

Embedding EPiC Core Principles in Practice Development Event



Consultation Event

Hilton Strathclyde Hotel, Bellshill
21 March 2014

Promotional materials for this event were provided by Gill Ryan, EPiC Project Lead. The costs of the event were met by the EPiC Project given the North Lanarkshire status as an EPiC demonstrator site.

1. Background

- 1.1 A carer is someone who provides unpaid support to a family member, friend or neighbour. They may care for an older person, someone who is disabled, someone with a long-term condition, someone with a mental health problem or someone who is affected by alcohol or drug misuse.
- 1.2 Carers can be any age, from children to older people, and from every community and culture. Some carers may be disabled or have care needs themselves. They may be parents, spouses, grandparents, daughters, brothers, same sex partners, friends or neighbours. A young carer is a child or young person who has a significant role in looking after someone in their family. They may have practical caring responsibilities or be emotionally affected by a family member's care needs.
- 1.3 Carers have a unique role in the lives of the people they care for. They enable the people they care for to remain at home safely, independently and with dignity. The care they provide saves the Scottish taxpayer more than £10 billion a year – the cost of a second NHS. It's important therefore to recognise and support carers and enable them to continue caring while ensuring their quality of life is maintained.
- 1.4 There is an expectation that carers have the right to play an equal and active role in care planning and decisions.

“We recognise carers as equal partners in the delivery of care in Scotland and fully acknowledge the expertise, knowledge and the quality of care they give.”

Caring Together: The Carers Strategy for Scotland 2010-2015

- 1.5 Equal Partners in Care (EPiC) is a joint project between NHS Education Scotland (NES) and Scottish Social Services Council (SSSC) to implement the workforce education and learning elements of the Caring Together: The Carers Strategy for Scotland 2010-2015.
- 1.6 The EPiC project aims to support workers from health, social services and other sectors to work in partnership with carers and young carers, and to achieve better outcomes for all involved in the caring relationship. It does this by providing learning resources to help best practice become universal practice.

2. Welcome and introduction

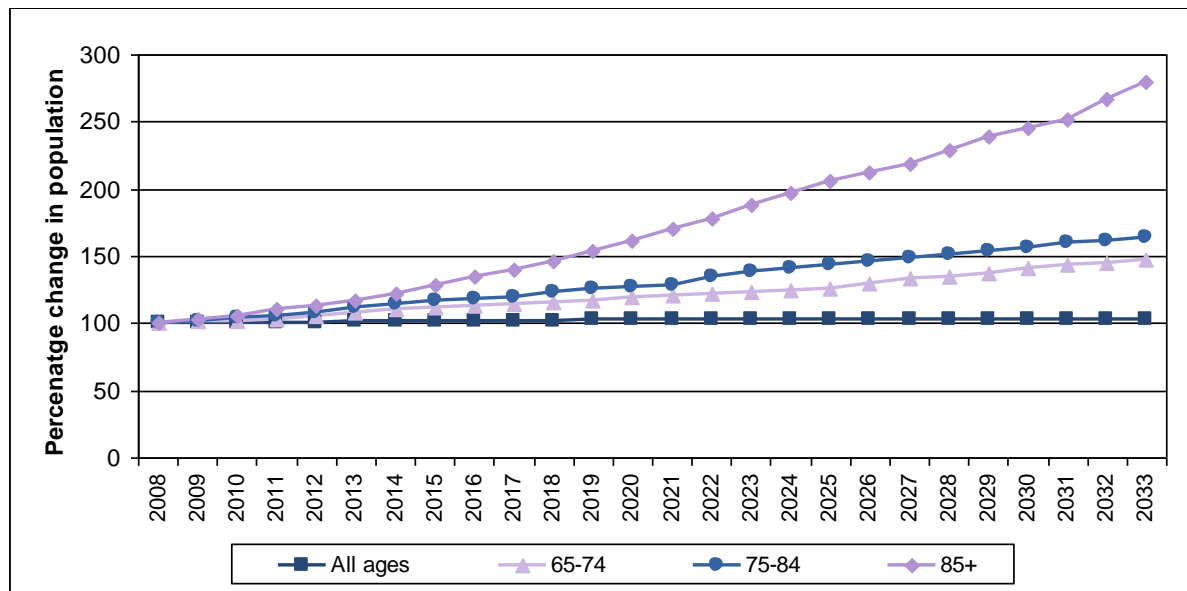
- 2.1 **Sean Harkin**, Carer Development Officer/Acting Development Manager for North Lanarkshire Carers Together, welcomed everyone to the development event (36 staff participants), which had been designed to engage with Thematic Leads, Community Link Officers with responsibilities for *Locality Partnership Development Programmes*, Carer Support Workers from PRTLCC¹ and CLASP², and the Carer Coordinator members of the NHS Carers Support Team.
- 2.2 The dual purpose of the event was to raise awareness of the EPiC core principles and to then embed these in the action plans for each of the community capacity building themes under Reshaping Care for Older People (RCOP).

