

# SOCIAL CARE PRACTICES WITH CARERS:

WHAT ROLE FOR CARERS' WORKERS?



Jo Moriarty

# BACKGROUND

Expansion in the number of posts with a remit to support carers in the job description



Carers Support Merton (CSM) values and listens to unpaid carers of all ages from our diverse community and provides high quality services and advice.

CSM wants unpaid carers of all ages to have real choices to improve their quality of life and to receive the respect, support and recognition that they deserve.

This project will fully integrate a Dementia Carer Outreach Support Worker (DCOSW) into the Older Peoples Home Treatment Team (OPHTT) with South West London and St. George's, which cares for patients in crisis in the community, keeping people out of hospital from the first awareness of symptoms.

### Overall Purpose of the Job

Working within clients' homes to promote independence through greater choice and control. To provide support and assistance to carers and people with care needs in a whole family approach. This will involve the provision of personal and social care, respecting confidentiality at all times within an equal opportunities framework and in compliance with our quality assurance standards. Also support to achieve personal goals and positive outcomes.

### Box 3. Helping families make the most of personal budgets

#### Carers' Support Bexley, funded by The Princess Royal Trust for Carers

The scheme supports carers who are responsible for managing personal budgets on behalf of the person they care for, by offering ongoing support around managing budgets, accounting, insurance, and employing care staff. It also provides support for people who are self-funders. Importantly, control remains with the personal budget holder.

