

CARERS IN HERTFORDSHIRE

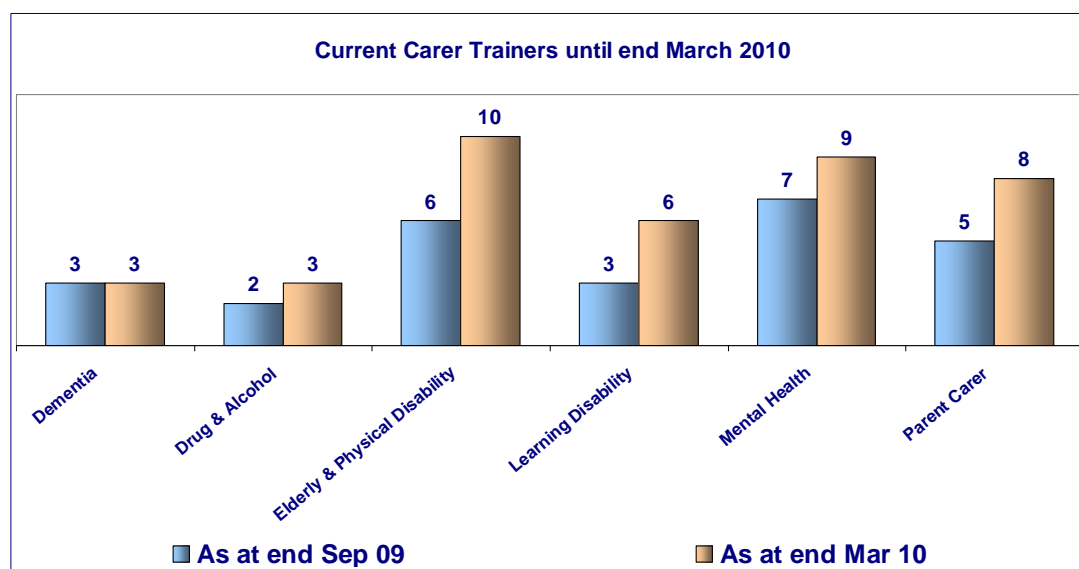
CARER TRAINER UNIT – ANNUAL REPORT

1st April 2009 – 31st March 2010

This report incorporates the six monthly monitoring report of 3rd December 2009.

Activity and Achievements -

Current Carer Trainers: There are currently 38 carer trainers, including two recently bereaved people, currently delivering training sessions. Numbers were boosted by a successful recruitment drive earlier in the year and 11 new carer trainers successfully completed their training and assessments in October 2009. This has increased the numbers of Learning Disability carer trainers and those caring for elderly or physically disabled people – both of which had been a target group. Additionally, one Learning Disability/Mental Health carer trainer who had withdrawn from training rejoined the Unit during the year.



The table shows carer trainers' primary caring roles, with one carer trainer included in LD and MH.

Agencies with whom we are providing training and training that has been undertaken during the year (One carer trainer unless stated otherwise.)

Commissioning Partners	Course / course delegates	Number of Courses
Adult Care Services	Induction for ACS staff	2
Adult Care Services	Carers legislation for Care Managers	3

Adult Care Services	Older people and physical disability (OPPD) Teams	6
Adult Care Services	Community Drug & Alcohol Teams (CDATs)	2
Adult Care Services	Mental Health – AMHP (for social workers involved in committing people under Mental Health legislation)	4 x 2 carer trainers
Adult Care Services	Moving and handling Induction	12 (+ 1 planning)
Adult Care Services	Moving and handling - Load Assessor	4
Adult Care Services	Learning Disability	1
Users and Carers Section, HCC	Front Line Staff: Libraries	5
	: Job Centre Plus	1
Children, Schools and Families	Away Day training to 90 staff – Disability Team Managers, Social Workers and Occupational Therapists.	1
Herts Partnership Foundation Trust	Vulnerable Adults training (LD) for West Herts nurses	4
Herts Partnership Foundation Trust	Dementia Awareness	1
Herts Partnership Foundation Trust	Mental Health Conference workshop	1
Herts Partnership Foundation Trust	Vulnerable Adults Training (DES) to PCT surgery staff	6
University of Hertfordshire	“Preparation for Placement”- MA social work Students (students interviewing carer trainers)	1 x 6 carer trainers
	Presentation to MSC Post graduate social work students	1 x 2 carer trainers
Herts Care Providers	Presentation by Carer Trainer Coordinator	1
Church of England	Carer awareness training for clergy	1
Stevenage Borough Council	Carer awareness training for council workers	1

