

## COMMISSIONING FOR CARERS PRINCIPLES

### Principle 7 - Train staff to identify and support carers

A key theme which emerged from the regional evidence summit events was the provision of education and training for staff, which was thought to provide the following when implemented;

- Recognition & identification of carers
- GPs & all healthcare professionals increased awareness of carers issues
- Carers awareness of their role as experts
- Improved referral/signposting to appropriate services
- Recognition for the establishment of a single point of contact/access

[\(NHS IQ e-book\)](#)

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

What assurance do you have that staff have training and are continually updated with regards to the role of carers?

□	□	□
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What could you do to improve your rating? -----  
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How assured are you that training and awareness around carers' issues is embedded in all services you commission?

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What could you do to improve your rating? -----  
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How do you rate your current education and training for health and care professionals in relation to carers?

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

## OFFICIAL

- Do you know if your local education and training board are including carer awareness training in their programmes?
- How have you included carers in your staff training?
- How have you ensured that training around carer awareness is embedded as part of an assurance framework?
- Do you have the leadership support to commission carer specific training?
- Are staff made aware of the difference that asking the right questions can make? For example, “do you look after someone” instead of “are you a carer”?
- Does your staff training include information on confidentiality?
- Are all staff of commissioned services aware of young carers and young adult carers and have the training to identify them as early as possible?
- Do you have a policy around supporting carers who work for you?

### Good Practice examples:

- Northumbria Healthcare NHS Foundation Trust-Education programme for medical students –Palliative care and old age psychiatry research on carers experiences put into practice evaluated by University of Plymouth and CIRCLE University of Leeds [http://www.nhs.uk/media/2535888/carers\\_case\\_study\\_-\\_learning\\_from\\_carers\\_northumbria\\_nhsft.pdf](http://www.nhs.uk/media/2535888/carers_case_study_-_learning_from_carers_northumbria_nhsft.pdf)
- Salford-Carers Express-fast track carer awareness training for GP's and use of a yellow key logo easily recognisable and Dementia friendly [http://www.nhs.uk/media/2535962/carers\\_express\\_final.pdf](http://www.nhs.uk/media/2535962/carers_express_final.pdf)

**References:**