

Engaging with Pharmacies

A Toolkit for Young
Carer Services



Acknowledgements

This toolkit has been developed and written by:

Daniel Phelps, Project and Development Manager, Carers Trust and Charlotte Elmitt, Young Carers and Young Adult Carers Team Leader, Salford Carers Centre, part of the Gaddum Centre, a Manchester based Health and Social Care charity.

Citation: This publication should be cited as: Phelps, D and Elmitt, C, (2016), Engaging with Pharmacies: A Toolkit for Young Carer Services (Carers Trust).

This toolkit has been endorsed by:



Published by
Carers Trust
32–36 Loman Street
London SE1 0EH

Tel: 0844 800 4361 (Calls charged at local rate if calling from a landline, calls to this number from a mobile are charged upwards of 14p a minute. Please ask if you'd prefer to be called back.)

Fax: 0844 800 4362

Email: info@carers.org

[Carers.org](http://carers.org)
matter.carers.org
babble.carers.org
<http://professionals.carers.org>

 www.facebook.com/CarersTrust

 www.twitter.com/CarersTrust

 www.youtube.com/user/CarersTrust

Carers Trust is a registered charity in England and Wales (1145181) and in Scotland (SC042870). Registered as a company limited by guarantee in England and Wales No. 7697170. Registered office: 32–36 Loman Street, London SE1 0EH.

© Carers Trust 2016 All library photos posed by models.



Carers Trust would like to thank and acknowledge The Openwork Foundation and the Doris Pacey Charitable Foundation whose funding enabled the Young Carers Pharmacy Project which produced this toolkit.

The Young Carers Pharmacy Project is one of Carers Trust's Innovation Generation projects. It was managed by Daniel Phelps, Project and Development Manager, Carers Trust. The local project in Salford was delivered by Salford Carers Centre (part of the Gaddum Centre).

The Carers Trust Innovation Generation Projects are collaborative projects between Carers Trust and local services that aim to develop new and effective practice in supporting young carers and their families. Learning from local projects is subsequently disseminated to the wider young carers sector and relevant stakeholders to encourage the growth of good practice.

Carers Trust would like to thank Salford Carers Centre for its work with The Tims and Parker pharmacies in Salford that has informed this report. Thank you also to the pharmacy staff and the Centre for Pharmacy Postgraduate Education who supported the project and took part in the consultation, the workshop and subsequent work in the project as well as the Pharmaceutical Services Negotiating Committee for its support.

The project would like to acknowledge the valuable support from the Primary Care and Community Reach programme and the agencies which have worked with the programme on the Carer Friendly Pharmacy Pilot (see <https://professionals.carers.org/carer-friendly-pharmacy-pilot-evaluation>), especially for the development of materials that have benefitted this project in Salford, such as training materials.

Thank you also to the Advisory Group who gave valuable advice and support to the initial phase one of the project:

- Julia Ellis, Development Manager (Primary Care and Community Reach), Carers Trust
- Alan Chappell, Project Officer (Primary Care and Community Reach), Carers Trust
- Gill Winter, Network Liaison and Development Manager, Carers Trust Wales
- Lindsay Lockhart, Partnership Officer, Carers Trust Scotland
- Alastair Buxton, Director of NHS Services, Pharmaceutical Services Negotiating Committee
- Anne Cole, Regional Manager South West, Centre for Pharmacy Postgraduate Education
- Nicola Gray, Green Line Consulting Limited
- Debbie Fallon, School of Nursing, Manchester University.

We would also like to thank the following for their guidance following the project in the final development of resources:

- Rosie Taylor, Head of Service Development, Pharmaceutical Services Negotiating Committee
- Heidi Wright, English Practice & Policy Lead, Royal Pharmaceutical Society

We would especially like to thank all the young carers and their families who took part in the focus groups and workshop and who shared their experiences and quotes which have grounded this resource in real experiences.

Contents

| | |
|--|-----------|
| Introduction | 2 |
| Top tips for young carer services wanting to develop links with pharmacies | 4 |
| Training and information for pharmacy staff | 5 |
| Establishing Carer Champions in pharmacies | 6 |
| Identification and referral of young carers | 7 |
| Development of information for families and young carers | 8 |
| Piloting an authorisation process for the collection of medicines by young carers | 9 |
| Developing a strong and embedded relationship between a young carer service and a local pharmacy | 10 |
| Useful resources | 11 |
| References | 13 |

Introduction

A young carer is someone under 18 who helps look after someone in their family, or a friend, who is ill, disabled or misuses drugs or alcohol.

