

## COMMISSIONING FOR CARERS PRINCIPLES

### Principle 4 - Measure what matters to carers

Good quality data and evidence was identified as being crucial to help commissioners in the decision making process when developing and prioritising business cases for services to support carers. Accurate data assists with accountability and transparency within the commissioning process.

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

How assured are you that carers' data you have collected locally is quality assured for accuracy, is accessible and is easy to understand?

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What could you do to improve your rating? -----  
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How assured are you that you are measuring what matters to improve the outcomes for carers?

□	□	□
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How could you improve your rating?-----  
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### Ask yourself...

- Do you know what your carer data means?
- Are you able to compare the experience of different groups of people?
- How do you measure the experience of young carers and young adult carers?
- Do you have baselines of carers' needs and outcome measures? If not how can you achieve this?
- How have you included carers' measures in service specifications and evaluation of services?
- Do you have carers involved in data scrutiny and action planning?
- Do you use the carers' measures in the Long Term Conditions Commissioning Dashboard?
- How do you measure carers' experiences and quality of life?
- Do you link with others to share data for example, social care on care breakdowns?

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- Have you considered ways to ensure the data is quality assured to remove bias and ensure organisational consistency, for example, accessibility and interpretation?
- Have you considered peer review groups where similar service managers can review and compare the Commissioning for Carers Principles outcomes together to ensure consistency?
- Implementation/piloting of the Commissioning for Carers Principles will generate a whole new set of data for your service and strategic leads. You now need to make sense of it to inform your subsequent commissioning intentions. Have you considered including the [Adult Quality of Life Survey](#) to measure the impact of services on carers?

### Good Practice examples:

- Torbay and South Devon Healthcare NHS Trust Supporting carers in making lifestyle behaviour changes-Evaluated 74% of carers achieve their goals within six sessions of working with a Health Trainer, demonstrating the efficiency and effectiveness of brief interventions. [http://www.nhs.uk/media/2535957/carers\\_case\\_study\\_-\\_torbay\\_health\\_trainers\\_final.pdf](http://www.nhs.uk/media/2535957/carers_case_study_-_torbay_health_trainers_final.pdf)

**References:**