



# *Carers in Primary Care Event*

*2018*

*Feedback Report*



***Thank you for taking the time to support our event to improve outcomes for Carers in Primary care.***

### **What you told us:**

*We need to be better at early identification of carers*

### **What we are doing:**

- We held our first Carers & Voluntary Community Sector (VCS) meeting on Thursday 24<sup>th</sup> January 2019 with representatives from a wide variety of voluntary and community sector organisations. One of the aims of this meeting was to ensure VCS link with the unpaid carers programme and ultimately support in the identification of carers across West Yorkshire and Harrogate.
- As early identification is recognised within the NHS England Quality Markers, (see Appendix 1 for more information) we are exploring methods of how we can use this framework to support our primary care services across West Yorkshire and Harrogate.
- Across our 6 places we now have a process in place to identify carers visit our carers section on the [West Yorkshire and Harrogate Partnership website](#).

### **What you told us:**

*Primary care is important to helping with early identification of carers*

### **What we are doing:**

- Adoption of the working carers passport has been agreed across West Yorkshire Association of Acute Trusts and once fully embedded, we will be sharing the learning with primary care organisations within our region.

- We will be working with programmes within the West Yorkshire and Harrogate Partnership to promote the NHS England Quality Markers and supporting the development of processes at place level across our region. We are looking to work collaboratively with primary and community care organisations to promote the awareness and adoption of the NHS England Quality Markers.

## **What you told us:** *Listen to what carers have to say*

### **What we are doing:**

- We will be working with our partners to create a network of carer engagement and involvement using existing mechanisms in the places and identifying any gaps. We will also where it makes sense to will have a WYH conversation at regional events.
- We are creating a Voluntary Community Sector (VCS) group of carers organisations to ensure that the grass roots perspective of Carers is fed into our programme.

## **What you told us:** *Connecting with young carers can be challenging*

### **What we are doing:**

- We will be working with the [primary care and community care](#) programme and other programmes in our partnership to promote the profile of young carers.

## **What you told us:** *Teachers need to be trained to identify young carers*

### **What we are doing:**

- We will work in collaboration with the [West Yorkshire combined authority](#) to support the education sector to be aware of the challenges facing young carers and support the VCS

organisations in place to work with the schools in our 6 places across West Yorkshire and Harrogate (Bradford and Craven, Calderdale, Harrogate, Kirklees, Leeds and Wakefield).

## **What you told us:** *Small local hubs are needed*

### **What we are doing:**

- We will work in collaboration with the primary and community care programme to advocate the importance to involving the voluntary and community sector in the development of the primary care homes / networks across the 6 places of West Yorkshire and Harrogate (Bradford and Craven, Calderdale, Harrogate, Kirklees, Leeds and Wakefield).

## **What you told us:** *Better signposting for carers to the various services available to them*

### **What we are doing:**

- As part of our primary and community care programme we will be working in collaboration with partners to ensure that the signposting element of the NHSE Quality Markers scheme is promoted to colleagues in primary care services across West Yorkshire and Harrogate.
- We will look to source funding to create an awareness campaign to heighten the profile of carers across our partnership.

## **What you told us:** *Helping carers who are employed. For example, employers having a better understanding of who carers are and their caring responsibilities.*

