

Model of Care for Carers Carers' Compass & Checklist

8. A VOICE

- 8.1 Are you able to advocate for Carers or support them to advocate for themselves?
- 8.2 Have you identified and addressed access, equity and empowerment issues affecting Carers with whom your service has contact?
- 8.3 Do you consult with and include Carers in all aspects of your service's business?
- 8.4 Are your staff who are carers able to voice their concerns about workplace support?

1. FULL INFORMATION

- 1.1 Are Carers identified (i.e. details recorded) at point of contact?
- 1.2 Do staff understand confidentiality and privacy issues so they can share information with Carers appropriately?
- 1.3 Is accurate information about your service given to Carers so their expectations are realistic? (e.g. waiting times, eligibility criteria, visiting hours, parking information)
- 1.4 Do you consider the same information needs for **Hidden Carers***? (e.g. translated information for CALD Carers)
- 1.5 Do you give Carers info about care plans & transfer of care (discharge) arrangements? (e.g. date and arrangements for transfer, copy of Discharge Summary, information about medication and community service follow-up)
- 1.6 How do you deal with Carers' information needs when they are in crisis?
- 1.7 Are staff who are Carers given information to help balance caring & work? (e.g. information on leave entitlements, flexible work practices and respite services)

*Please read the separate resource regarding **Hidden Carers**

2. RECOGNITION & THEIR OWN HEALTH & WELL BEING TAKEN INTO ACCOUNT

- 2.1 Do you hold activities promoting Carers in health related events such as Mental Health Week and Carers' week?
- 2.2 Do you recognise the need for Carers to look after their own health?
- 2.3 Do you seek the Carer's knowledge and include them in all aspects of the patient's care?

7. FINANCIAL SECURITY

- 7.1 Are you aware of the financial burden your service may place on the Carer and care recipient?
- 7.2 Can you assist Carers in seeking financial help or refer them to agencies that can?
- 7.3 Are you aware how of how caring responsibilities affect a Carers' ability to work?

3. LIFE OF THEIR OWN & QUALITY SERVICES FOR THE CARER & THE PERSON CARED FOR

- 3.1 Can you improve services to **Hidden Carers*** or ease the burden of their caring role?
- 3.2 Can you provide services to Carers or refer them to agencies that can?
- 3.3 Are Carers and Carer Issues dealt with in a manner that encourages staff to see them as core business?
- 3.4 Can you assist the Carer to **plan for the future care** of the person they look after?
- 3.5 Do your staff who are carers know about services available to support them?

* Please read the separate resource regarding **Hidden Carers**

6. TRAINING & SUPPORT TO CARE

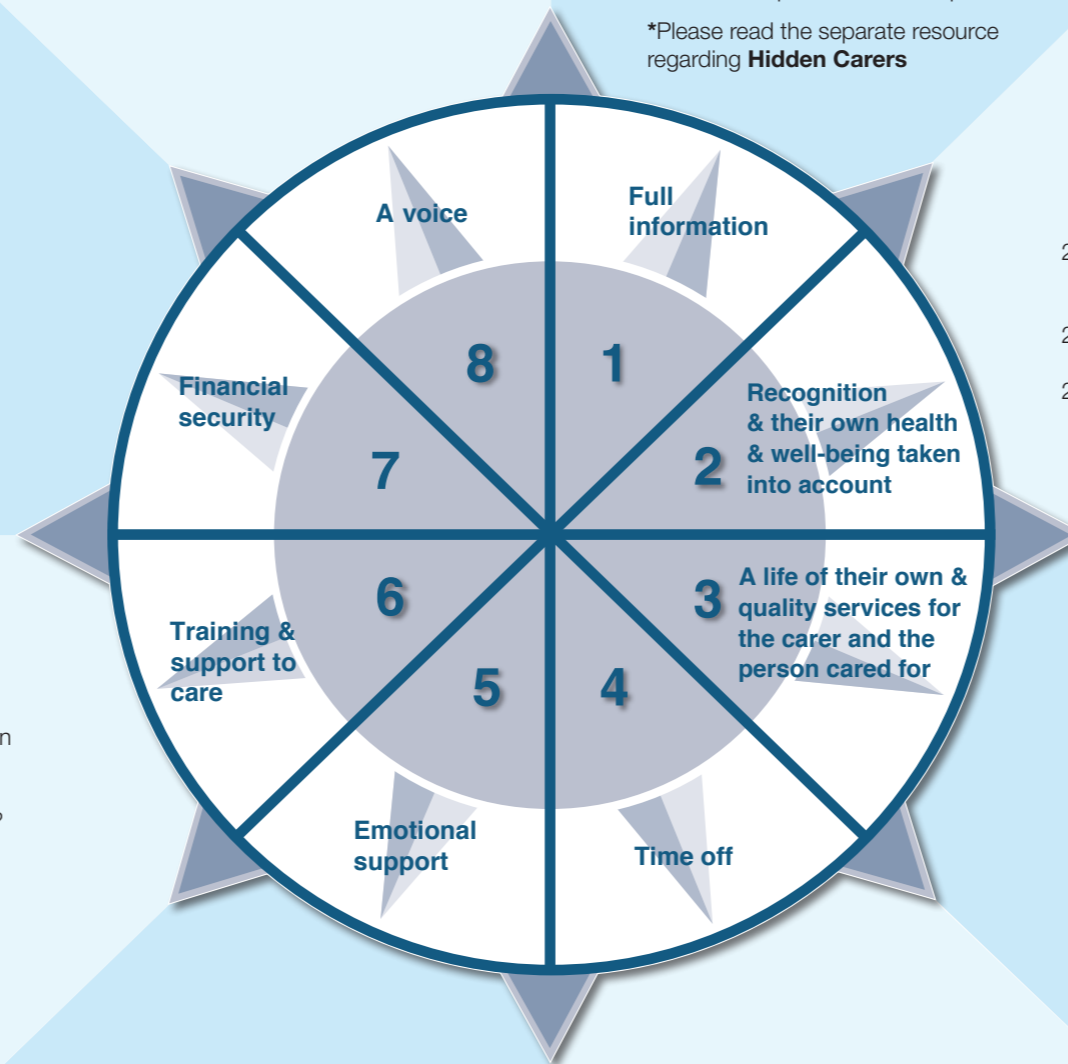
- 6.1 Do you provide education or training on topics that help Carers in their caring role?
- 6.2 Is training pitched so that Carers are treated as partners in care?
- 6.3 Is training provided to Carers who work?