<http://www.carershub.org/node/161>

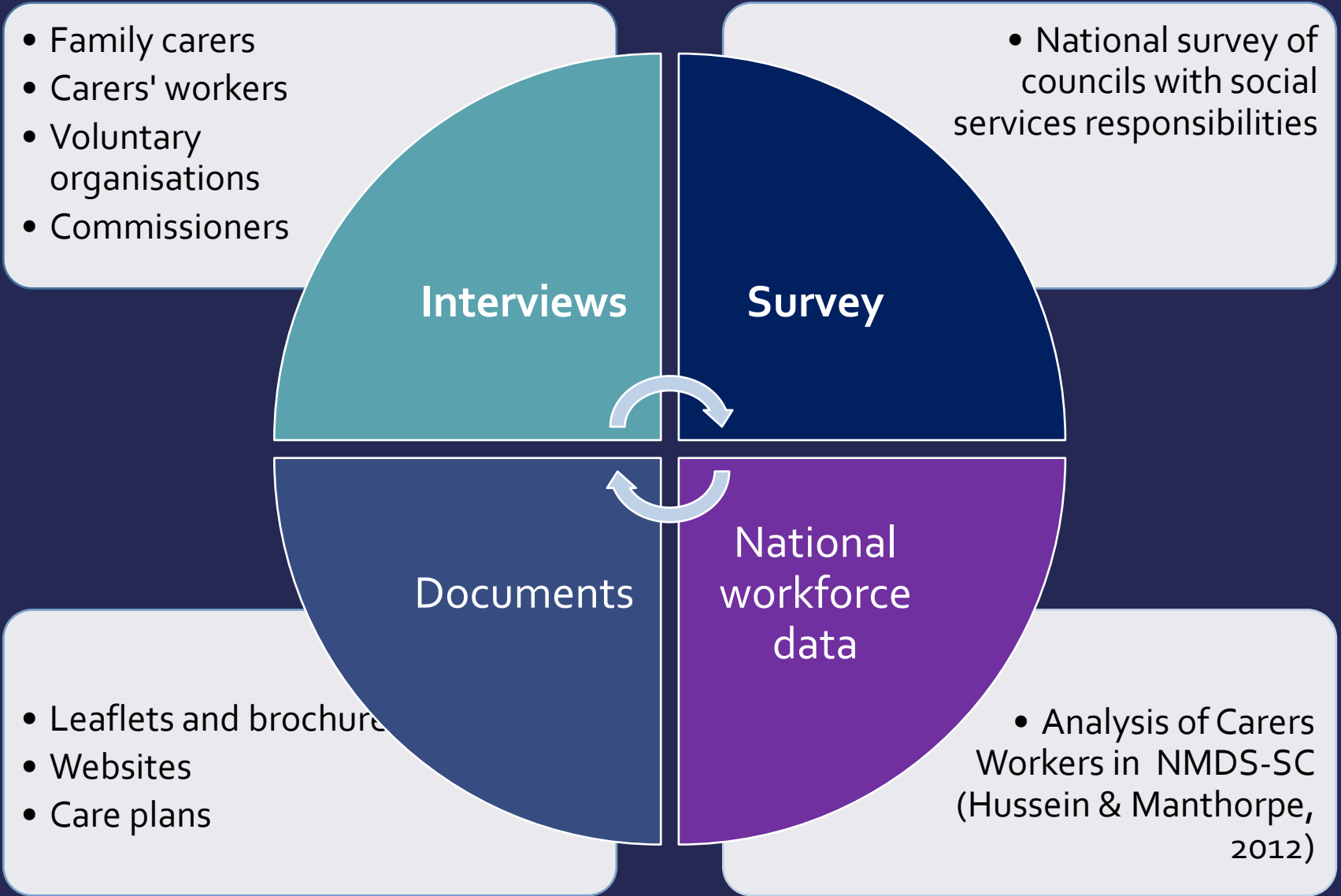
# LIMITED NUMBER OF STUDIES EVALUATING THEIR IMPACT

- Most existing research on Admiral Nurses but even here harder to get evidence on outcomes (e.g. Bunn et al, 2010)
- Cochrane review of stroke liaison workers found patients and carers were satisfied but no improvements in carer subjective health status (Ellis et al, 2010)

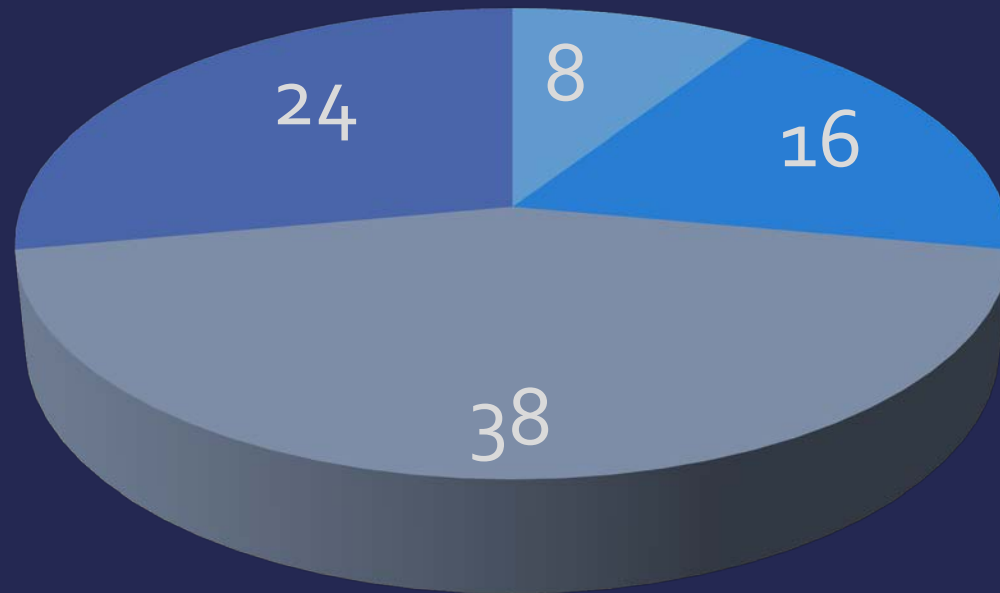
Descriptive and qualitative evidence suggests that Admiral Nurses are valued by family carers but the impact of their work is not so clearly established. There is a need to define outcomes that can help organise the service and inform future service delivery. (Bunn et al, 2013)