Why young carers should be identified early

Where young carers are not identified and they and their families are not appropriately supported, there is a risk that their caring role will negatively impact on their own health, wellbeing, education and social development.

Young carers therefore, should be identified at the earliest point possible and they and their families signposted or referred to support. Support for carers is often available through a local carers service and can be a first step towards them receiving an assessment of their needs and support for them and their family either under the Children's and Families Act (2014) or the Care Act (2014).

Why pharmacies are important in identifying young carers

Pharmacies are visited by about 1.6 million people every day in England. (See <http://psnc.org.uk/psncs-work/about-community-pharmacy/>). They are ideally positioned to identify carers of all ages including young carers and can therefore play a key role in the early initiation of assessment and support which can be life changing. Furthermore, as well as signposting to support organisations, pharmacy teams themselves provide support for carers via the wide range of services they provide, such as practical assistance to order and collect prescriptions from GP practices, delivery of medicines to people's homes and helping people to manage their medicines use, via multi-compartment compliance aids.

The role of young carer services

Partnership working with pharmacies ties in with several priorities within the NHS England's Commitment to Carers (NHS England, 2014). Young carers services are themselves ideally positioned to be commissioned to work with and support pharmacies in this work.

The toolkit

This toolkit is aimed at young carer services to support them to work collaboratively with pharmacies. It draws on the Young Carers Pharmacy Project that took place between 2014 and 2016. This was delivered by Carers Trust Network Partner Salford Carers Centre as one of Carers Trust's Innovation Generation projects.

The learning from this project in Salford set out to feed into The Carer-Friendly Pharmacy Pilot (see <https://professionals.carers.org/carer-friendly-pharmacy-pilot-evaluation>).

The Project Learning Report can be found on the Carers Trust Professionals website at <https://professionals.carers.org/youngcarerspharmacyproject>.

This toolkit sets out how young carer services can support pharmacies to better identify and support young carers (and families). Although pharmacies themselves should be able to implement some of the ideas within the toolkit, it is intended that they are supported to do this by a local carers service.

To facilitate implementation, recommendations in the toolkit are set out in the form of a self-evaluation checklist.

Materials developed to support this toolkit

- Young Carers Authorisation Form (Medicines Collection) and Supporting Information.
- Do you look after someone in your family who is ill or disabled? A poster (available as A5 and A4) setting out how pharmacies can support young carers and families.
- The Carer Champion Role (An example from Salford Carers Centre).
- A Carer awareness training PowerPoint for pharmacy teams.

These are available from <https://professionals.carers.org/youngcarerspharmacyproject>.

Although parts of this toolkit may be England specific, the general guidance is applicable across the whole of the UK.

About Carers Trust

Carers Trust is a major charity for, with and about carers. We work to improve support, services and recognition for anyone living with the challenges of caring, **unpaid**, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems.

We do this with a UK wide network of quality assured independent partners, through our unique online services and through the provision of grants to help carers get the extra help they need to live their own lives. With these locally based Network Partners we are able to support carers in their homes through the provision of replacement care, and in the community with information, advice, emotional support, hands on practical help and access to much needed breaks. We offer specialist services for carers of people of all ages and conditions and a range of individually tailored support and group activities.

Top tips for young carer services wanting to develop links with pharmacies

- Undertake a local consultation exercise to understand the experience of young carers and their families of using pharmacies in your local area.
- Contact your Local Pharmaceutical Committee (LPC) as a first point of contact. LPCs represent all NHS pharmacy contractors in a defined locality. You can find your LPC at www.lpc-online.org.uk. Please note, however, that LPCs are not always defined along administrative boundaries and so pharmacies in your service's area may fall into more than one LPC.
- If you are part of a stand-alone young carer service, consider working collaboratively with a local adult carer service.
- Use UK wide campaigning and awareness days such as Young Carers Awareness Day, Carers Week or Carers Rights Day to have a stall or an information board within pharmacies.

Training and information for pharmacy staff

Overview

An online consultation, carried out by Carers Trust in 2014 with pharmacy teams, highlighted a need to train pharmacy staff about young carers. Pharmacy staff were asked about what they would find useful to support them in identifying and supporting young carers and their families. 39% of respondents stated that they would like to take part in a training workshop about young carers and how to support them.

