

HEALTH LIAISON BOARD
09 January 2014 at 2.00 pm

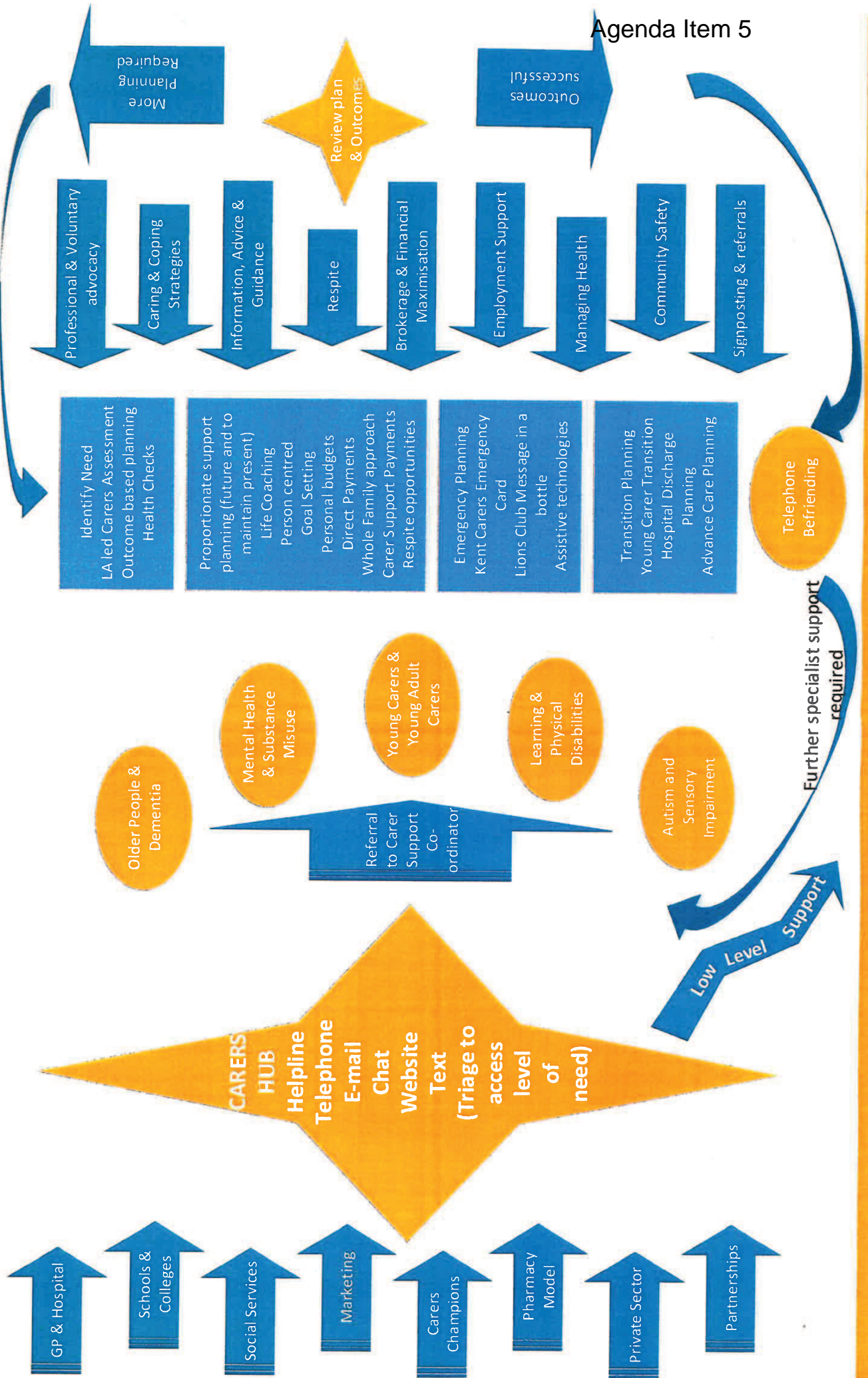
At the above stated meeting the attached documents were tabled for the following items:

5. Carers First

(Pages 1 - 14)

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Carers FIRST in Kent & Medway – Carer Support Model





