

## Carer awareness for pharmacy teams

Name

Position



Training developed in partnership between Carers Trust and CPPE



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## Housekeeping

- Comfortable
- See and hear
- Fire alarm & exits
- Toilets
- Phones and devices
- Feedback forms



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## Aim

To enable pharmacy teams to pro-actively engage with, and increase identification, referral and support of unpaid carers.



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### Learning objectives

On completion of all aspects of this learning programme you should be able to:

- describe what is meant by the term 'carer'
- identify carers who use your pharmacy and know the type of roles they undertake
- describe the challenges that carers face and the support they may require
- confidently communicate with carers and encourage them to access support
- know where to refer (with consent) people to locally for further support
- create an action plan for how you are going to improve the service in your pharmacy for carers




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### Ground rules

- Take part to the best of your ability
- Listen actively
- Share your own experiences
- Respect others' opinions and treat their contributions with respect
- Keep side conversations to a minimum
- Maintain confidentiality within the group
- Finish on time




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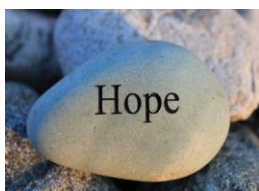
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### Hopes and concerns




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# AGENDA

Workshop plan



- Carer awareness and identification
- Supporting carers
- What you can do in your pharmacy
- Action planning and close



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## Warm up - introductions

In pairs or as a small group:

- Introduce yourself, say where you work and describe your role
- Share something that made you smile recently



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## Icebreaker

- How many people in the UK are carers?



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### Some statistics!

- **Approximately 7 million people in the UK are carers**
- 1 in 8 adults are carers
- 700,000 young people are carers (young carers)
- On average each community pharmacy will be visited by 13-14 people who are carers every day
- The value of care provided by carers in England is estimated to be well over £96bn per year




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### Activity 1 – What do we mean by ‘a carer’?

In your groups spend a few minutes discussing:

- What the term ‘carer’ means to you?
- What conditions or situations might require people to need a carer?




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### Activity 1 - What do we mean by ‘a carer’? - Suggested responses

- A carer is someone who, **without payment**, provides help and support to a partner, child, relative, friend or neighbour who could not manage without their help
- Anyone can be carer – they come from all walks of life, all cultures and can be any age




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### Some examples of why a carer might be caring for someone

- Chronic physical illness, e.g. heart or lung disease
- Frailty
- Long-term physical disability
- Long-term neurological condition, e.g. Parkinson's disease or motor neurone disease
- Mental health problems, e.g. anxiety or depression
- Dementia
- Substance misuse
- Learning disabilities




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### More statistics and information about carers

- Many carers are the only support for the person being cared for
- Many carers have not taken a break of more than 2 days since they started looking after someone
- Many carers are unable to go on holiday
- 42% of carers are male
- A carer may not be the next of kin or a member of the family
- 50% of carers do not live with the person they care for and 18% care for more than one person




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### Activity 2 - How can you identify carers?

In your groups discuss how you might identify carers in your pharmacies.

- On post-it notes write down three things that might alert you to the fact that someone in your pharmacy may be a carer
- Consider what words would you use to engage a person in your pharmacy who you think may be a carer
- Practice a mini role play session of what you would say and how you would say it




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### Activity 2 - How can you identify carers? - Suggested responses

- **Look for clues:**
  - has someone brought a prescription, collected medicines or asked for advice or over the counter medicines on behalf of someone else?
  - do they bring someone with them into the pharmacy regularly?
- **The carer may tell you:**
  - they are looking after someone
  - they are picking up medicines for someone else
- You may know the person and be aware of their circumstances
- You could ask them if they look after someone?




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### Possible barriers to identifying carers and solutions

However:

- asking someone directly isn't always the right approach
- a carer may not want to discuss their caring role in the presence of the person they care for
- many people will not think of themselves as carers
- many people are in mutual caring situations
- there is concern that asking for support means they are not coping
- there may be some fear of losing control




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### Why do carers need support?