¹ Princess Royal Trust Lanarkshire Carers Centre

² Carers Liaison and Support Project

3. RCOP in North Lanarkshire - What does this mean for carers?

3.1 **Sandra Mackay**, Programme Manager for RCOP in North Lanarkshire presented an overview of RCOP in North Lanarkshire. Sandra commenced her presentation by looking at the challenge we face with a 'growing older' population in North Lanarkshire.



3.2 *Reshaping Care for Older People: A Programme for Change 2011-2021* sets out the national framework built on consensus across all sectors and interests, to address the challenges of supporting and caring for Scotland's growing older population into the next decade and beyond. It sits above, and supports the delivery of, other strategies including Self Directed Support, Health & Social Care Integration and Joint Strategic Commissioning. Together along with other strategies these build a cohesive and comprehensive approach to meeting the care and support needs of older people.

3.3 The vision of the RCOP programme is that:

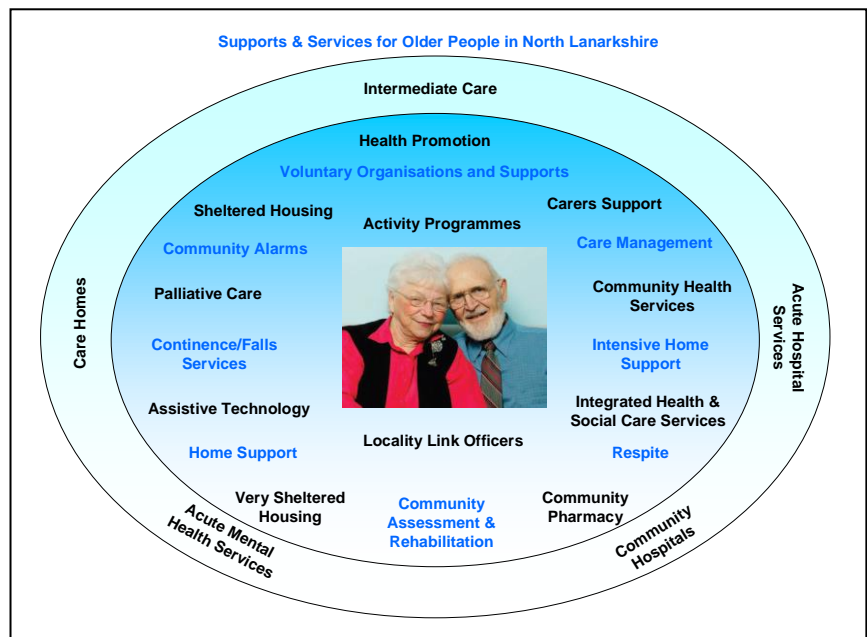
“Older people in Scotland are seen as a valued asset, their voices are heard and they are supported to enjoy full and positive lives in their own homes or in homely settings.”