5. EMOTIONAL SUPPORT

- 5.1 Do you regularly acknowledge and enquire about Carers' well being?
- 5.2 Can you provide services or referral advice that provides emotional support to Carers?
- 5.3 Do you provide appropriate emotional support to staff who are Carers or refer them to someone who can?

4. TIME OFF

- 4.1 Do you encourage Carers to make use of Respite Services?
- 4.2 Do you deliver respite to Carers in a way that suits the Carer or your organization?
- 4.3 Can you offer flexible appointment and waiting times to decrease demands on Carers' time?
- 4.4 Do you assist staff who are Carers to access leave entitlements & flexible work practices available to them?



Model of Care for Carers - Reference Table



	1. Full information	2. Recognition & their own health & wellbeing taken into account	3. Life of their own & quality services for the Carer & the person cared for	4. Time off	5. Emotional support	6. Training & support to care	7. Financial security	8. A voice
Carers are recognised & valued	<p>1.1 Identifying Carers (by Carer and staff)</p> <p>a. Do family members/other Carers understand the term "Carer" even if they don't identify or use it themselves?</p> <p>b. Are Carer details entered on Intake/ admission forms /databases ASAP after first patient contact?</p> <p>1.2 Privacy</p> <p>a. Is patient permission for information to be shared with Carer recorded in the medical record?</p> <p>b. If patient is unable/unwilling to give permission, is information given to Carer about privacy & guardianship options? (Or refer to someone who can e.g. social worker)</p> <p>1.3 Service Information</p> <p>a. Does your service provide accurate, realistic information on your services including waiting times and eligibility criteria – NOT the "best possible scenario" e.g. "If the person you care for is discharged after hours, medication can be provided for two days only. Please see your GP for further supplies."</p> <p>b. Do you tell Carers about waiting times for other services, if there are eligibility criteria for these services and what these criteria are? (Or refer to someone who can)</p> <p>c. Are Carers aware of parking availability & transport options (e.g. Community Transport), including public transport routes?</p> <ul style="list-style-type: none"> - Is parking close by? - If not, is there a drop off point? - Can someone mind the care recipient while the Carer is parking? (e.g. Person with Dementia, children with disabilities) - Is public transport or taxi easier? - Is Carer aware of parking discounts for "frequent flyers" and how to obtain them? - Are facility Transport Access Guides (TAGs) available? <p>d. Are Carers given information on visiting/opening hours & availability of overnight/bedside accommodation options?</p> <p>e. Are systems in place to inform Carers of cancelled appointments?</p> <p>1.5 Transfer Of Care</p> <p>a. Are Carers given the time & arrangements for transfer & copies of discharge summaries?</p> <p>b. Is information given on referral dates to community services and their availability? e.g. date services will start or expected waiting times for commencement, eligibility criteria, contact names & phone no's for community services etc.</p>	<p>2.1 Carer Recognition</p> <p>a. Does your service hold events/activities promoting recognition, awareness & knowledge of Carers in Carers' Week?</p> <p>b. Can your service raise the profile of Carers relevant to your service in "Promotional" weeks such as Dementia, Diabetes, Stroke, Mental Illness etc.?</p>			<p>5.1 Recognising Need</p> <p>a. Do staff include Carers by regularly acknowledging them & enquiring about their well being?</p> <p>b. Are Carers exiting their caring role supported &/or referred to services such as Carers NSW?</p>	<p>6.1 Improving Support To Care</p> <p>a. Can your service provide Carer training that will assist the Carer in their caring role? (e.g. Nutrition, falls prevention, self care such as manual handling & healthy lifestyles, information on services, the care recipient's condition/disability/ illness)</p> <p>b. Can Carer training/education needs be met in the context of providing other services such as support groups?</p> <p>c. Can your service provide education to Carers in clinical &/or community settings in partnership with other relevant agencies?</p>	<p>7.1 Awareness Of Financial Pressure</p> <p>a. Are staff sensitive to patients/Carers ability to pay for health and other services (such as Home Care and Respite) and can staff advocate appropriately for these patients/Carers?</p> <p>b. Are costs of consultations, treatment and equipment detailed clearly to patients and Carers beforehand?</p> <p>c. Is information provided to Carers on cheaper options for parking, transport & accommodation (e.g. IPTAAS)?</p>	<p>8.1 Valuing What Carers Say</p> <p>a. Does your service provide opportunities for Carers to be heard, support them to voice their concerns and/or advocate on their behalf when appropriate?</p>
