

**Appendix 3: Self-Assessment Individual Question Results**

	R	O	G	NA			Red	Orange	Green	Other
<b>1: Carers and the essential role they play are identified at first contact, or as soon as possible thereafter</b>	<b>35</b>	<b>57</b>	<b>31</b>	<b>30</b>	<b>153</b>					
Carers are routinely identified when carrying out an assessment	2	8	5	2	17	Opportunity	11.8%	47.1%	29.4%	11.8%
Special circumstances of the carers are recorded	4	4	6	3	17		23.5%	23.5%	35.3%	17.6%
Carers views and knowledge are sought throughout the assessment and ongoing support process	2	9	3	3	17	Opportunity	11.8%	52.9%	17.6%	17.6%
Consent of consumer is routinely obtained and recorded re: carers involvement	2	7	5	3	17		11.8%	41.2%	29.4%	17.6%
Carers are regularly updated and involved re: care plans	2	9	2	4	17		11.8%	52.9%	11.8%	23.5%
Strategies for medication management are explained to the carers	7	3	0	7	17	Opportunity	41.2%	17.6%	0.0%	41.2%
Carers have access to advice re: advocacy, rights, information and support	3	6	7	1	17		17.6%	35.3%	41.2%	5.9%
There is a documented procedure for welcoming carers	10	1	3	3	17	Opportunity	58.8%	5.9%	17.6%	17.6%
Carers are involved in the discharge process	3	10	0	4	17	Opportunity	17.6%	58.8%	0.0%	23.5%
	35	57	31	30	153					
<b>2: Staff are carer aware and trained in carer engagement strategies</b>	<b>29</b>	<b>59</b>	<b>49</b>	<b>33</b>	<b>170</b>					
Your organisation has a policy that requires you to work with carers	4	4	4	5	17		23.5%	23.5%	23.5%	29.4%
All staff have received carer awareness training	7	5	4	1	17	Opportunity	41.2%	29.4%	23.5%	5.9%
The training includes:	4	5	2	6	17		23.5%	29.4%	11.8%	35.3%
Training is delivered by carer trainers or carers as part of the training delivery team	5	1	4	7	17		29.4%	5.9%	23.5%	41.2%
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	17		5.9%	58.8%	23.5%	11.8%
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	17		17.6%	41.2%	23.5%	17.6%
Information is provided to carers regarding services and strategies available if a crisis occurs or the consumer becomes unwell	0	10	5	2	17		0.0%	58.8%	29.4%	11.8%
You work in a way that supports relationships within families	0	4	11	2	17		0.0%	23.5%	64.7%	11.8%
Carers are provided with opportunities to enhance their abilities in the caring role	5	9	0	3	17		29.4%	52.9%	0.0%	17.6%
You convey hope for recovery when working with carers	0	4	11	2	17		0.0%	23.5%	64.7%	11.8%
	29	59	49	33	170					

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<b>3: Policy and practice protocols regarding confidentiality and sharing of information are in place.</b>	<b>40</b>	<b>48</b>	<b>66</b>	<b>33</b>	<b>187</b>					
Consumer consent to share information with the carer is sought	0	0	16	1	17		0.0%	0.0%	94.1%	5.9%
Agreement is reached with consumer about the level of information to be shared with the carer	0	4	11	2	17		0.0%	23.5%	64.7%	11.8%
If the consumer requests no disclosure, staff regularly revisit this decision with them	5	6	4	2	17	Opportunity	29.4%	35.3%	23.5%	11.8%
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	17	Opportunity	5.9%	58.8%	17.6%	17.6%
Carers are encouraged to share information re: consumer to inform assessment, treatment and support	2	7	6	2	17		11.8%	41.2%	35.3%	11.8%
Carer notes and letters are kept in a separate section of the consumers' case notes/on IT systems	11	1	0	5	17	Opportunity	64.7%	5.9%	0.0%	29.4%
Wellness Plans/Advance Directives are routinely used	7	3	3	4	17	Opportunity	41.2%	17.6%	17.6%	23.5%
A Recovery Plan is in place	4	6	5	2	17	Opportunity	23.5%	35.3%	29.4%	11.8%
Practice guidelines re: information sharing with carers are in place	5	5	4	3	17		29.4%	29.4%	23.5%	17.6%
A policy is in place to support practice re: confidentiality	1	1	10	5	17		5.9%	5.9%	58.8%	29.4%
Staff training is available and includes carer best practice for information sharing and confidentiality	4	5	4	4	17		23.5%	29.4%	23.5%	23.5%
	40	48	66	33	187					
<b>4: Defined staff positions are allocated for carers in all service settings</b>	<b>27</b>	<b>12</b>	<b>16</b>	<b>13</b>	<b>68</b>					
A carer champion is identified within the service, or there are carer consultants employed	12	0	2	3	17	Opportunity	70.6%	0.0%	11.8%	17.6%
All staff are responsible for identifying, involving and supporting carers	2	3	10	2	17		11.8%	17.6%	58.8%	11.8%
A network is in place to support carer champions, carer consultants and carer peers	5	5	3	4	17		29.4%	29.4%	17.6%	23.5%
Carer peer roles are in place	8	4	1	4	17		47.1%	23.5%	5.9%	23.5%
	27	12	16	13	68					

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<b>5: A carer introduction to the service and staff is available, with a relevant range of information across the care settings.</b>	<b>71</b>	<b>48</b>	<b>26</b>	<b>25</b>	<b>170</b>					
Upon first contact, across all service settings, provide the carer with:	12	3	1	1	17	Opportunity	70.6%	17.6%	5.9%	5.9%
Offer an early appointment to the carer to hear their story/history and to address their concerns	11	1	1	4	17	Opportunity	64.7%	5.9%	5.9%	23.5%
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	17	Opportunity	41.2%	35.3%	17.6%	5.9%
Discuss with the carer whether they wish to bring a support person with them to meetings	9	2	3	3	17	Opportunity	52.9%	11.8%	17.6%	17.6%
Provide locally developed carer information packs to new carers at first meeting	6	8	2	1	17	Opportunity	35.3%	47.1%	11.8%	5.9%
Ensure that the cultural and language needs of carers have been addressed during the preparation of this pack	5	5	4	3	17		29.4%	29.4%	23.5%	17.6%
Ensure that the format of the information pack is flexible and regularly updated	4	5	3	5	17		23.5%	29.4%	17.6%	29.4%
Make a member of staff responsible for developing, storing and issuing the packs	6	4	4	3	17		35.3%	23.5%	23.5%	17.6%
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	17	Opportunity	23.5%	58.8%	5.9%	11.8%
Ensure that the carer is asked for feedback regarding the service provided as part of quality improvement activities	7	4	4	2	17	Opportunity	41.2%	23.5%	23.5%	11.8%
	71	48	26	25	170					
<b>6: A range of carer support services is available.</b>	<b>26</b>	<b>20</b>	<b>28</b>	<b>11</b>	<b>85</b>					
A carer support service is in place locally	4	2	9	2	17		23.5%	11.8%	52.9%	11.8%
Carers have access to local carer advocacy services	4	4	7	2	17		23.5%	23.5%	41.2%	11.8%
Carers have access to a range of support services if required	3	5	8	1	17		17.6%	29.4%	47.1%	5.9%
Carers' needs and plans are regularly re-assessed	9	4	1	3	17	Opportunity	52.9%	23.5%	5.9%	17.6%
More specialised services such as family therapy are offered to carers and family if required	6	5	3	3	17	Opportunity	35.3%	29.4%	17.6%	17.6%
	26	20	28	11	85					