3.4 Local Councils, NHS Boards, the Third and Independent sectors were asked to agree and submit Change Plans in order to access the £70m available in the 2011/12 financial year. Following the 2012 Spending Review, a further £80m Health and Social Care Change Fund was made available for Partnerships in 2012/13, with £80m committed for 2013/14 and £70m for 2014/15. From 2012-13 onwards, at least 20 per cent of the Change Fund has been dedicated to supporting carers to continue to care. In the context of community capacity building in North Lanarkshire, 50% of the allocated budget for 2014/2015 has been dedicated to supporting carers.

3.5 Sandra described the RCOP programme as a catalyst for change. It supports shifting the balance of care from acute to community and facilitates service redesign and innovation, including more and better support for carers. She emphasised that supporting and caring for older people is not just a health and social work responsibility. Everyone has a role to play.

“Our approach to achieving our vision must be ‘whole system’.”

3.6 Sandra then talked about supports and services for older people in North Lanarkshire as illustrated in the infographic opposite.



3.7 She then referred to the types of outcomes valued by carers:

- Quality of life for the person they support
- Quality of life for carer
- Managing the caring role
- Outcomes of service process

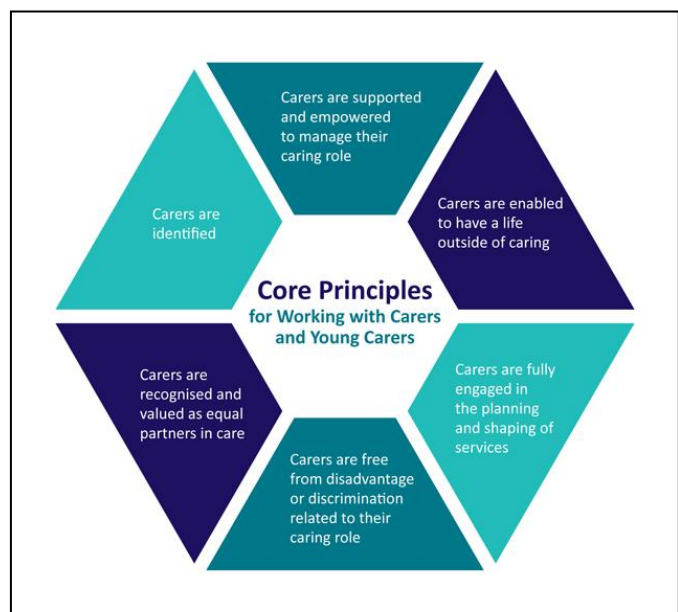
3.8 Carers in North Lanarkshire have identified a number of areas requiring improvement These include::

- Information and communication
- Financial advice and support
- Being shown respect and being treated as an equal partner in care
- Access to short breaks and respite
- Access to resources such as pain clinics and assisted living technology
- Honesty in conversations
- Information at time cared-for person is discharged from hospital

3.9 Sandra then presented information about the budget spend on both direct and indirect supports for carers within the RCOP programme during 2013/2014. She concluded her presentation by referring to “islands of improvement” in North Lanarkshire and the need to connect these together through sharing and roll out of good practice.

4. Equal Partners in Care (EPiC) – Core Principles

4.1 Gill Ryan, EPiC Project Manager described the aim of the EPiC project moving from a position of carers being ‘hidden’ to being fully engaged as equal partners in care. She described the six EPiC core principles by reference to the infographic opposite.



- 1 Carers are identified
- 2 Carers are supported in their caring role
- 3 Carers have a life outside of caring
- 4 Carers are not disadvantaged
- 5 Carers are engaged in planning services
- 6 Carers are recognised as equal partners

4.2 Gill explained how, in the context of providing learning resources to support workers from health, social services and other sectors to work in partnership with carers and young carers, the core principles are applied across three levels, where:

- *Carer Aware* (Level 1) is for all workers who may come into contact with the public and therefore carers.
- *Caring Together* (Level 2) is for all workers who have regular contact with carers and families, or who have a specific role in carer support.
- *Planning with Carers as Equal Partners* (Level 3) is for those with a leadership role in planning, shaping, delivering or commissioning services.