Hidden* Carers are identified & supported	<p>1.4 Identifying Hidden Carers</p> <p>*Please read the separate resource regarding Hidden Carers</p> <p>a. Do you identify...</p> <ul style="list-style-type: none"> - Carers who may be hidden to your service? - Strategies for finding them? <p>b. Do you identify CALD Carers who require interpreters/access to multicultural health workers on intake/ admission forms?</p> <p>c. Can you provide information & educational resources (such as brochures & websites) targeting Carers, in other languages or at least in plain English?</p> <p>d. Can you provide information & education in alternative formats such as DVD, teleconferencing & on-line systems as well as hard copy to meet needs of CALD Carers, rural Carers and Carers with low literacy levels?</p>		<p>3.1 Services For Hidden Carers</p> <p>a. Can your service provide flexible appointments or accommodation to ease the burden on rural/isolated Carers caused by distance to services?</p> <p>b. Can your service refer CALD Carers to agencies providing relevant CALD Carer services & support?</p>			<p>6.2 Training Carers As Partners</p> <p>a. Is education delivered in a manner that acknowledges Carers as partners in care with expertise of their own to share?</p> <p>b. Does education target improved standards of care (e.g. falls prevention, nutrition) and self care (e.g. manual handling, exercise) as well as information on the condition of the person they care for?</p>		
Services for Carers & the people they care for are improved	<p>1.6 Carers in Crisis</p> <p>a. As it is well known everyone forgets information they are told when in crisis, is important information provided in writing as well as verbally?</p>	<p>2.2 Carers' Wellbeing</p> <p>a. Can your service assess Carers' well being and even use formal assessment tools?</p> <p>b. Is your service able to address the health issues of Carers in any way?</p> <p>c. Does your service highlight to Carers the importance of self-care?</p> <p>d. Is your service aware that Carers also have health problems that impact on their ability to provide care?</p>	<p>3.2 Services For All Carers</p> <p>a. What can your service reasonably & validly provide to Carers?</p> <p>b. If nothing, what information & referral can you provide for Carers services? e.g.</p> <ul style="list-style-type: none"> • Commonwealth Carer Respite & Carelink Centre • Carers NSW • "Package" providers e.g. Community Aged Care Package (CACAP), Extended ACP (EACP) etc. <p>3.3 Core Business</p> <p>a. Has your service included Carer content in staff position descriptions so Carers are seen as core business?</p> <p>b. Are Carers & Carer issues addressed as routine agenda items in team meetings, planning days etc. so that Carers are regarded as core business by staff?</p> <p>c. Does your service identify ways to improve communication & services provided jointly with GPs and other agencies (e.g. provision of discharge summaries)?</p> <p>d. Are relevant policy & program materials that support service delivery to Carers identified & highlighted to staff? (e.g. People with Disability: Responding to Needs During Hospitalisation; Care Coordination Policy Directive: Planning from Admission to Transfer of Care)</p> <p>e. Can your service improve parking, drop off or other transport options or advocate for this to occur?</p> <p>3.4 Planning For The Future</p> <p>a. Is your service able to help Carers plan for future needs such as residential care facilities, meals on wheels or home or centre-based respite etc.?</p> <p>b. Does your service provide information on succession planning, to parents of children (including adult children) with disabilities such as intellectual handicap or refer them to services that can?</p> <p>c. Does your service provide information regarding advanced care planning?</p>	<p>4.1 Promoting Respite For Carers</p> <p>a. Does your service support & promote the use of respite services to Carers?