- Many carers work outside the home and are juggling responsibilities
- Some carers may have given up employment and/or their careers
- Carers often struggle alone and do not know that there is help available
- Some carers might be new to the role and not know where to start




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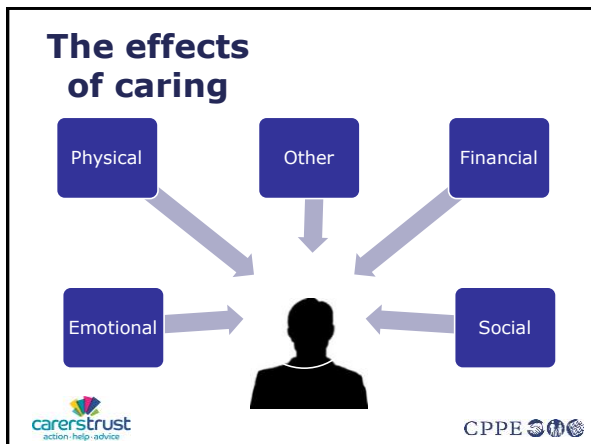
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### Impact of caring on relationships, work, finances and health

- ⇒ 75% were not prepared for the changes to lifestyle due to their caring role
- ⇒ 61% found it difficult to maintain relationships
- ⇒ 45% had to give up work
- ⇒ 60% experienced a reduction in income
- ⇒ 72% had to reduce the amount of exercise they took
- ⇒ 61% suffered depression
- ⇒ 92% became more stressed

carerstrust  
action help advice

Carers UK survey 2013  
CPPE

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### Local carers' service

⇒ *Insert name and contact details of the local carers' service that community pharmacies will refer carers to in the pilot area*

carerstrust  
action help advice

CPPE

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## Pharmacy 'Carer friendly pharmacy' project - resources available to you

As part of this project you will have:

- Posters
- Leaflets
- Badges
- Information sheets
- Referral forms
- PharmOutcomes software
- Regular contact with and support from your local carers' service




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## PharmOutcomes




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## Pharmacy Carers' champions



Who could be the carers' champion in your pharmacy...could it be you??




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### Pharmacy Carers' champions

We would like each pharmacy to have a Carers' champion and a deputy who will:

- wear a badge to encourage carers to talk to you
- maintain information points for carers within the pharmacy
- refer (with consent) carers to <insert name of the local carers' service for referrals>
- keep up to date with developments around carers and brief and enthuse colleagues

If you are interested in these roles for you or someone in your pharmacy please put your name forward on the feedback form at the end of the training




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### Activity 3 - How can you support carers?

In your groups discuss the following questions.

In your community pharmacy:

- what can you do to support carers?
- how could you use the resources available?

Then in your groups:

- share an example of a patient or customer you know is a carer and discuss how you are going to engage with them




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### Activity 3 - How can you support carers? - Suggested responses

Community pharmacy is ideally placed to refer (with consent) people to a local carers' service for support such as:

- access to people in a similar position to them and people who understand
- emotional support - a chance to speak to someone in confidence about how they are feeling
- access to financial support and breaks in care - vital in managing the impact of caring on their lives
- support to continue working or to return to work if they have lost employment due to caring
- Support when caring ends to help the carer rebuild a life on their own and reconnect with education, work or a social life




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### Activity 3 - How can you support carers? - Suggested responses cont 1.

- talk to carers – they can often feel invisible and appreciate it when someone gives them recognition for what they do
- offer an assessment for a monitored dosage system
- offer a prescription medicine delivery service
- let carers know if items are missing from dispensed prescriptions and what can be done about it
- liaise with the GP direct, not via the carer




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### Activity 3 - How can you support carers? - Suggested responses cont 2.

- Carers need to be encouraged to look after their own health. Advice for carers may include:
  - don't ignore any health concerns of your own
  - pace yourself - take short breaks (e.g. a cup of tea) or longer breaks (respite care)
  - have plenty of rest and sleep
  - share any concerns with your pharmacist or GP
  - ask your GP practice for a free flu jab
  - take care of your back
  - stress relief and relaxation
- Offer services such as medicines use reviews (MURs) or new medicine service (NMS) to the person they are caring for




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### Activity 4 – Next steps

Individually consider:

- What will you do differently as a result of this carer awareness workshop?
- Commit your plans to paper...there is a space in your learning portfolio

Then:

- Share your next steps with the person next to you
- Be ready to share one idea with the whole group




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### Some suggested actions to help carers in community pharmacies

- **Raise awareness**
  - brief you colleagues about this training session
  - put up posters, hand out leaflets
- **Identify carers**
  - team brainstorm of people already known to be carers
  - ask people if they look after someone
- **Referral (with consent)** – to local support for carers and to their GP practice
- **Support in pharmacy** – consider the health needs of carers as well as the cared-for person



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Any questions?



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