4.3 Gill then described how EPiC can be used in various ways:

- To plan workforce learning activities related to carers
- As an audit tool for your practice or as an evaluation tool for learning
- To inform policy on carers
- To reflect on own practice
- Evidence for appraisal

4.4 North Lanarkshire has been afforded the status of a demonstrator site for Scotland with regard to embedding the EPiC core principles in practice in the context of *Reshaping Care for Older People*. This will ensure, for example, that carers are:

- Identified - early identification and preventative support for carers leads to better outcomes for carers and the people for whom they care
- Supported - at least 20% of the Change Fund spend dedicated to supporting carers to continue to care for older people (50% of the allocated budget for community capacity building in North Lanarkshire)
- Engaged - carers and older people engaged in planning and shaping the new services
- Equal partners - EPiC supports the principle of co-production, as well as partnership between workers, carers and cared-for, and across sectors

4.5 Gill ended her presentation by describing how the EPiC project is being further developed and how it can support the RCOP programme in North Lanarkshire. For example, the EPiC portal hosts learning resources and practice examples. The link for the portal is: www.knowledge.scot.nhs.uk / www.ssks.org.uk/equalpartnersincare. There is also an online community of practice (requires an Athens password). EPiC leaflets, pocket guides, and a plain English guide are also available. The online learning module *Carer Aware* (level 1) will be available from April 2014 and modules for *Caring Together* (level 2) and *Planning with Carers as Equal Partners* (level 3) will be developed in 2014/2015.

5. Discussion Groups (1)

5.1 Participants came together in facilitated discussion groups. Each group was asked to consider their current *Community Capacity Building work* programmes with regard to:

“How do you identify carers? How do you support carers? How do you involve carers?”

6. Feedback

6.1 How do we identify carers?

- Link with discharges from hospital
- Starter food pack for people discharged from hospital
- Food co-operative network – fresh produce delivered
- Children’s school bags
- Training opportunities
- Referral forms
- Libraries
- NHS Acute & Community
- Engagement with groups
- Engagement with individuals
- Established support networks
- Community nursing service
- Newspapers and any appropriate advertising (may need funding)
- Spotter and referral training
- Word of mouth
- Tapping into community newsletters and church bulletins
- Letter and leaflet drop
- Council website
- Emergency services
- Presentations
- Advocacy
- Education for young carers
- Local knowledge (villages and townships)
- Sharing information on a consortium level
- Social media
- Using other partner organisations (NLCT & CLASP)
- Distribute leaflets in food packages – carer information
- Notice Boards
- Palliative care
- Home support & home visits
- Supermarkets
- Women’s Guilds
- Referral GP, Social Work and Health
- Open day for carers’ organisations
- Events
- Open invitation via public and partners
- Community forum events

6.2 How do we support carers?

- Provide information and advice
- Listening ear
- 1-1
- BBV
- Bi-lingual Network support
- Moving and handling training
- *Steps to Caring*
- Consultation
- Refer to benefits advisors
- Developing befriending services
- Highlighting information relevant to carer
- Ladies classes
- Therapies
- Emotional support
- Signposting
- General guidance
- Pre- and post-bereavement support
- Breaks from caring
- Building confidence
- Actual building recognised
- Establishing support networks
- Signpost carers to PRTLCC and NLCT
- Raising awareness through RCOP events
- Through the locality
- Mediations and negotiations
- Getting it right for service users
- Self-directed support
- Reviews
- Anticipatory care plan
- Write a letter
- Awareness sessions through community events
- Referrals group and locality links
- Advice
- Letters and posters
- Carer support groups
- Caravan project and respite breaks

