

COUNCIL OF GOVERNORS' MEETING

10 NOVEMBER 2016

Paper Title:	Reaching out to Carers
Section:	Public
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Agenda Item:	6
Presented For:	Discussion

1. Purpose

The purpose of this paper is to provide Governors with information about:

- the data we collect in relation to carers; and
- work being undertaken within the Trust to reach out to carers from different communities.

2. Introduction

At the August Council of Governors meeting, Governors asked whether the Trust collected data relating to the protected characteristics of those people identifying themselves as carers. In particular, Governors were keen to understand whether there were any groups that weren't identifying themselves as carers.

3. Background

Previously, the Trust set itself a target that every carer should be offered a carers assessment. It utilised a carers assessment tool (subsequently renamed the 'wellbeing review') to undertake the assessments. During the assessment, data was collected regarding the ethnicity and age of carers.

Third sector partners now complete wellbeing reviews on behalf of the Trust and still capture the data discussed above. These include:

- Carers Resource;
- Making Space; and
- Barnardo's.

BDCFT staff still record:

- Number of service users with a carer;
- Number of carers offered an assessment; and
- Number of carers signposted to relevant agencies for carer support.

This process is monitored through the You & Your Care Carer Sub Group.

4. Current Data Collection

The clinical systems used by the Trust capture demographic information about the patient, service user or carer. These do not, however, collect data regarding the protected characteristics of those carers.

Additionally, we capture data from those carers who choose to become a member of the Trust. The membership data captured relates to: age, ethnicity, gender and connection with the trust (ie patient/service user, carer).

We also collect basic demographic information about people visiting the Carer's Hub. This relates to ethnicity, faith/religion, gender and long term disability. Consequently, we are aware that the Hub is predominantly used by white middle-aged females.

A carer database for the Carers Hub has been developed with numbers rising steadily. There are now over 50 carers regularly receiving information via email or post. A carer web page has also been developed to provide information to anyone with Internet access.

5. Reaching out to Carers

In order to promote the Hub and the support available to carers more widely, we have been attending a number of different community groups. To date we have made contact with:

- The Black Health Forum
- Asian Elders group
- Gypsy & Traveller events
- Parents Forum
- University of the Third Age

We also encourage our staff to signpost people to the Hub and the flowchart attached at Annex A shows how the process works.

As part of our ongoing commitment to carers, we are looking at creative ways to reach these groups and encourage them to access the support available. The introduction of the Triangle of Care across the organisation is an example of how we will be able to ensure information reaches all carers regardless of their different characteristics or group.

The Triangle of Care membership scheme was launched by the Carers Trust to enable mental health providers to receive formal recognition of their commitment to cultural change and carer involvement. BDCFT's vision and that of our carers is better partnership working between service users, carers and professionals. The Triangle of Care will create a therapeutic alliance that promotes safety, supports recovery and sustains well-being throughout the Trust's mental health and community health services.

Whilst the Trust is working hard to reach out to carers, the support of Governors to work with the Carer lead and partner organisations to promote the Hub to our diverse communities would be welcomed.

6 Recommendations:

That the Council of Governors’:

- Notes the work undertaken within the Trust to capture data about carers;
- Notes the work being undertaken to promote the Carers Hub and support available to carers to different communities; and
- That individual Governors promote the Carers Hub to relevant contacts and networks.