# METHODS

A quick overview



# INTERVIEWS IN FOUR PARTS OF ENGLAND



- Commissioners
- Voluntary organisations
- Carers workers
- Family carers

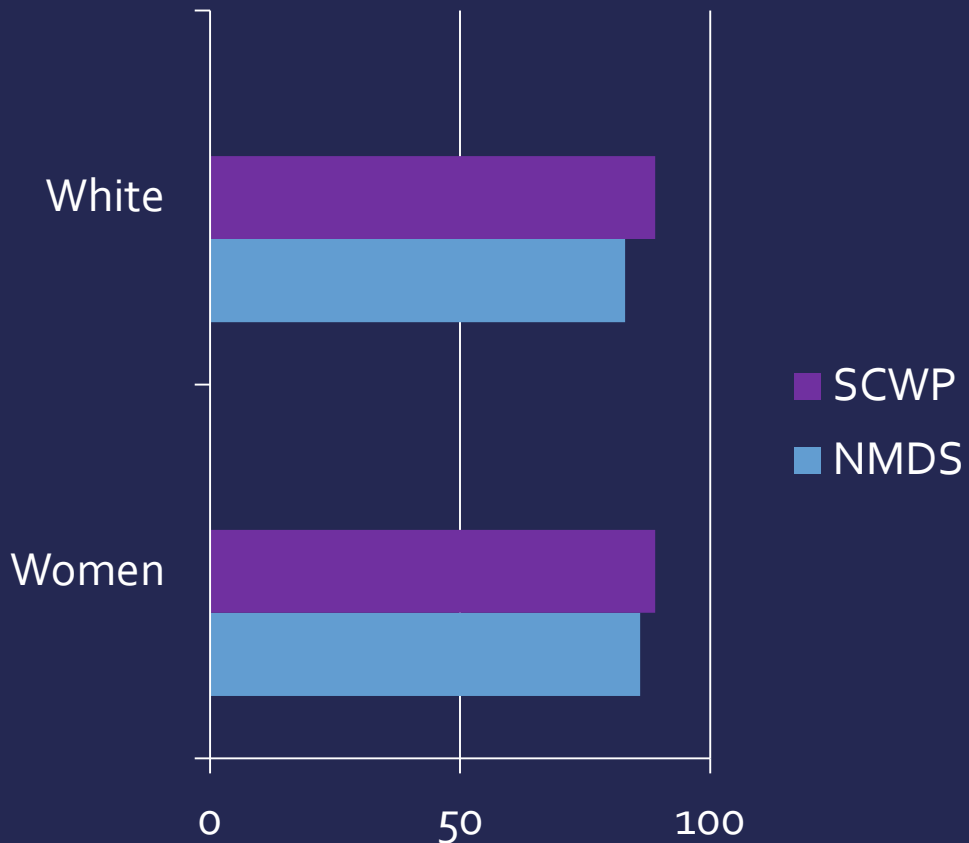
# FINDINGS

Focus on a selection of findings related to the discussion today



# COMPARISONS WITH NMDS-SC

(HUSSEIN & MANTHORPE, 2012)



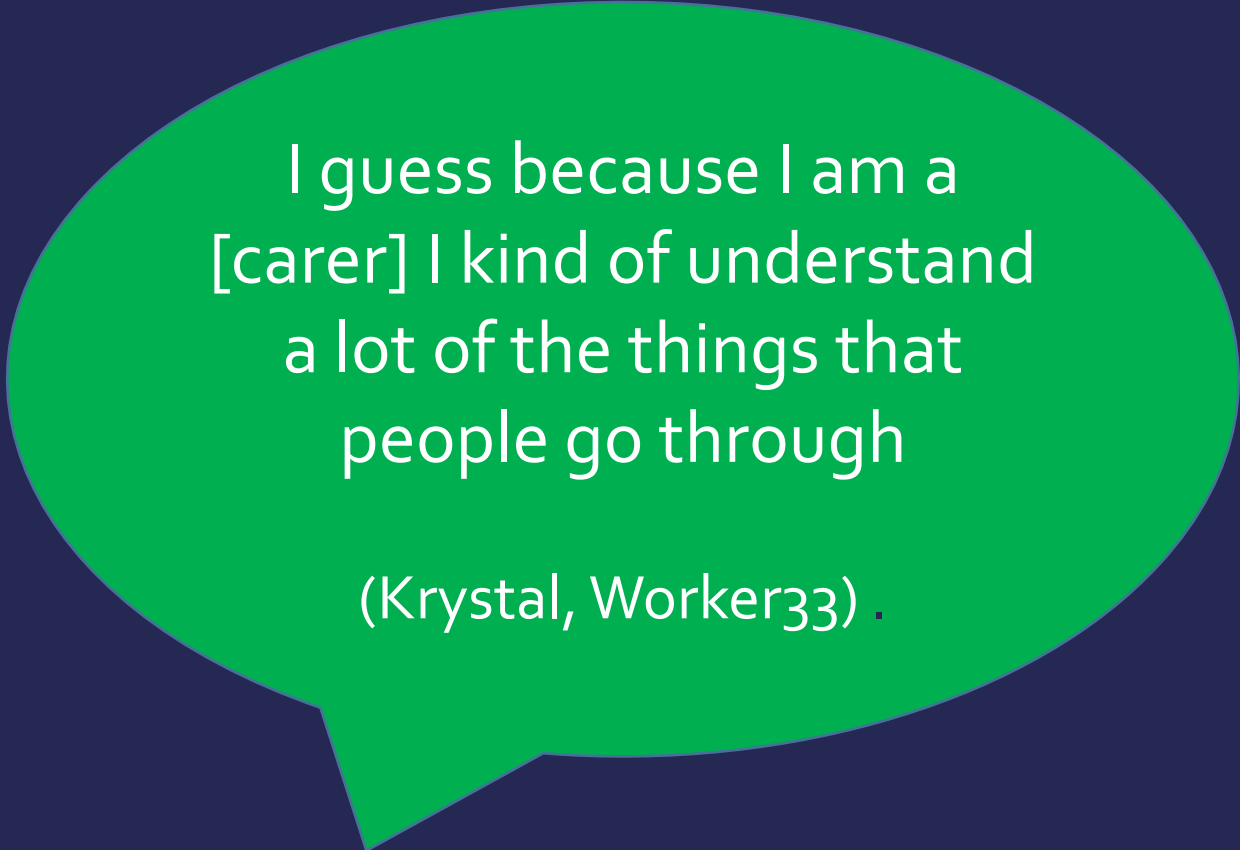
- Broadly similar to other carers' workers in terms of gender & ethnicity
- Mean age NMDS-SC workers was 42.5
- Two-thirds SCWP 45 and over
- 14% SCWP activity limitation
- 2% had disability (NMDS) but this question always produces smaller numbers

