



Think Carer and Connect

Project Team:

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Aim and context

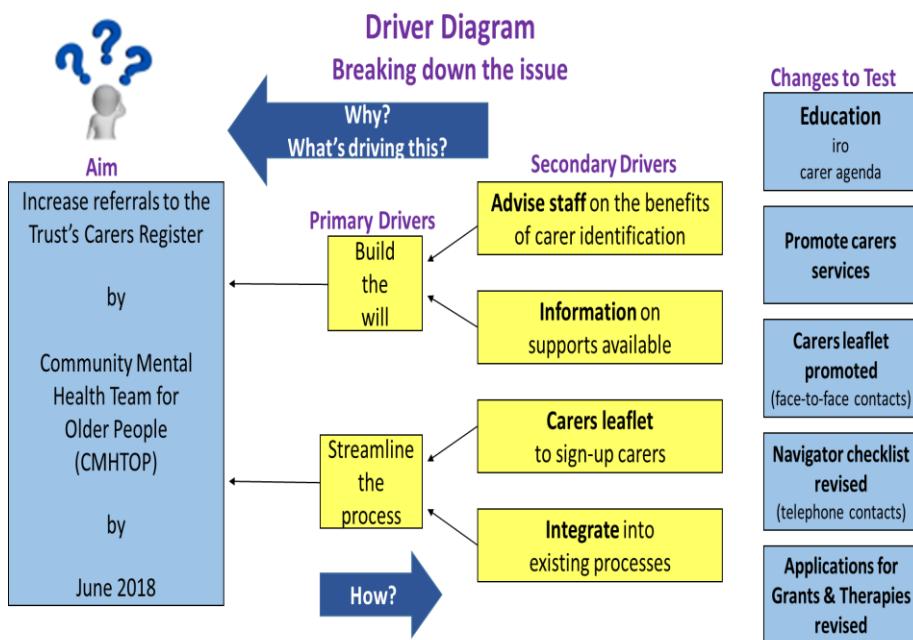
Aim: To increase referrals to the Trust's Carers Register (from a baseline of zero) by the Community Mental Health Team for Older People (CMHTOP) by June 2018.

Context: Historically, carers were offered a one-off support intervention at the point of family discharge and often had not been formally linked into ongoing Trust support for their new caring journey.

Why is this important to carers and the Trust?

- Reaching carers:** Priority 1 – Trust's Carers Strategy – Caring Together in Belfast
- Supporting carers:** There is a considerable body of evidence to show that carer wellbeing is a key factor in hospital admissions, readmissions and delays in the transfer of care (Conochie G, 2011)
- Connecting carers:** "statistics show that loneliness has become a public health epidemic... carers – huge impact on their ability to access care and look after themselves." Dr G Doran, Chair RCGPNI, 23 May 18

What we planned to do and why?

