

## COMMISSIONING FOR CARERS PRINCIPLES

### Principle 3 - Right care, right time, right place for carers

Access to healthcare is often an area of difficulty for carers given the time commitments and pressures that they face. Carers identified provision of reliable and flexible care that is available to suit them and the person they look after as being essential to enable them to continue caring with confidence.<sup>1</sup> Poor access can contribute to the negative health outcomes that carers' experience. By offering flexibility with appointments for example outside normal clinic times and offering a home visit for those carers who cannot leave the person for whom they care in order to attend a surgery appointment improves access.

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

How assured are you that carers of all ages have access to the right services at the right time and right place?



What could you do to improve your rating? -----  
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How assured are you that services are accessible to carers of all ages?



What could you do to improve your rating? -----  
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How assured are you about the level of engagement with carers with regard to access to services in you commission?



What could you do to improve your rating? -----  
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How assured are you that all interactions with health care professionals results in the offer of support for the carer to an appropriate local service?



What could you do to improve your rating? -----  
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## Ask yourself...

- Do the services that you commission provide flexible appointment times to support carers?
- How do you ensure that out of hours services understand the carers' perspective?
- Is there specialist support for young carers and young adult carers?
- Are there good mechanisms for handing over to out of hours services?
- How do you ensure that carers supporting someone with a stigmatised condition (mental ill health or substance misuse) have access to information and specialised support?
- Do you know what percentage of your commissioning budget is spent on carers?
- To what extent does your Joint Strategic Needs Assessment include carers?
- Can you quantify how many carers have become unwell due to their caring role?
- Do you offer self-care support programmes such as the Expert Patient Programme?
- Does your commissioning and signposting maximise the opportunities that technology brings to help carers manage care? For example telecare and new apps like Jointly.<sup>2</sup>
- How assured are you that you have considered young carers in your commissioning plans? (view the [Commissioning Services for Young Carers and their Families](#) document for further information)

## Good Practice examples:

- Wiltshire-recognising good practice in carers support Bronze, Silver and Gold awards. Evaluated by an accreditation panel [http://www.nhs.uk/media/2541623/carers\\_case\\_study\\_recognising\\_good\\_practice\\_in\\_carer\\_support.pdf](http://www.nhs.uk/media/2541623/carers_case_study_recognising_good_practice_in_carer_support.pdf)
- Suffolk family carers-caring for carers in hospital runners up in the Patient Experience Network Awards 2013. [http://www.nhs.uk/media/2541596/carers\\_case\\_study\\_suffolk\\_family\\_carers.pdf](http://www.nhs.uk/media/2541596/carers_case_study_suffolk_family_carers.pdf)

## Useful resources:

- Supporting carers will help reduce unplanned admissions/emergencies and repeated visits to hospital. [Carers assessment](#) and [care planning](#)

## OFFICIAL

- The Carer Friendly Hospital project at Lister in 2011-12 showed a reduction in readmission of Older People within 28 days. <sup>3</sup>

## References:

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<sup>1</sup> NHS England Commitment to Carers, April 2014

<sup>2</sup> <https://jointlyapp.com/#welcome>

<sup>3</sup> <http://www.hertsdirect.org/mm/15520570/15744533/adultcareitem620140507.doc>  
and [community.wellbeing@hertfordshire.gov.uk](mailto:community.wellbeing@hertfordshire.gov.uk)