</p> <p>b. How do you do this? e.g. By providing the opportunity for Carers already using respite to speak to those who don't.</p> <p>4.2 Tailoring Respite To Carers</p> <p>a. If your service provides respite, is it based on Carer need rather than what suits your service?</p> <p>4.3 Easing Time Pressures</p> <p>a. To the extent feasible, has your service reduced further Carer burden by providing flexible appointment times & reducing waiting times? (e.g. use of remote paging systems)</p>	<p>5.2 Responding To Need</p> <p>a. Can your service provide Carer support groups or other activities/ strategies that foster social & emotional support for Carers?</p> <p>b. If your service can't provide this support, can it provide pathways or referrals to services that can?</p>	<p>7.2 Assistance With Financial Concerns</p> <p>a. Can your service assist Carers to complete applications for Centrelink assistance such as Carer Allowance & Carer Payment? (Reducing waiting times can reduce financial pressure)</p> <p>b. If not, can your service provide appropriate information or referral to Centrelink & other agencies providing financial aid or advice?</p>	<p>8.2 Improving Services Via Advocacy</p> <p>a. Has your service identified access & equity issues affecting Carers you see?</p> <p>b. Do you advocate on behalf of Carers that have contact with your service?</p> <p>c. How can your service help to empower these Carers to advocate for themselves?</p>	
Carers are partners in care	<p>1.3 Service Information (for Carers working with you)</p> <p>a. Does your service work with the Carer in a way that fosters provision of care in partnership? Such as:</p> <ul style="list-style-type: none"> - informing Carers how your service works so that their expectations are realistic - developing care plans - arranging transfer (discharge) & follow-up care - informing Carers about medications 	<p>2.3 Recognising Carer Expertise</p> <p>a. Is there recognition of Carers' expertise by your service & staff?</p> <p>b. Does your service provide care to the patient in partnership with the Carer from the first point of contact?</p>						<p>8.3 Giving Voice To Carer Partners</p> <p>a. Does your service consult with Carers regarding all aspects of the patient's care including transfer of care (discharge)?</p> <p>b. Do you ensure ongoing Carer representation in strategic, business and service planning and development?</p> <p>c. Is this backed up by Carer inclusive structures (committees, working parties) and policies & procedures at all organisational levels?</p> <p>d. Does your service have access to results of consultations or to Carer representatives involved in the wider organisation?</p> <p>e. Does your service access research based on consultation with Carers?</p>
Carers are supported to combine caring & work	<p>1.7 Staff Who Are Carers</p> <p>a. Are employees who are Carers provided with full information to help them in their caring role?</p> <p>b. Is information about leave entitlements & flexible work practices that enhance opportunities to combine caring & work readily available to staff who are Carers?</p> <p>c. Are procedures for applying for leave and flexible work practices clear and forms for applying readily available?</p>		<p>3.5 Services For Staff Who Are Carers</p> <p>a. Do your staff who are carers know about services available to support them?</p> <p>b. Are there services provided within your organisation that can support staff Carers? e.g. EAP, lunchtime fitness programs</p>	<p>4.4 Supporting Staff Who Are Carers</p> <p>a. Does your service consider leave entitlements and flexible work practices for staff who are Carers so that benefits are maximised for the employee & employer?</p> <p>b. Are procedures for accessing leave entitlements and flexible work practices clearly articulated and practicable?</p>	<p>5.3 Responding To Staff Who Are Carers</p> <p>a. Are managers of your service open to providing appropriate emotional support to staff who are Carers?</p> <p>b. Are staff who are Carers requiring emotional support referred to services such as the Employee Assistance Program?</p>	<p>6.3 Training Carers Who Work</p> <p>a. Can education be provided outside normal working hours or in media that can be used when it suits the Carer?</p>	<p>7.3 Caring & Earning</p> <p>a. Is your service aware of how caring responsibilities impact on Carers' ability to work?</p>	<p>8.4 A Voice For Working Carers</p> <p>a. Does your service advocate for working Carers or support them to advocate for themselves?</p>