

## COUNCIL OF GOVERNORS' MEETING

14 December 2017

Paper Title:	The Carers Hub – Next Steps
Section:	Public
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Agenda Item:	5
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 Council of Governors meeting in November 2016, a paper was presented regarding reaching out to carers, particularly relating to the diversity of people accessing the hub and future provision from the carers hub. This paper aims to cover progress one year on and review learning and next steps.

### 3. Background

The Carers hub was opened in March 2016 at Horton Park Health Centre. Since opening, the number of activities and people attending the hub has steadily risen and this also includes the diversity of people and carers accessing the hub.

The vision has been that the carer support offered by BDCFT and the hub would be developed and a series of spokes would be introduced, this is now established with two permanent spokes being established.

### 4. Carer Hub Activity and Progress

The hub is staffed by volunteers, supported by Trust staff, co-delivering a range of activities with Champions Show the Way. In addition, professionals provide support, information and health awareness sessions. Since opening the Carers hub at Horton Park, it has been accessed 796 times by 123 different carers.

Carer Hub Activity 2016	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct
Number of attendances	53	44	66	87	109	56	62	63	53	54	75	65
Number of carers attending Hub	17	14	28	19	32	19	21	32	21	19	38	35
Number of new carers	6	7	10	3	8	1	6	11	12	4	2	6
Number of carers attending activities and	46	31	59	78	98	53	58	54	49	49	67	61
Number of telephone calls	20	18	37	23	0	21	26	22	18			
Number of Carers added to the database	10	10	6	3	10	1	3	12	13	4	2	9

Attendance and activities at the Hub continues to increase and the team is actively seeking venues to develop spokes across the district. These now include:

- Half day per week session at Lynfield Mount in the Visitors Centre with 15 carers attending in the first month
- Half day per week session in Craven at Dyneley House Surgery commenced 15th November and 16 carers have attended to date.

New activities include:

- Empowered Voices delivered in conjunction with Enable 2.
- Monthly sessions from Carers Resource and Making Space to promote joint working.
- Film club.
- During school holidays the film club has included a young people's club which has been popular with up to 20 young people attending, this will continue in each school holiday with new activities being developed on request by the young people.

## 5. Reaching Out To Carers

It has been widely recognised that one hub in Horton Park would not meet the needs of the wide geographical area of carers across the BDCFT patch.

The opening of the branches has been challenging due to reduced resources within the Patient Experience team. Despite the challenges, the team has worked hard to continue to develop support and are now opening two branches.

All carers who make contact with the hubs are offered the opportunity to join the database so we can maintain contact and share information about carer issues. We also collect general demographic information to help ensure we can monitor our performance. This includes age, gender, faith, ethnicity and disability. It remains challenging to provide carer support to all carers across the whole spectrum of our communities in the same way as it does for most services. We are actively working with our communities to try to address the challenges.

In order to better understand the protected characteristics of carers accessing support across the district, the carers group, which includes our voluntary sector partners, has agreed that we will review our monitoring processes and identified areas for further development, to ensure our recording of information is accurate and timely. This has been agreed as a key work stream for the group next year.

The following table shows the ethnicity of carers on the database. There are a total of 170 carers on the database 137 have completed the information.

Ethnicity	Number	%
White - British	90	64%
Black/Black British - Caribbean	4	3%
Mixed - White and Asian	1	0.7%
Asian Pakistani	21	13%
White - Irish	2	1.5%
Asian - Indian	5	3.6%
Asian/Asian British - Bangladeshi	1	0.7%
I do not wish to disclose	2	1.5%
Black/Black British - African	4	3%
Other Asian background	1	0.7%
Mixed Chinese/Caribbean	1	0.7%
Mauritius	1	0.7%
Other	1	0.7%
Central Eastern European	3	2.2%

In order to promote the hub and the support available to carers more widely, we have been attending a number of different community groups. Whilst developing the pop up carer café in Skipton, the team has been to a range of events to promote the service and understand the needs of carers in the craven district. These include:

- Links with North Yorkshire County Council
- Craven Mental Health Forum
- Attendance at Self-care week events
- Promotion on BCB radio

We have also hosted stalls at:

- Young people's Event
- Airedale & BDCFT Foundation Trust Members Dementia event
- Young Carers event at Bradford University

We also encourage our staff to signpost people to the hub. The Trust introduced carer awareness training in April 2017. As part of our commitment to the Triangle of Care we have to demonstrate that 80% of clinical staff have completed this training. To date we have already trained 67% of in-patient staff. The training has information about:

- How to identify carers
- Recognising carers from diverse backgrounds
- Awareness of Young carers
- How to access support
- Information about the carer hub

As part of the 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 enables the Trust to receive formal recognition of our 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 to creating a culture that promotes safety, supports recovery and sustains well-being throughout the Trust's mental health and community health services.

Triangle of Care (TOC) is being introduced in 3 phases designed to work towards organisational & cultural change.

- Phase 1 - All inpatient wards & crisis teams to be completed by December 2017.
- Phase 2 - All community mental health services by December 2019.
- Phase 3 - All other Trust services by December 2021.

Since joining the scheme in July 2016, the Trust has put processes in place to embed Triangle of Care in the organisation including:

- Carer Champions Network has been established and Carer Champions identified for all in patient areas, community mental health teams are also identifying carer champions
- Carer awareness training - part of Trust induction for all new staff since June 2016
- The Carer Awareness E-Learning package is live
- Carers information pack is being developed with carers
- Carer notice boards are being developed for in-patient areas by Carer Champions
- Six monthly reports on progress are submitted to You & Your Care Strategic Reference Group and Quality & Safety Committee
- Inpatient areas are developing carer networks with a variety of pop[up carer cafes
- Monitoring of compliance with carer awareness training via You & Your Care Strategic Reference Group.

The support of Governors to work with the Carer lead and partner organisations to reach out to our diverse communities would be welcomed. A Governor attends the Carers in Action meetings and ongoing work in communities is vital to continue to develop carer services for local communities. The Carer hub and branches are supported by volunteers and opportunities for local people to become involved are encouraged either from Governors or elsewhere.

Next steps:

- Develop and monitor the success of the branches of the carers hub which have opened at Lynfield Mount Hospital and Dyneley Barn Skipton
- Complete phase 1 submission for Triangle of Care 5<sup>th</sup> January 2018
- Commence implementation of Phase 2 of Triangle of Care (Community Mental Health Teams) - January 2018
- Continue to roll out Carer Awareness training to ensure all staff can identify and sign-post carers to appropriate support
- New promotional materials are being produced reflecting the extension of carer hub services which are available to teams as hard copy or electronic versions. These will also be available to Governors to distribute if required.

## **6 Recommendations:**

That the Council of Governors:

- Notes the work undertaken within the Trust to develop carer hub branches across the district;
- Notes the work being undertaken to promote the Carers hub and support available to carers to different communities; and
- That individual Governors agree to promote the Carers hub and branches within the community through relevant contacts and networks.