Providing training and information to pharmacy staff ties in with NHS England's Commitment to Carers (NHS England, 2014) and the priority of addressing the need to raise the profile of carers among NHS staff, stakeholders and partners and making them aware of how they can support carers.

| Recommendations | |
|-----------------|--|
| 1 | Ensure that there is strong engagement with senior management in pharmacies and that senior staff are included in the training. |
| 2 | Communicate clearly to pharmacies in advance about: <ul style="list-style-type: none"> • Why training is important. • The issues covered by the training. |
| 3 | Ensure training covers carers of all ages, but highlights the specific needs of young carers and the different principles for supporting them. |
| 4 | Ensure that training includes: <ul style="list-style-type: none"> • How to identify young carers. • How pharmacy staff can begin conversations with carers. • How to refer young carers to local, national and UK support. • An introduction to resources such as the Young Carers Authorisation Form (Medicines Collection). • Real case studies. • An introduction to the idea of having a Carer Champion in the pharmacy. |
| 5 | Offer flexible methods of training such as delivering training within staff meetings, or other training sessions, using webinars and national/UK awareness and training resources. |
| 6 | As higher levels of understanding around carers' issues develop generally, develop training sessions to focus primarily on local processes for identification and support. |
| 7 | Ensure the role of safeguarding is highlighted as this is also key in helping staff to understand that young carer services seek to protect children and young people from inappropriate caring. |

Resources

- The Carer Awareness for Pharmacy Teams training PowerPoint presentation developed in partnership between Carers Trust and the Centre for Postgraduate Pharmacy Education. <https://professionals.carers.org/youngcarerspharmacyproject>
- The Supporting Carers Floor (developed by the Centre for Postgraduate Education), (including specific young carer hotspots) on Learningpharmacy.com™, which is a free online resource that is easy to access and can be used by anyone in the pharmacy team. <http://www.thelearningpharmacy.com/content/programme.asp?topic=39>

Establishing Carer Champions in pharmacies

Overview

In order to link with a local carer service and coordinate and embed work within a pharmacy, establishing the dedicated role of Carer Champion is important. The Carer Champion (or multiple champions) can act as a point of contact with young carers and their families as well as the local carer service and can ensure that processes are set up within the pharmacy to identify and support carers.

Recommendations

| | | |
|----------|---|--|
| 1 | Establish a Carer Champion within the pharmacy, to coordinate the communication and support for carers of all ages. | |
| 2 | Ensure the Carer Champion(s) undergoes the Carer Awareness for Pharmacy Teams training and is kept up to date with information about young carers from for example, the local carers service. | |

Resources

- The Carer Champion Role (an example from Salford Carers Centre).

Identification and referral of young carers

Overview

Early identification of young carers and their families can trigger and lead to the person with the illness or disability receiving support of their own and reducing caring roles for young carers. Early intervention can also lead to timely support for young carer themselves.

An online consultation carried out by Carers Trust in 2014 with pharmacy staff revealed that 39% wanted to be able to refer young carers directly to a support service.

| Recommendations | |
|-----------------|--|
| 1 | Establish a secure referral system that can be made by the pharmacy directly to the local carer service and/or their GP |
| 2 | With the carer's consent, use the PharmOutcomes referral system (where this is used) to refer the carer to their local carer services and/or their GP. See https://www.pharmoutcomes.org/pharmoutcomes/ . |
| 3 | Ensure that the local carer service makes contact with the young carer and their family as soon as possible after receiving a referral. |
| 4 | Establish an alternative referral system such as The Surrey NHS Carers Prescription. |
| 5 | Ensure information about how to use the referral process is included within induction training and carers training. |

Resources

-  The PharmOutcomes referral system. <https://www.pharmoutcomes.org/pharmoutcomes/>
-  PharmOutcomes module guide for pharmacy teams. https://professionals.carers.org/sites/default/files/carers_module_-_pharmacy_guide_final_0.pdf
-  A Carer Referral Form (paper version) that can be transferred to the PharmOutcomes system if in place. <http://psnc.org.uk/wp-content/uploads/2014/10/Referral-pad.pdf>
-  The Surrey NHS Carers Prescription. <http://carersworldradio.ihoststudio.com/centralsurrey.html>
-  PharmOutcomes module guide for carer services. https://professionals.carers.org/sites/default/files/carers_module_-_carer_service_guide_final_1.pdf
-  A5 Pharmacy Leaflet. https://professionals.carers.org/sites/default/files/pharmacy_leaflet_a5_4pp_4_0.pdf
-  Pharmacy Poster. <http://psnc.org.uk/wp-content/uploads/2014/10/A3-pharmacy-poster1.pdf>