Carer's Star™

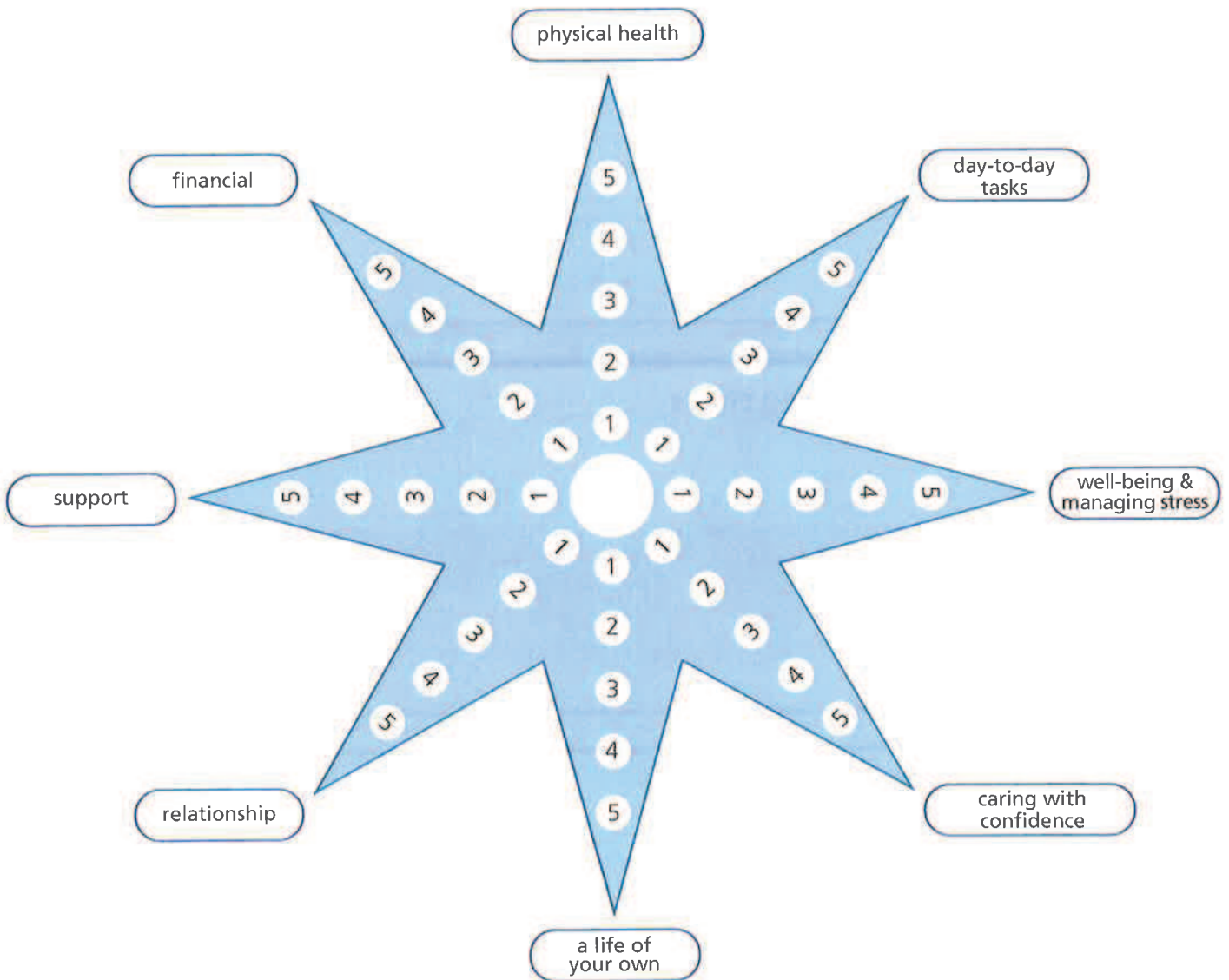
The Outcomes Star for people caring for others

Carer

First Review Retrospective

Date of completion

Completed by
Worker and carer
Worker alone
Carer



Carer: I was involved in completing this Star Chart

Star Notes

1 Physical health

2 Day-to-day tasks

3 Well-being and managing stress

4 Caring with confidence

Star Notes

5 A life of your own

6 Relationship

7 Support

8 Financial

Action Plan

Priority area from Star	Current score	Next steps	By who?	By when? (date)	Completed (date)

Signatures:

Carer

Date

Staff

Date

Carer's Star™ Quiz

The Outcomes Star for people caring for others

In each of the eight questions, circle the description that best fits for you now.

1 Physical health

Managing any health conditions healthy lifestyle doctors and treatment



- 5 I am healthy enough and look after my health well
- 4 My health and lifestyle are mostly OK but there are a few changes needed
- 3 There are no immediate concerns but I need to look after my health a lot better
- 2 My health is poor or at risk. I have some support with this
- 1 My health is poor or at risk. There is no support available or it wouldn't help

2 Day-to-day tasks

Managing the home aids and adaptations shopping cooking gardening DIY



- 5 My home is suitable and I can manage day-to-day tasks well enough
- 4 Mostly my home and the practical side of day-to-day tasks are OK but some areas need to be addressed
- 3 I'm getting by but it's very hard to stay on top of day-to-day tasks or changes are needed to the home
- 2 I'm not coping with many day-to-day tasks or home isn't suitable. I'm getting help to sort this out
- 1 I'm not coping with many of the day-to-day tasks or home isn't suitable. There is no support available or it wouldn't help

3 Well-being and Managing Stress

Emotional well-being dealing with stress and anxiety



- 5 Most of the time I feel calm enough and able to deal with the pressures of being a carer
- 4 I mostly manage to feel OK but there are some problems
- 3 I feel stressed and anxious a lot of the time but am trying things that might help
- 2 I need help to manage my stress and anxiety; it's getting me down
- 1 My levels of stress and anxiety are high. I don't have support or see how anyone could help