The chart shows that fifty six trainings have been delivered during the 12 month period to 31st March 2010 compared to fifty four in the previous year. This includes the Carer Trainer Co-ordinator’s presentation to the Hertfordshire Care Providers Association at a training event for the private and voluntary social care sector which

also provided the opportunity to update the Adult Care Services Training Department about the service that the Unit can provide.

Commissioning Agencies:

(1) Adult Care Services

Induction training for ACS staff (focussing on Carers' Assessments) and Carers Legislation for Care Managers: these sessions have developed into part of the regular ACS programme.

Older Persons and Physical Disability (OPPD): we have recently been involved in the training of staff in two new posts - Community Care Officers and Senior Practitioners.

Community Drug and Alcohol Teams (CDATs): we have worked with ACS Users and Carers team and Su Bartlett, Carers in Hertfordshire's Drug and Alcohol Family Development Worker to provide carer trainer input into two CDAT training sessions this year.

Mental Health Services: we continue to deliver carer training to mental health workers in sessions that also include service user trainers.

Moving and Handling Induction and Load Assessor: this training is now well established. Two carer trainers have been involved and one of the new recruits has shadowed a session in preparation for providing training later this year.

Learning Disability (LD): this year we were commissioned to provide a Learning Disability training session by an independent trainer. The course "Fulfilling Lives" takes a historical look at the changes in Learning Disability Services. The carer trainer spoke for forty five minutes about the carer's view of changes in perceptions of disability and their own experiences of Disability Services. The independent trainer who commissioned the session commented as follows: "I have had feedback from the trainees who said that Norma was fantastic."

(2) Users and Carers section

Front Line staff: the Department of Health is funding the delivery of carer awareness training to a minimum of 265 key workers in Hertfordshire to support the delivery of the National Carers' Strategy. This work is being commissioned by the County Council's Users and Carers section, initially for staff in the Hertfordshire County Council Library service and in Job Centre Plus. The library sessions have taken place at local libraries throughout the county between 9.00am and 10.00am. Despite the difficult timing, the Co-ordinator has been successful in identifying carer trainers for all six sessions booked in the present year.

(3) Children, Schools and Families (CSF)

Children with Disabilities Teams: Two carer trainers made presentations about carers' experiences of CSF at an "Away Day" for 90 staff consisting of Social Workers, Occupational Therapists and Residential Care Workers. These presentations were of a very high standard and were provided with the six month report of 3rd December. One carer trainer spoke about "The CSF Assessment Process – a Parents Perspective" and took questions for about 40 minutes and the other carer trainer gave the perspective of a young carer. Both carer trainers used

Powerpoint to good effect. John O'Loughlin, Head of Children's Services - Children with Disabilities, emailed Carers in Hertfordshire subsequently to say that the carer trainers *were excellent and went down well with staff* (Appendix 4).

(4) Herts Partnership Foundation Trust (HPFT)

Learning Disability: Carer Awareness training for nurses at Watford General Hospital is ongoing. Unfortunately some disorganisation regarding the publicising of the trainings led to low take up with two sessions being cancelled.