Development of information for families and young carers

Overview

Pharmacies have a number of services that can provide vital support to young carers and their families. However, consultation with young carers and families revealed that they were often not aware of these services.

| Recommendations | |
|-----------------|---|
| 1 | Be proactive in promoting how services that the pharmacy provides can support the specific needs of young carers and their families. |
| 2 | Develop resources such as posters and leaflets in appropriate formats that specifically target young carers and families. |
| 3 | Include within training, discussion of the range of provision offered by pharmacies that are particularly useful to young carers and their families such as a medicines delivery service, flu vaccinations, Medicines Use Reviews, compliance aids, general health advice and referral to support for carers. |

Resources

- Do you look after someone in your family who is ill or disabled? A template poster developed by Carers Trust, setting out how pharmacies can support young carers and families. <https://professionals.carers.org/youngcarerspharmacyproject>
- A flyer developed by Carers Trust detailing the help available for carers from their local pharmacy. Contractors can insert their pharmacy logo or contact details on the second page of the flyer to distribute to carers. https://professionals.carers.org/sites/default/files/pharmacy_leaflet_a5_4pp_4_0.pdf
- A template leaflet developed by Pharmaceutical Services Negotiating Committee for pharmacy contractors to use when advising carers on the services they offer and to provide information to carers on managing medicines – Carers Leaflet – Pharmacy Services (Microsoft Word). <http://psnc.org.uk/services-commissioning/locally-commissioned-services/carerfriendlypharmacy/>

Piloting an authorisation process for the collection of medicines by young carers

Overview

Consultation with young carers revealed that they wanted to be able to collect medicines for the person they cared for. This is especially important where there is no adult in the household, other than the person with the illness or disability.

63% of respondents in the consultation with pharmacy staff stated that it would be supportive to have an authorisation form signed by an adult giving consent for a young carer to collect their medicines.

A simple Young Carers Authorisation Form (Medicines Collection) and Supporting Information has been developed that will act as an agreement between the named person on the prescription and the pharmacy to allow a child or young person to collect medicines on their behalf. The form itself does not supercede existing guidance on supplying medicines, but may make the process more comfortable for young carers and give pharmacists reassurance that the young carer has permission to collect the medicines.

Recommendations

| | | |
|----------|---|--|
| 1 | Introduce an authorisation process to facilitate young carers collecting medicines for the person they help to look after. | |
| 2 | Develop supporting information for the authorisation process. | |
| 3 | Ensure that staff training about carers includes the use of the authorisation process. | |
| 4 | Ensure that an authorisation process is only used with older young carers (aged 13–17) and that they are happy to collect medicine for the person they care for. | |
| 5 | Where the Young Carers Authorisation form (Medicines Collection) is used or requested, consideration should be given to promotion of the medicines delivery service (if available). | |

Resources

-  The Young Carers Authorisation Form (Medicines Collection) and the Young Carers Authorisation Form Supporting Information (developed by Carers Trust). <https://professionals.carers.org/youngcarerspharmacyproject>
-  The Royal Pharmaceutical Society Quick Reference Guide. <http://www.rpharms.com/unsecure-support-resources/children-collecting-medicines-from-a-pharmacy.asp>

Developing a strong and embedded relationship between a young carer service and a local pharmacy

Overview

A strong relationship between a young carer service and a local pharmacy can help maintain carers 'on the pharmacy radar', support the pharmacy with training on carers' issues and lead to improved referrals.

One of NHS England's eight priority themes in its Commitment to Carers (NHS England, 2014) is Partnership Links. More specifically, NHS England sets out to 'coordinate effective ways of working by developing partnership links between health, social services and other organisations, including the voluntary sector to establish how carers can be supported as effectively as possible.'

| Recommendations | |
|-----------------|--|
| 1 | A young carer service should consider establishing a dedicated staff role that works with health services, to undertake work with pharmacies. |
| 2 | Establish a named contact (a Carer Champion) within the pharmacy. |
| 3 | Establish initial training for the pharmacy delivered by the young carer service. |
| 4 | Determine and develop the most effective communication between the young carer service and the Carer Champion(s) in each pharmacy and ensure information is disseminated appropriately to all staff. |
| 5 | Establish regular updates from the young carer service to the pharmacy such as a regular ebulletin or newsletter including case studies of young carers who have been identified and supported. |
| 6 | Facilitate young carers drop-ins to the pharmacy to answer any questions they may have. |
| 7 | Facilitate occasional visits to young carer groups for pharmacy staff. These sessions could also be used to deliver training for young carers around specific issues including the use of medicines. |
| 8 | Establish ongoing training for all staff (including part-time staff) to ensure that they are kept up to date with carers' issues and how to refer young carers. |

Resources

To support partnership working, NHS England published An Integrated Approach to Identifying and Assessing Carer Health and Wellbeing (NHS England, 2016). This includes a Template Memorandum of Understanding for use between local authorities and commissioners and providers of NHS-funded care and other partners.