4 Caring with confidence

Skills understanding practical caring legal issues next steps advocacy



- 5 Most of the time I am confident in my role as a carer
- 4 I'm getting more confident that I will be able to manage
- 3 Things are difficult but I'm starting to get to grips with how things are now
- 2 I am finding it hard to cope. I am going along with some support but not confident it will really help
- 1 It's hard. I don't know if I can carry on as things are now or how anyone could help

5 A life of your own

Social life activities breaks from hands-on caring



- 5 Things are as good as they can be for now. I have breaks and a good enough balance between caring and other things
- 4 I have some life of my own but need more time, people and activities outside my caring role
- 3 I am trying to have more of a life of my own. Sometimes it goes well but other times it doesn't
- 2 Caring takes over my life but I am accepting help to change this
- 1 Caring is my whole life. I can't see how it could be any other way

6 Relationship

Getting on well appreciating each other

Note: This scale is primarily about your relationship with the person you care for but you can choose a different important relationship if that is more helpful now.



- 5 I mostly feel at ease with and appreciate the relationship
- 4 I am learning what helps when our relationship gets difficult and I'm getting better at coping
- 3 I am making changes to improve the relationship
- 2 Our relationship is too difficult; it gets me down. I am accepting support
- 1 It is too difficult. I don't know if I can go on. I don't believe anyone could help or no support is on offer

7 Support

Feeling supported and connected knowing what to expect making good use of support



- 5 I am well supported in my role as carer
- 4 I have some support that I trust but there are some issues
- 3 I am trying out sources of support. Sometimes it goes well but sometimes it doesn't
- 2 I need support but I'm not confident it will make much difference
- 1 I'm on my own in this role. There is no support on offer or I don't believe it would help

8 Financial

Benefits employment debts managing money legal issues



- 5 I am managing financially and know where to go if I need support
- 4 My financial situation is mostly OK but there are some issues that need to be addressed
- 3 I am trying to sort out financial matters related to caring but it's hard
- 2 There are financial problems as a result of my caring role but I have some support to address this
- 1 There are financial problems as a result of my caring role but I would prefer not to discuss them

Now mark your numbers on the Carer's Star Chart and join the dots. Have a look at your shape now and then think and talk to someone you trust about how you want to achieve more of your potential and make your Star shape bigger.

Agenda Item 5

Contact Report from 1st April 2013 to 13th Decembe		
Category		
Sub Category		
Support Worker		
Contact Type		
Contact Reason		
Contact Method		
	Number	Total Time (Mins)
Contacts this Period	42399	215199
Carers contacted this period	3440	215199
Contacts Year to Date	42399	215199
Carers contacted Year To Date	3440	215199
Contact Methods Used (this period)		
Client Visit	832	71353
Drop In	297	14035
Email	335	1848
Email In	659	2337
Email Out	26806	7409
Letter	13	161
Letter In	176	361
Letter Out	5348	5408
Meeting	69	4436
Mobile Phone	39	356
None	467	393
Outreach	50	1350
Phone	434	5578
Phone In	2027	22587
Phone Out	3227	28687
Social Event	507	34257
Support Group	554	13155
Text	253	593
Text In	120	367
Text Out	166	503
Visit to centre	1	20
Contact Reasons (this period)		
1:1 Support	502	12236
Additional Referral (Signposting Only)	20	175
Admin Office	678	2631
Advocacy	9	300
Benefit form filling	404	16008
Carers Pack sent	316	185
Carers Survey	1201	90
CF & MCC Assessment	89	4784
CF & MCC Assessment - Follow Up	12	262
Emotional Support	330	5334
Employment Support	261	561
Event /Group Invitation	1846	1009
Event/Group Attended	1419	54456
Event/Group Information	7311	3316
Event/Group Reminder	13066	494

Agenda Item 5

Giving Information	4951	17654
Newsletter	4730	113
Obtaining information for/from client	1710	18038
Ongoing emotional support	492	8196
Other	289	1915
Positive Client Feedback	91	444
Referral	820	12473
Respite	976	17603
Respite Assessment	142	2540
Statutory Carers Assessment	486	28643
Statutory Carers Assessment - Follow Up	140	2872
Statutory Support	51	2057
Telecare	12	175
Trusted assessment for small adaptations	9	401

Agenda Item 5

r 2013	
Adult Carer	
All	
All	
Direct	
All	
All	
Average Time (Mins)	
	5.52
	5.52
	5.52
	5.52
	106.98
	51.41
	14.44
	6.44
	0.28
	16.1
	2.64
	1.18
	71.55
	13.19
	5.54
	28.72
	21.21
	12.87
	11.05
	68.79
	26.15
	6.05
	5.56
	3.45
	20
	30.44
	15.91
	5.85
	33.33
	44.72
	2.23
	0.07
	56.95
	21.83
	27.49
	2.2
	0.56
	39.81
	0.46
	0.04

4.72
0.02
13.74
28.86
10.58
7.05
19.07
18.93
110.43
62.54
22.98
46.75
15.91
50.12



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