Learning Disability: Frank Garvey, Primary Health Care Strategic Nurse seconded to ACS from HPFT, has been working to provide Learning Disability awareness training to key Primary Care personnel in General Practice surgeries. Six sessions have been held this year which completes the programme and 87% of the surgeries have sent at least two members of their staff generally a Practice Manager and a GP to attend the training.

Dementia: the Unit was involved in a Dementia awareness-raising conference targeted at reaching community leaders in the Black and Ethnic Minority communities (where the take up of dementia services is disproportionately low). The majority of attendees were HPFT staff. The carer trainer spoke about her experiences as a dementia carer and the the Strategic Liaison Dementia Nurse who commissioned the session commented that this was *an eye opener to a lot of people*.

Mental Health: The Unit was involved in an HPFT Social Work Conference where a carer trainer spoke in a workshop about the role and experience of a carer.

(5) The University of Hertfordshire

Preparation for Placement - Social Work training: the arrangement for the carers to be interviewed by all the students on the MSC post graduate social work course and for two Carer Trainers and the Carer Trainer Co-ordinator to give a presentation to the students at a second session continues.

(6) Private, Voluntary and Independent (PVI) Workforce Development Partnership

Herts Care Providers: the Carer Trainer Coordinator spoke at a Training day for Care Providers to publicise the work of the Carer Trainer Unit and to explain the benefit of involving carers in training. This was helpful in raising the profile of the Unit with providers in these sectors.

Carers in Hertfordshire involvement with the Carer Trainers

On-going Training

Carer trainers were involved in two training days to develop their presentation skills. Eight carer trainers attended the first session on the 10th June 2009 and six carer trainers attended the second session on the 1st July 2009. The sessions were facilitated by a professional trainer, Mike Phillips whom we had worked with previously as he had been involved in delivering facilitation training to Carers in Hertfordshire staff. This refresher training in presentation skills particularly focused

on helping Carer Trainers to structure their presentations, to have an understanding of different learning styles and to think about how to make their presentations most effective. As part of the second session they each gave a short presentation and used this as an opportunity to practice creatively.

Some Carer Trainers wanted to shadow a colleague as an alternative approach to improving their own delivery and three have taken up shadowing opportunities during this six month period. We produced a recording sheet with questions for the Carer Trainer who is shadowing to complete, to make the 'shadowing' session a productive learning experience for both the 'shadower' and for the Carer Trainer who is delivering the training.

Carer Trainer Involvement with the Unit

An annual review meeting was held on the 19th January 2010 and this was attended by 14 Carer Trainers, Helen Culf, Carer Trainer Coordinator, Roma Mills, Involvement Manager, Carers in Hertfordshire and Mark Gwynne, Project Manager, Hertfordshire PVI Workforce Development Partnership. As well as reviewing the work of the Unit over the past year the Carer Trainers discussed how they would like the work to be expanded. The Carer Trainers decided that the Unit should hold a promotional event to showcase carer training to a wide audience. Planning is in progress for 2010/2011 and the Carer Trainers are identifying which agencies/organisations they wish to target.

Recruitment

Our recruitment drive this year focused particularly on Carers of:

- Adults with learning disabilities,
- Elderly people,
- Adults with mental health problems,
- Adults who misuse drugs and/or alcohol, and
- Parent Carers.

In order to reach carers of Adults with Learning Disabilities we advertised in the new quarterly leaflet published by the Carers in Hertfordshire Learning Disability Project Worker and this produced a very good response. We also advertised in *Carewaves* and on the Carers in Hertfordshire website. In view of the potential increase in work with the Children, Schools and Families department – which unfortunately did not materialise this year – we were keen to recruit another Parent carer and so we asked an existing Parent Carer Trainer to raise the issue with friends and contacts whom she thought might be interested. This resulted in two parent carers coming forward to be involved with the Carer Trainer Unit and a further parent carer responding to the information in *Carewaves*.