Useful resources

Carers Trust

Local support

You can find your nearest Carers Trust Network Partner by using our Find local care and carer services facility at [Carers.org](https://carers.org) (any time) or calling 0844 800 4361 (Monday– Friday, 9am–5pm).

Online support for carers

Carers can get 24-hour support, every day of the year, from our online services for carers. Carers Trust online services are open to all carers, wherever they live in the UK and whatever their age.

Babble

(babble.carers.org) is for young carers under 18.

Matter

(matter.carers.org) is for young adult carers aged 16–25.

Carers Space

(<https://space.carers.org>) is for carers aged 18 and over.

For email support contact support@carers.org.

Resources from the Young Carers Pharmacy Project

- Engaging with Pharmacies: A Toolkit for Young Carer Services.
- Young Carers Authorisation Form (Medicines Collection) and Supporting Information.
- Do you look after someone in your family who is ill or disabled? A poster (available as A4 and A5) setting out how pharmacies can support young carers and families.
- The Carer Champion Role (An example from Salford Carers Centre).
- A Carer Awareness Training PowerPoint for pharmacy teams.
- The Young Carers Pharmacy Project Learning Report: Working with Pharmacies to Improve Identification and Support For Young Carers and their Families.

All available from <https://professionals.carers.org/youngcarerspharmacyproject>.

Resources from the Carer Friendly Pharmacy Pilot

Resources include:

Training for Carer-friendly Pharmacy teams.

<https://professionals.carers.org/pharmacy-pilot-resources>

The Carer Friendly Pharmacy Pilot.

<https://professionals.carers.org/carer-friendly-pharmacy-pilot-evaluation>

<http://psnc.org.uk/services-commissioning/locally-commissioned-services/carerfriendlypharmacy/>

Carer-Friendly Pharmacy – Pilot (nine LPC areas involved).

<http://psnc.org.uk/?our-services=carer-friendly-pharmacy-pilot>

Other resources

The Supporting Carers Floor (developed by the Centre for Postgraduate Education). (including specific young carer hotspots) on theLearningpharmacy.com™, which is a free online resource that is easy to access and can be used by anyone in the pharmacy team.

<http://www.thelearningpharmacy.com/content/programme.asp?topic=39>

Royal Pharmaceutical Society guidance on children collecting medicines from a pharmacy.

<http://www.rpharms.com/unsecure-support-resources/children-collecting-medicines-from-a-pharmacy.asp>

Local Pharmaceutical Committees (LPCs) represent all NHS pharmacy contractors in a defined locality. LPCs are recognised by local NHS primary care organisations and are consulted on local matters affecting pharmacy contractors.

<http://www.lpc-online.org.uk>

Centre for Pharmacy Postgraduate Education e-learning programme, Consulting with children and young people.

<https://www.cppe.ac.uk/programmes/l/consultcyp-e01/>

References

NHS England (2014), *NHS England's Commitment to Carers* (NHS England).
<https://www.england.nhs.uk/commissioning/comm-carers/>

NHS England (2016), *An Integrated Approach to Identifying and Assessing Carer Health and Wellbeing* (NHS England).
<https://www.england.nhs.uk/wp-content/uploads/2016/05/identifying-assessing-carer-hlth-wellbeing.pdf>





Published by
Carers Trust
32–36 Loman Street
London SE1 0EH

Tel: 0844 800 4361 (Calls charged at local rate if calling from a landline, calls to this number from a mobile are charged upwards of 14p a minute. Please ask if you'd prefer to be called back.)

Fax: 0844 800 4362

Email: info@carers.org

Carers.org
matter.carers.org
babble.carers.org
<http://professionals.carers.org>

 www.facebook.com/CarersTrust

 www.twitter.com/CarersTrust

 www.youtube.com/user/CarersTrust

Carers Trust is a registered charity in England and Wales (1145181) and in Scotland (SC042870). Registered as a company limited by guarantee in England and Wales No. 7697170. Registered office: 32–36 Loman Street, London SE1 0EH.

© Carers Trust 2016 All library photos posed by models.