports relationships within families	When client gives us consent to do so
Carers are provided with opportunities to enhance their abilities in the caring role	When applicable Not sure Where possible

Partnership Standard 3: Policy and practice protocols regarding confidentiality and sharing of information are in place.	Not applicable or unsure or comment
Consumer consent to share information with the carer is sought	I have never experienced a client in adult community mental health that has a carer. I will ask if necessary Consent protocol is solid
If the consumer requests no disclosure, staff regularly revisit this decision with them	This is handled well by worker discretion as to how regularly Case by case But will do so from 29/3/18
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)	If I don't have permission to talk to them then this is not possible Not sure Depending on client and other relationship being good Not sure
Carers are encouraged to share information re: consumer to inform assessment, treatment and support	
Carer notes and letters are kept in a separate section of the consumers' case notes/on IT systems	Kept in client notes only differentiated by the subject line Not sure
Wellness Plans/Advance Directives are routinely used	Not sure
A Recovery Plan is in place	Not sure
Practice guidelines re: information sharing with carers are in place	?
A policy is in place to support practice re: confidentiality	? Not sure
Staff training is available and includes carer best practice for information sharing and confidentiality	Not specifically around carer confidentiality Unsure

Partnership Standard 4: Defined staff positions are allocated for carers in all service settings	Not applicable or unsure or comment
A carer champion is identified within the service, or there are carer consultants employed	It's coming I think ?
A network is in place to support carer champions, carer consultants and carer peers	External support provided Yes through the CCAG
Carer peer roles are in place	No Within government mental health Have a carer group at the moment

Partnership Standard 5: A carer introduction to the service and staff is available, with a relevant range of information across the care settings.	Not applicable or unsure or comment
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 	As carers are often informal, providing such a formal welcome is unusual A part of this is done, but not necessarily documented, but will be from 29/3/18 This happens with participant In theory it would also be applicable to carer but will only happen if carer is at intake and welcome packages are sent
Offer an early appointment to the carer to hear their story/history and to address their concerns	As the service is client directed, this is not so practical Case by case when applicable
Ensure that the service has meeting and greeting protocols in place to minimise carer distress and address any concerns they may have	when applicable
Discuss with the carer whether they wish to bring a support person with them to meetings	when applicable The carer is generally the support person to the client
Provide locally developed carer information packs to new carers at first meeting	Part of client pack Yes as of 29/3/18
Ensure that the cultural and language needs of carers have been addressed during the preparation of this pack	Unsure
Ensure that the format of the information pack is flexible and regularly updated	Unsure Is being currently done
Make a member of staff responsible for developing, storing and issuing the packs	
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	Done informally only Only if client volunteers
Ensure that the carer is asked for feedback regarding the service provided as part of quality improvement activities	No official closure framework Will do this consistently as of 29/3/18

Partnership Standard 6: A range of carer support services is available.	Not applicable or unsure or comment
A carer support service is in place locally	We link carers to universal carer supports Not sure
Carers have access to local carer advocacy services	Unsure ;Yes as of 29/3
Carers have access to a range of support services if required	Yes as of 29/3
Carers' needs and plans are regularly re-assessed	Yes as of 29/3; Unsure – probably done informally regularly When applicable ;Short term intervention makes this difficult
More specialised services such as family therapy are offered to carers and family if required	If this is recognised during co-collaboration