Generally, we had a very good response to our recruitment drive and many carers were contacted and received Information Packs about the work of the Unit. Twelve carers attended the training which took place over three days on September 30th, and October 15th and October 21st 2009. This contrasts with six people who attended the training last year. Eleven out of the twelve carers were successful in being approved as Carer Trainers. Helen Powlesland, the Carers Co-ordinator for the OPPD team covering St Albans, Harpenden and Hertsmere and Jill Akroyd took part in the Panel that assessed the prospective carer trainers when they have completed their training.

Other panel members included Helen Culf, Roma Mills and two existing Carer Trainers.

The new Carer Trainers include:

- | | |
|--------------------------------------|-----------------------------|
| • Adults with Learning Disability | two carer trainers |
| • Elderly people | one carer trainer |
| • Adults with mental health problems | one carer trainer |
| • Adults with dual diagnosis | one carer trainer |
| • Adults with physical disability | three carer trainers |
| • Children with disabilities | three parent carer trainers |

One of these is a male working carer and we now have eight male carer trainers. In this instance dual diagnosis refers to a person with mental health problems and drug/alcohol misuse.

External opportunities

Three Carer Trainers were able to qualify as *Caring with Confidence* facilitators in September 2009 and two of them are now engaged in delivering the programme in Hertfordshire in a paid capacity. Hertfordshire was the first area in the UK to have the facilitator training provided locally, precisely to include people who are themselves carers and who would be unable to attend the scheduled training sessions because of the travelling distance and/or the necessity to stay away from home. These Carer Trainers successfully completed an externally assessed national facilitator development programme which took place over four days: 7th – 10th September 2009 and they will continue to have individual coaching support.

ANNUAL SUMMARY

Issues and challenges

The number of training sessions delivered has increased significantly over the past two years with 56 in 2009/10, and 54 in 2008/09 compared to 28 in 2007/08 and 20 in 2006/07. Whilst this has put pressure on the capacity of the Unit, the successful recruitment drive has enabled us to respond comfortably to training needs in the OPPD service (although we have only been able to recruit one carer of an elderly person). This larger number of active carer trainers is enabling us to meet demands - for example providing local carer trainers to train in libraries throughout the county with a 9.00am start. Recruiting more LD Carers has enabled the Co-ordinator to encourage ACS Learning and Development Officers to consider how the Unit can input into their training and we are beginning to get opportunities to be involved in the ACS Red Book training (the annual rolling programme).

However, we are aware that we need to continue promoting the work of the Carer Trainer Unit to potential and existing commissioning agencies if this increase in the number of sessions delivered is to continue. To this end, the Co-ordinator has renewed contact with the Recovery Centre to provide an update of our resources. This has not led to any development to-date, which reflects the difficulty that we have experienced in providing carer training to mental health service providers. However, the Co-ordinator has recently been in discussions with HPFT about providing carer awareness training for staff on the wards at Shrodells, an acute mental health in-

patient unit in Watford. This opportunity has arisen through the work of one of our Mental Health Carer Involvement workers who has taken forward the concerns of a number of carers about the conditions on the in-patient unit. It is encouraging to note that the Unit has been asked to be involved in the planning as well as the delivery of this new training which will focus on improving the staff's awareness and understanding of the needs of carers. The Co-ordinator has involved a Carer Trainer in the planning of this new training.

The Co-ordinator also continues to explore other opportunities to provide carer training for the statutory sector, in particular Hertfordshire County Council's OPPD and CSF departments and the new Transition Team. In response to email contact, Louise Purser, Head of Learning and Development CSF, expressed an interest in commissioning the Unit to provide Carer Trainers to assist in the induction training of newly qualified social workers in a new Hertfordshire Academy. This and other possible work with CSF is not as yet materialising and whilst this is a challenging area we are hopeful that opportunities may arise through the Early Support Initiative for Carer Trainers to train parent carers and staff.

Experience suggests that training opportunities often take some considerable time to develop so that we will have to look back in several years time to judge whether the connections which have been made with people/agencies have been productive. One connection with a large residential care provider (Quantum Care) has recently led to an agreement for us to provide two initial sessions focussing on dementia in April and May this year.

