**COMMISSIONING FOR CARERS PRINCIPLES**



##

## Principle 6 - Leadership for carers at all levels

Feedback from the evidence summits was that leadership for carers at all levels is essential as it enables a shift in thinking, organisational cultural change and accountability in the way carers services are commissioned and increases the identification and support for carers (see [NHS IQ e-book](http://media.nhsiq.nhs.uk/carersevidencesummits)). The carers’ agenda has to be linked to the organisations vision as core business. Successful system transformation involves engaging all local partners and stakeholders in “the case for change” including a shared sense of local challenges and intended solutions.[[1]](#endnote-2)

**(Select one colour only. Rate where red lowest----------and green highest)**

How assured are you that there is leadership for carers at all levels in your organisation?

|[ ] [ ] [ ]
|  |

How could you improve your rating? ----------------------------------------------------------------……................................................................................................................................How assured are you that there is leadership for carers at all levels for all services you commission?

|[ ] [ ] [ ]
|  |

How could you improve your rating? ----------------------------------------------------------------……................................................................................................................................

How assured are you that the services you commission considers factors such as access or quality for carers?

|[ ] [ ] [ ]
|  |

How could you improve your rating? ----------------------------------------------------------------……................................................................................................................................

How assured are you about leadership support to improve carers experience of NHS services and access to support?

|[ ] [ ] [ ]
|  |

How could you improve your rating? ----------------------------------------------------------------……................................................................................................................................

**Ask yourself…**

* Does your leadership support carer specific services?

Do you have carer representation at board level and in what capacity? If not, could this opportunity be created or expanded?

* Do you have leadership support to commission carer specific training?
* Have you engaged with your [RCGP GP Champion for Carers](http://www.rcgp.org.uk/news/2014/july/gps-champion-carers-in-the-community.aspx) if there is one in your area?
* Is consideration of the health and wellbeing of carers visible in everything you do?
* Do you have a carer champion in your organisation?
* Do you have a policy around supporting your staff who are carers?
* Do you specify champions for carers in service specifications?
* Do you have a designated person to represent and involve young carers/young adult carers?
* How do you overcome barriers in supporting carers due to confidentiality issues?
* How do you deal with the confidentiality challenges in supporting carers?

**Good Practice examples:**

* Surrey-Wide carers and NHS providers network taking forward Surrey carers strategy and Multi Agency Young Carers Strategy. <http://www.nhsiq.nhs.uk/media/2573748/carers_case_study_-_surrey_ccg.pdf>
* Herts Valleys CCG in supporting carers. A Leader in Primary With Carers’ champions (one in each of 70 practices) and with Clinical lead (carers) in Integrated Discharge Team.

<http://www.nhsiq.nhs.uk/media/2579972/carers_case_study_-_herts_valley_ccg.pdf>

* Torbay and Southern Devon Health and Care NHS Trust Early identification of carers by community staff 2013-14 CQUIN (Commissioning for Quality and Innovation) target of reaching 50% of community nursing staff across the whole Torbay (urban) and Southern Devon (rural) patch. <http://www.nhsiq.nhs.uk/improvement-programmes/experience-of-care/commitment-for-carers/case-studies/identification-and-recognition.aspx>

**References:**

1. <http://www.england.nhs.uk/ourwork/part-rel/transformation-fund/bcf-plan/> [↑](#endnote-ref-2)