### *Better policies to support carers in the workforce*

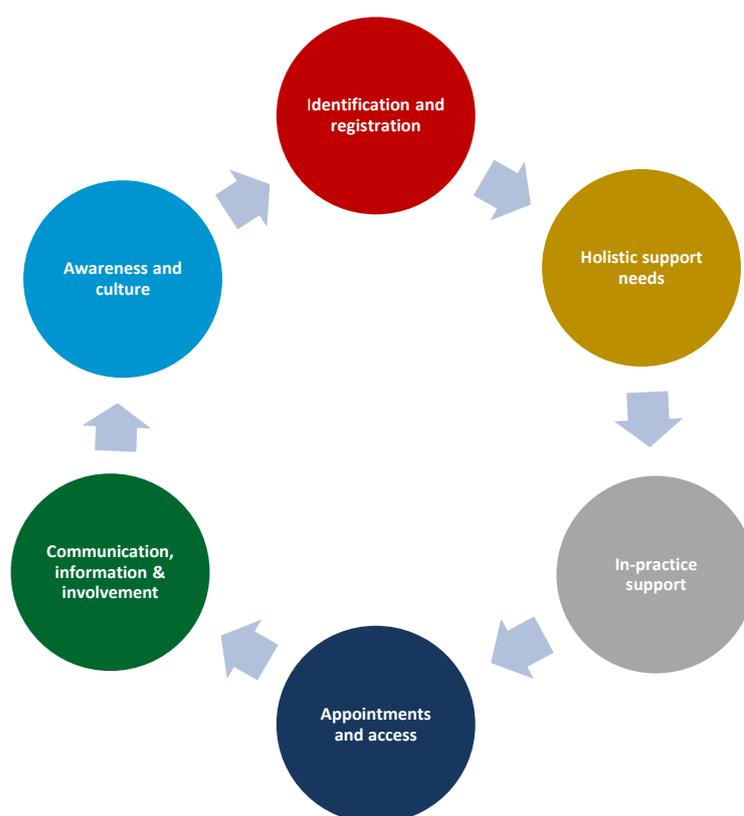
## What we are doing:

- Once we have fully developed the resources for the working carer's passport we will share these resources with the primary and community care programme to support organisations working in primary and community.
- The [Employers for Carers umbrella](#) membership will allow all 6 places to support and share learning material/resources any organisation across West Yorkshire and Harrogate

## Appendix 1

### NHS England Guide to Quality Markers for Carers

#### Helping General Practice become more carer-friendly: a framework of quality markers



## 1. General

During Carers Week (10-16 June 2019), NHS England will be publishing the framework for quality markers to help general practice become more consistent in identifying and supporting unpaid carers. The quality markers will be published as an online, interactive resource.

NHS England has developed six questions that can be used by doctor's surgeries to demonstrate how effective they are in recognising and supporting carers.

- These questions are known as "quality markers"
- Doctor's surgeries are often called "general practice"
- The questions ask the general practice to show how they go about supporting carers



- Each question is accompanied by some practical ideas that the general practice can put into place to help them develop the support it gives to carers
- The questions and practical ideas have been taken from what carers, and their representatives, have told NHS England over the past 4 years.

## 2. Use of the quality markers

To help manage the workload on general practices, it is proposed that the quality markers will also provide evidence for other organisations, including the Care Quality Commission (CQC), that are responsible for making sure general practices provide safe and high quality care.

NHS England and the CQC both recognise that the role of being a carer can often render an individual vulnerable and lead to increased anxiety and depression, as well as injury and poor physical health; identifying someone as a carer and doing something positive as a result can be an important step in improving carer health and wellbeing. Ultimately, improved support of carers can lead to reduced carer and family breakdown, improved use of resources, and healthier, happier carers and people for whom they care. For more information please see the enclosed summary of key benefits.

The CQC currently inspects each general practice on a regular basis, depending on the amount of support a general practice requires.

The CQC supports the use of these quality markers to help general practices support carers.

## 3. What will the quality markers cover?

It is proposed that general practices will be asked to identify six things:

- How does the practice identify carers?
- How does the practice use its carers register to support carer health and wellbeing needs?
- How does the practice understand and promote the needs of carers?
- How does the practice make it easier for carers to access its services?
- How does the practice communicate with, inform and involve its carers?
- How does the practice promote a carer-friendly culture?

The practical ideas listed for each of the quality markers are suggestions based on what has worked successfully and are not intended to be restrictive. A practice will select which of the practical ideas they have used to support carers and this will automatically be uploaded a declaration. Where a general practice has done something else to support carers, this can be recorded on the online declaration.

The completed declaration can then be saved by the practice, uploaded onto its website, included in its newsletter and be used as a poster in the practice to let patients and carers know what the practice is doing to support carers.

The declaration can also be used as evidence of good practice as part of the CQC inspection of the general practice.

It is possible for CCGs to use the markers as a means of promoting a consistent offer of support to carers from all the general practices within its footprint.

**Update:**

The quality markers are due to be published on Tuesday 11 June 2019 which is the health and care themed day of Carers Week 2019.

For more information please contact Dave Ross ([dave.ross@nhs.net](mailto:dave.ross@nhs.net) )