Evaluation

Commissioners' feedback on Carer Training sessions, together with the increasing range of opportunities for both Carer Trainers and Training sessions demonstrate that the Unit is delivering the following positive outcomes:

- For Family Carers -
 - the experience of engaging with professional staff who are better trained in carer awareness and consequently better able to provide a sensitive and appropriate service to both carers and to the people they care for.
- For Carer Trainers -
 - the opportunity to use their skills and experience to influence the way in which services are provided,
 - the satisfaction of being able to 'make a difference',
 - the ability to further develop their skills and suitability for other employment opportunities.
- For Professionals -
 - the opportunity to improve their awareness of the role and needs of family carers and to better understand the needs of the people they care for.

In delivering these outcomes, the Unit also supports the delivery of outcomes identified in the Hertfordshire Carers Strategy 2010/11 and in particular:

Strategy outcome 2: that carers should be able to work when they want to and

Strategy outcome 7: that carers feel respected as carers, as partners in care and are able to:

- influence decisions about services generally
- be treated fairly/equally

The Carer Trainer Unit is particularly able to give carers a voice and to raise awareness of how carers expect to be treated. The Carer Trainers are also highly motivated by the belief that their input can improve practice in health and social care and help to influence decisions about services.

It is relatively straightforward to demonstrate the social value which is being delivered by this project and it would be interesting to undertake a more definitive measurement of what is being achieved, possibly by using an Evaluative *Social Return on Investment* model. To progress this the Involvement Manager attended a *Soul Soft Outcomes User Training* in February 2010 but it was evident that the Soul Record was not a suitable tool for using with the Unit. Other approaches will now be considered.

Priorities for action

The priorities agreed for 2009/2010 were as follows:

1. Strengthening the base of carer trainers across all care groups in order to provide appropriate carer training by selective recruitment.
2. Continuing to improve the quality of carer training through the training and development of carer trainers - using 'shadowing' and training days.
3. Seeking the continued development of carer trainer opportunities in a balanced way to reflect the needs of different care groups, taking into consideration the views of carer trainers and our responsibilities to training for ACS.

As the report demonstrates these priorities have been met and the following priorities have been agreed for the forthcoming year:

1. Strengthening the base of carer trainers from the dementia and elderly care groups by selective recruitment.
2. Continuing to improve the quality of carers training through the training and development of carer trainers who wish to use PowerPoint in their presentations.
3. Seeking the continued development of carer trainer opportunities by holding a Promotional Event targeting Hertfordshire employers and providers, including the retail and business sectors.

In terms of recruitment (1) work is in hand to contact those carers of people with dementia registered on the Carers in Hertfordshire database with information about carer training. The Co-ordinator has contacted Carers in Hertfordshire's Development and Learning Team which is able to organise PowerPoint training (2)

for carers – targeted particularly at the Carer Trainers. Finally a working group has been set up to organise the Promotional Event which is planned for the Autumn 2010 but in the meantime the Co-ordinator has been working with Nick Pearce, Communications Officer, to develop a Carer Trainer Unit information leaflet targeted particularly at employers and providers in the business and retail sector.

Appendices are attached as follows

Appendix 1

Programme of training commissioned.

Appendix 2

ACS- Users and Carers Section- Community Commissioning-
Feedback from Commissioning Trainer

OPPD Training- Community Care Officers

Heather Good
Janis Daniel

Appendix 3

ACS- Users and Carers Section- Community Commissioning-
Feedback from Commissioning Trainer

Library Training – Julia Suslak, Norma Symonds.

Job Centre Plus – Janice Lansley

Appendix 4

ACS – Staff Induction training – back awareness

Sue Bird
Mary Newton

Appendix 5

HPFT- Dementia Training
Comments from carer trainer Gill Lawrence