# VARIED ROUTES INTO ROLE



# PERSONAL EXPERIENCE

- Two thirds of the workers had personal experience of caring



I guess because I am a [carer] I kind of understand a lot of the things that people go through

(Krystal, Worker33)

# DIFFERENT MODELS OF SUPPORT

- Interviews suggest carers' workers offer different types of support
  - Outreach
  - Giving information or 'signposting'
  - Advocacy – for example, attending assessments/meetings
  - 'Being there' - 'being a listening ear' support
  - Counselling
  - Community development
  - Co-working with other professionals
  - These roles often combined – comparisons with social work where becoming more segmented

# NAVIGATING

And I thought I'd put together a[n information sheet for parents. And I visited the Carers Centre in order to get some more information, and realised what a fantastic place it was, and maybe I should have gone there earlier myself! So, I used their support services, certainly, to help filling in forms

(Carer20)

...trying to get [this carer] to understand the terminologies that are being used ... is really difficult on the phone. Hence [I am] going to ... take ... leaflets that have information about the diagnosis that [her husband] has ... I think I need to go and do a home visit and sit down and do a face to face and get her to understand a little bit

(Worker20)

# 'A LISTENING EAR'

Being a trained counsellor, [Keira's] s been able to give me a lot of sort of support and just someone to talk to who is just there for me and I know that I can call ... She's always got time to talk, which is lovely. She's been a real rock

(Carer20)

This lady phoned up and said that ... she just felt that she was floundering ... she just wanted to talk things through. She wanted the opportunity to offload. So she came in and we had a coffee together and we talked things through... And as a result of us talking that through for an hour, she made certain decisions about how she was gonna handle things in a different way and about her approach

(Worker17)

# THE WHOLE PICTURE

It's not possible for me to carry out face to face meetings all the time. Sometimes carers don't want or require that. Sometimes they want face to face. The reason why I pick that out as being the most important is because then you actually are dealing with their issues then

(Worker30)

Because I'm a counsellor and because they often come in in quite a high emotional state, obviously that area of needs takes quite a lot of precedence. I do all kinds of things. I will find out from them what they need. [debt, accommodation, benefits] ... It's practicalities as well as the more esoteric stuff.

(Worker31)

# ADVOCACY

It would be very difficult for her to go into the sort of respite offered. [Daughter] doesn't mix well within a group of people, she'd probably withdraw and her behaviour would not be good either to myself or in general to the people who are looking after her

(Carer3).

I'm just there to make sure that the carer understands ...'cause they [other professionals] do tend to use too many words that are too [jargon ridden] and ... sometimes you have to go, 'Excuse me, what does [abbreviation] mean, and some of them don't even know what it means, but they say them. So I think it's getting the point across that the carer needs to understand what's being said about their family member or about the care plan and everything  
(Worker20)



# CONTEXT OF CARE ACT 2014

- Three especially important aspects for carers
  - Information and advice – delays in accessing timely and relevant advice
  - Promoting wellbeing – wellbeing levels compared with general population
  - Preventing, reducing or delaying needs – impact of long term caring ('dripping tap' comparison)

# DISCUSSION

- Recognition that this is exploratory study
- Need to develop outcome measures that are closer to the concerns of carers
- Potential to explore in terms of staff retention/burnout too
- Recognition that balance of different roles will vary in different circumstances

# ACKNOWLEDGEMENT AND DISCLAIMER

- This presentation includes independent research funded by the NIHR School for Social Care Research. The views expressed in this presentation are those of the authors and not necessarily those of the NIHR School for Social Care Research or the Department of Health/NIHR

The poster is titled "Social care practice with carers: What social care support is provided to family carers? What support do family carers want?". It features the King's College London logo at the top left and the NIHR School for Social Care Research logo at the top right. A vertical green bar on the left side contains the text "Research findings". The main content is organized into sections: "KEY POINTS FROM THE RESEARCH" with a list of findings, a text box titled "The Care Act 2014 strengthens the rights and recognition of carers...", and a list of research questions. At the bottom, there is a disclaimer and the NIHR logo.