- Time out for carers group
- activity funds
- Identify gaps in locality in terms of activities

6.3 How do we involve carers?

- Consultations
- Feed views into Scottish Government consultations
- Link carers with professionals
- Recruit volunteers
- Peer support
- Presentations
- Use carer support worker in the locality team
- Leaflets drop re: any RCOP events
- Encourage carers to become part of the consortium
- Manage information one step at a time
- Feed views through strategy groups
- Involve carers in discussions and give them a voice
- Collective views fed back to strategy, building community capacity, etc.
- Information and awareness raising
- Consultation mapping exercise
- *Carers Journey*
- Local news releases
- GPs, dentists, physiotherapists etc.
- Public transport
- Unemployed workers centres
- Events, newsletters, consortia, PRTLCC
- Joint activities
- Dementia café
- Joint activities with carer and cared-for
- Carers meeting and support localised
- Directly contacting carers about information events using PRTLCC and NLCT databases

7. Embedding the EPiC Core Principles in Practice – Short Presentations

7.1 **Brian McAteer**, Service Manager, North Lanarkshire Council Housing and Social Work Services selected two EPiC core principles:

- Carers are supported in their caring role
- Carers are recognised as equal partners

and briefly described how the North Lanarkshire planning partners are embedding these in practice, with particular reference to *A Strategy for Carers in North Lanarkshire 2013-2018* and the *Carer's Journey*, the tool used to help engage with carers in order to identify their needs and any supports they may require.

7.2 **Tony Fitzpatrick**, Management Support, North Lanarkshire Carers Together (NLCT) selected two EPiC core principles:

- Carers are identified
- Carers are engaged in planning services

and briefly described how NLCT works in partnership to embed these in practice, with particular reference to the work of the Information Link Workers, Coordinator & Assistant Coordinator for Carers, Carer Development Officer (RCOP), Community Link Worker and volunteer directors.

7.3 **Lesley Fishleigh**, Resource Worker, Princess Royal Trust Lanarkshire Carers Centre (PRTLCC) selected two EPiC core principles:

- Carers have a life outside of caring
- Carers are not disadvantaged

and briefly described how PRTLCC works in partnership to embed these in practice, with particular reference to the work of the Black & Minority Ethnic Carer Support Worker, Bi-Lingual Carer Support Worker (BBV) and Carer Support Workers.

8. Discussion Groups (2)

8.1 Participants came together again in facilitated discussion groups. Each group was asked to consider their current *Action Plans* programmes with regard to:

“How will you develop your action plan and embed the EPiC Core Principles?”

9. Feedback

9.1 There were positive discussions within all of the groups with good feedback provided on the key actions that need to be put in place in order to embed the core principles. It was clear that much of the discussions focussed on the identification of carers and addressed the ways in which they could be supported through specifically developed programmes of work, with little time spend on discussing, outcome measurement.

9.2 The day was planned to raise awareness of the EPiC core principles and examine ways in which we could forge and develop stronger partnerships with the *Community Capacity Building and Carer Support Programme* and, in doing so, extend the range of supports available to carers. In many respects we addressed the need for the latter and looked at ways this could be done, although recognised the need to do more in order to evidence positive outcomes for carers.

10. Moving Forward

10.1 It was made clear from the outset that the EPiC development session was an introduction to the core principles and that further work would need to be undertaken to ensure that carers are supported in more effective ways. There is undoubtedly widespread support to embed the EPiC core principles in all future work activities aligned to the *Community Capacity Building and Carer Support Programme*. The Carer Development Officer will continue to work with staff at every level to encourage and support the development of Action Plans that focus solely on carer outcomes. The Carer Development Officer also has a key role in ensuring that carer support is reflected in *Thematic Development Work Plans* and will drive forward a range of initiatives to ensure carer support is developed and measured in line with agreed outcomes.

For further information on this report contact:

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