

Mental Health and Disability Directorate

Carers Conversation / Carers Assessment Flowchart

Definition

A carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and *cannot cope without their support*.

The Carers and Direct Payments Act (NI) 2002 and places a duty on the HSC Trusts to inform carers of their legal right to a care assessment and gives carers the right to an assessment of their own and to be considered for services to meet their own needs and gives HSC Trusts the right to provide personal social services to support carers directly.

Version	1.0
Date	03.01.2024
Review Date	03.01.2025 (or upon implementation of new external guidance or electronic information systems)
Electronic location	TBC

Actions required by professional staff

1. Staff need to identify a Carer as per definition above NB: A Carer does not have to reside with the Service User	This will be through discussion with service user or family members. Many service users will not have an identified Carer, others may have a number of Carers. Some family members do not see themselves as fulfilling the role of carer. Ask: Could the Service User manage his/her needs without the input of the carer? This will help determine the role of the carer.
2. A direct offer of a Carers assessment / Carer conversation must be made to the identified Carer – offer with the goal of completion.	The offer of a Carers assessment cannot be made to the service user. The Carers Conversation Wheel is the assessment tool currently used to support the carer discussion and assessment of need. The NISAT Carers support and Demand tool remains valid and can be used if requested. Documents are available on SharePoint, see below.
3. The Carer should be offered the opportunity of a 1-1 discussion to talk about their caring role, how it impacts on them and what supports may be needed to support them in their caring role NB: A Carers Conversation is often a good opportunity to gain collateral information about the situation at home and any risks to the service user.	Carers will often decline a Carers assessment if it is offered as such. “Would you like a Carers assessment?” Carers are much more likely to accept the offer of a conversation: “Let’s take the opportunity for you to help me understand the impact of your caring role.” This conversation should be held at a time and place that suits the Carer and could be either face to face or via phone / virtual. NB : - A Carer does not need the consent of the service user to engage in a Carers assessment / conversation. The discussion is about the Carer, not the service user. - The Carers Conversation Wheel will not be shared with the Service User. - The Carer should receive a copy of their assessment ie CCW or NISAT unless they request not to receive a copy.
4. Carer declines offer – this should be recorded as an offer and decline and the reason for decline noted. Carer must be informed that they can request a carer conversation / assessment of their needs in the future. Carer accepts offer of conversation/ assessment. Plans should be made to complete the assessment and record on Paris as per SOP.	• Genuine offers to carers. • Offering with the aim of completing. • Always record via PARIS • Listening to a carer is invaluable to the carer <u>and</u> service user! The benefits of a Cares Assessment: • Invest in the triangle of care: service user, carer + practitioner. • Impact of caring role – on the carer, on the family? • The opportunity to gain collateral, eg current presentation, background history, trauma informed • Psycho-education to upskill the family • Agree a crisis pathway, safety planning – who do I contact when?
5. A Carer should be offered the opportunity for a carer conversation/ assessment at least annually or more often if the needs of the service user or carer change.	Key opportunities for offer of CCW: - New referral - Review - Change in Service User’s circumstances - Change in Carer’s circumstances

For many this will be a re-assessment and should be recorded on PARIS.	- Crisis
6. Support available to Carers will range from the supportive conversation with a practitioner, to the provision of respite / short breaks depending on the assessed need of the Carer and the service user.	Potential supports - A supportive relationship with the key worker - Information on the medical condition of their loved one / behaviour management / physio and OT support. - Advice regarding equipment and adaptations - Signposting Carer support organisations - Recovery and Wellness College programmes - Family support worker (Community Addiction service) - Contingency / future planning - Carers Cash grants - Carers register via Carers Coordinator: This will ensure carers will receive regular updates regarding supports which are available. - Support packages to meet the needs of service user. - Specific support to learning disability carers via the trust Service users Consultants.
7. Many of our service users will be supported by young Carers (Children in Need). Supporting young carers is a statutory/legal duty. These are a particularly vulnerable group and we must ensure that where a young Carer has been identified, that there is regular contact and support provided.	Consider the potential of inviting Action for Children to a team meeting.

Carer information is available on the MHD SharePoint tile, please go to Case Management - Carers Assessments.

Summarised PARIS SOP re-recording CCW:

1. CASE NOTE: NISAT Carers Assessment case note – populate all fields underlined.

- Upload CCW

2. ASSESSMENT: NISAT completed Carers assessment (or alternative professional assessment) – populate all fields underlined

DON'T FORGET TO END DATE!

NB: Reporting Closes Down - 5 working days after each month end

Flowchart – MHD Carers Conversation / Carers Assessment