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NIHR School for Social Care Research

## Social care practice with carers: What social care support is provided to family carers? What support do family carers want?

**KEY POINTS FROM THE RESEARCH**

- Most social care support for carers is delivered through the voluntary sector, although most councils still directly undertake carer assessments.
- Changes in commissioning and contracting arrangements have created additional opportunities for the voluntary sector but also some uncertainties.
- Carers have mixed views on the extent to which they feel their social care needs are met. However, they are positive about the help provided by carers' workers with a specific remit to provide them with support.
- Activities by carers' workers are varied and include outreach work, information provision, counselling, advocacy and ongoing support.
- Different ways of improving carers' access to information, such as websites, carers' cafes and outreach workers, have been developed, although these rarely seem to be evaluated for their effectiveness.
- Identifying carers in need of additional support seems mainly to take place when the person for whom they care is assessed. This disadvantages those caring for someone who is not eligible for, or who refuses, social care support from their local authority.
- The Care Act 2014 has implications for the way that social care support to carers is delivered. Currently,

The Care Act 2014 strengthens the rights and recognition of carers in the social care system, including new rights for carers to receive services. In the run-up to implementation of the Act, this study maps different types of social care support for family carers across England.

Using information from commissioners, carers' leads, voluntary organisations, social care workers with a specific remit to support carers, and family carers themselves, this mixed methods study used interviews, surveys and secondary data analysis to ask:

- How do carers access information about social care support?
- What are carers' experiences of assessment?
- What support is provided by carers' workers whose tasks involve providing specific support to family carers?

carers caring for someone not meeting the eligibility criteria for social care support may have substantial or critical unmet needs of their own.

- Carers' organisations argue that an important part of their role is to encourage carers to complete self-assessments but they are concerned that not enough support is then available to those carers who have been assessed.
- Some local councils are working with local clinical commissioning groups on integrating support for carers, though these developments have yet to become established everywhere.

The study represents independent research funded by the National Institute for Health Research (NIHR) School for Social Care Research (SSCR). The views expressed are those of the authors and not necessarily those of the NIHR, SSCR, Department of Health, or NHS.

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Improving the evidence base for adult social care practice

# THANKS TO....

- Everyone who was interviewed or who returned a survey
- Lizzy, Jenny, Mark, and Carolyn who helped with interviewing
- Lizzy for help with data entry and coding
- Virtual Outsourcing, Laptop Confidential and Voicescript who did the transcribing
- The Project Advisory Group and the Unit Service User and Carer Advisory Group
- To NIHR SSCR for funding
- To you for listening!



# SOURCES AND REFERENCES

Slide number	Source
1	From Carers in Wiltshire website: <a href="http://carersinwiltshire.co.uk/our-services/gp-support/">http://carersinwiltshire.co.uk/our-services/gp-support/</a>
3	Job advertisement <a href="http://www.mvsc.co.uk/news/dementia-carer-outreach-support-worker">http://www.mvsc.co.uk/news/dementia-carer-outreach-support-worker</a> Personal budget <a href="http://www.carers.org/sites/default/files/supporting_carers_the_case_for_change.pdf">http://www.carers.org/sites/default/files/supporting_carers_the_case_for_change.pdf</a> Carers Support Worker <a href="http://www.carerstrustcambridgeshire.org/wp-content/uploads/2015/02/CSW-Job-Description-Nov-2014.pdf">http://www.carerstrustcambridgeshire.org/wp-content/uploads/2015/02/CSW-Job-Description-Nov-2014.pdf</a>
4	Bunn et al, 2013 <a href="http://researchprofiles.herts.ac.uk/portal/files/7084786/AdmiralNurse_Evidence_Synthesis_Final_Report17.10.13.pdf">http://researchprofiles.herts.ac.uk/portal/files/7084786/AdmiralNurse_Evidence_Synthesis_Final_Report17.10.13.pdf</a>
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