

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](#)). 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

(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?

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

How assured are you that there is leadership for carers at all levels for all services you commission?

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

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

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

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

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

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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](#) 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.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.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.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/>