

COMMISSIONING FOR CARERS PRINCIPLES

Principle 2 - Support what works for carers, share and learn from others.

Carers make a major contribution to society. Estimates show that the care provided by friends and family members to ill, frail or disabled relatives is equivalent to £119 billion every year.¹ Sharing good practice and information greatly improves carers experience of services provided at a local level and provides peer support. Using local knowledge of what works well, commissioners can improve quality and continuity of services.

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

How assured are you that you are using varied evidence regarding carers from different sources to support decisions on business cases for all your services?

□	□	□
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How could you increase your rating? -----

How assured are you as a CCG about benchmarking yourself with comparator localities or regions of good practice with regard to supporting carers?

□	□	□
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What could increase your rating? -----

Having benchmarked your CCG against other comparators of good practice how assured are you that the services you commission support carers?

□	□	□
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What could increase your rating? -----

Ask yourself...

- How do you make sure your business cases include carers in their submission criteria?

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- Have you considered including carers in all your Equality Impact Assessments for all services you commission?
- Are you using data from local carers' surveys to support your commissioning process?
- Have you considered commissioning integrated information and advice services?
- Do you have a joined up commissioning strategy for carers with all relevant commissioners?
- Are you able to demonstrate how carers are involved in the treatment, planning of care and discharge for the person they look after? Who is collecting the data about impact because this is potentially an invest to save area?
- Do you use several approaches when assessing evidence to commission new services, such as carers' stories, case studies, and local data and carers surveys combined with social return on investment statistics?
- Do you consider networking and engaging with community voluntary services (CVS) to deliver on the strategic plans through joint bids?
- Have you liaised with the voluntary sector to establish if they collect routine data on carers in your locality? If so have you used the data?
- Have you considered utilising the knowledge and expertise of the third sector on carers in informing strategic planning?
- Have you considered using voluntary and community sector evidence to help consider different ways to support carers?
- Are you aware of how the [House of Care framework](#) can support your delivery of person centred coordinated care?
- Are you aware of how the [Triangle of Care framework](#) can be used within your carers' services?
- Are the standards of Triangle of Care included in all your commissioning and service specifications?
- Have you liaised with your Health and Wellbeing Board with regard to identifying any local issues around supporting carers?

Good practice examples:

<http://www.nhs.uk/improvement-programmes/experience-of-care/commitment-for-carers/case-studies.aspx>

References:

¹ Valuing Carers, Carers UK and Dr Lisa Buckner, University of Leeds