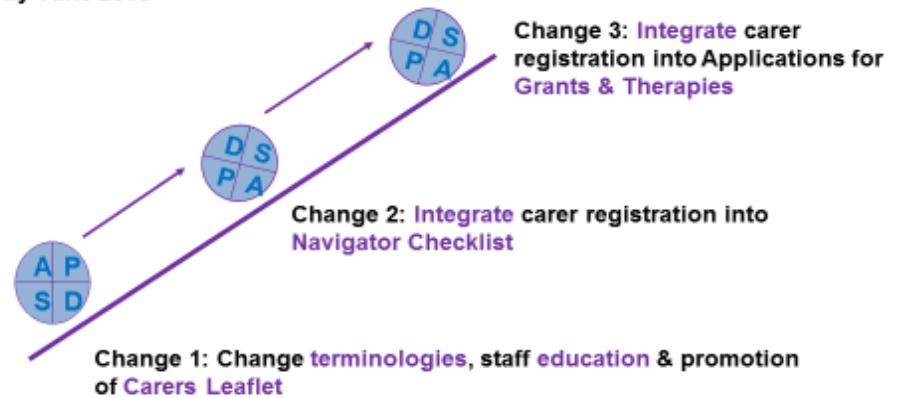


Tests of change

PDSA Ramp – key changes to test

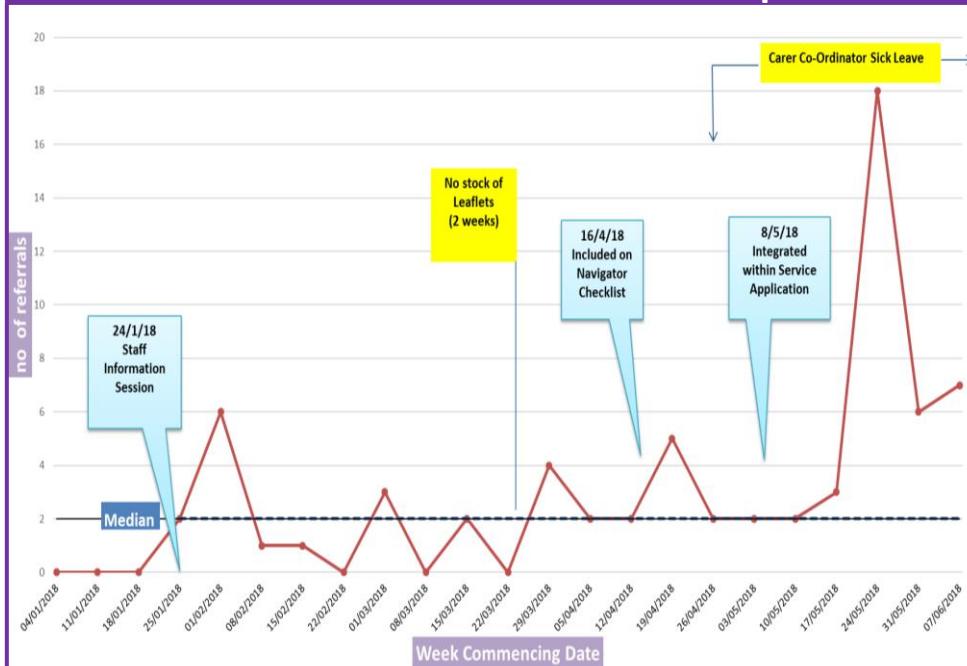
Ramp Aim:

Increase referrals to the Trust's Carers Register (from a baseline of NO referrals) by the Community Mental Health Team for Older People by June 2018



Measures and data

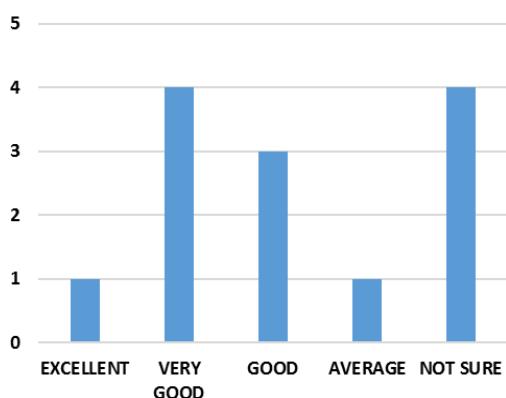
67 carers added to list over 4 month period



Feedback, benefits, lessons learned and next steps

Feedback from Carers*

Was the information and service helpful?



* Only 2 carers did not wish to engage

Feedback from Staff

>90% said the project had positive benefits



Unique nature of project involving 2 full-time family carers as QI project team members, bringing their lived experience insights, into this novel co-design anticipatory care work

Involving a member of CMHTOP staff in the project team would have helped to improve ongoing communication and buy-in

Information on upcoming events provided by the Carers Coordinator, helped staff to better 'sell' the mailing list benefits to carers

Sign-up is now embedded in current processes
New carer pathway can be easily spread across the Trust