

AREA HEALTH SERVICE CARER ACTION PLAN

Area Health Service: NSCCAHS

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Introduction

NSCCH is responsible for the delivery of public health services in a geographical area extending from Sydney Harbour to Catherine Hill Bay at the northern end of the NSW Central Coast region. The Area Health Service employs approximately 10780 full time equivalent staff and over 16,000 people.

NSCCH Vision - Healthy People – Now and in the Future

NSCCH Values - integrity, teamwork, best practice, accountability, social justice.

(NSCCHAS Position Description template v2 Apr 2008)

The Department of Health responded to considerable carer focussed research which culminated in the Carers Statement 1999 and facilitated the establishment of Carer Support Services in 2003. The stated role and purpose of the Carer Support services in each AHS was to initiate strategies to improve the responsiveness of the local health service to the needs of Carers. The role is directed towards increasing support for carers, raising awareness of carers needs and changing attitudes towards carers within the health system.

Since 2003 Carer Support has undertaken strategic planning resulting in a diverse range of service innovations and information sources including:

- providing a 'carer voice' in planning and Clinical redesign
- education, information and guidance to carers
- education information and guidance to staff on carer issues
- development of a wide range of resources and web information
- providing a carer voice in community service planning and delivery

The work of Carer Support is recognised as an invaluable contribution to the development of better experiences for people using the health service, building partnerships for health and strengthening continuing care in the community.

The release of the NSW Carers Action Plan 2007-2012 (NSW CAP) in March 2007 provided Carer Support with a common set of five priority actions that reinforced and reflected the work plans already in existence for the service. The NSW CAP prompted informed and focussed discussion on the five priority actions across NSCCHAS, non-government organisations and with community partners.

Carer focussed intranet and internet sites have been developed to showcase the work of Carer Support, share information & resources and highlight relevant research to AHS staff, carers and the wider community. The existence of the NSW CAP assisted in raising the profile of carers within the AHS especially with reference to priority action #2 *What we will do* – Identify carers in admission forms for acute care (p.22).

The NSW CAP promoted the need for a whole of government approach to effective services and supports for local carers.

As part of the funding allocation to Carer Support Services, Area Health Services are required to develop a local Carer Action Plan that outlines the carer support strategies it will implement to address the five priorities for action outlined in the NSW Carers Action Plan 2007-2012.

- **AHS Strategies** – outline the carer support strategies the AHS intends to implement to address the priority for action.
- **Funding** – \$ funding allocated by the AHS to each strategy and the source of the funding.
- **Timeline** – the duration of each strategy. Include agreed end date and where applicable, any key milestones.
- **Responsibility** – the division of the AHS responsible e.g. Clinical Services, Aged Care etc.
- **Progress to date** – the status of each strategy.

AHS Strategies	\$ Funding (if any) & Source	Timeline	Responsibility	Progress to date
1. Priority for Action: Carers are recognised, respected and valued				
1.1 Carer Support are actively engaged in ongoing research exploring the experience of carers within the context of healthcare with the findings and recommendations raised in reports to senior executive for quality improvement activities	Within CSO budget	Ongoing	REDESIGN Carer Support Directors & General Managers – all 4 sectors of NSCCH	Leadership & Educative role in the Patient and carer voice reports with REDESIGN - ongoing Area Woundcare research committee - ongoing Health Care Quality Committee - ongoing REDESIGN - Continuum of care projects, Surgical Flow, Surgical Admissions Centre (Wyong); Aged Care projects - ongoing. Child Youth planning Stroke Service Planning - ongoing
1.2 Carer Support drives a range of events and activities both within health & with community partnership during Carers Week, including positive media coverage.	Allocation of implementation funds for events & promotional activities	Ongoing	Carer Support & community partners (HACC, Councils & DADHC, DoHa, CCRC's)	Carers Hypothetical 2007 Collaborative community events & calendar 2007 - complete Neighbourhood centres Carer events - complete

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			Directors & General Managers/DONs	Action Plan DVD launch-complete Payslip messages to staff - ongoing Foyer Displays-ongoing Newspaper press-ongoing Expert speakers local print & radio - ongoing Workforce-Carer Awareness awards-ongoing
1.3 Promote policy & program development across NSCCAHS and register all known carer focussed initiatives and policy citations related to meeting carer needs.	Within CSO budget	Ongoing	Carer Support	CCH MHS Operational plan 2006-08 - complete CCPDCN Dementia Plan-complete NSCCAHS Wound care guidelines, National Woundcare guideline amendment & NSCCAHS staff education package – complete; Transport for Health - ongoing; MoC for O&CC - complete; NSCCAHS Health Service Strategic Plan – Towards 2010; Integrated Primary & Community Health Policy 2007-2012 – in preparation NSCCAHS Falls Prevention & Management Policy - complete
1.4 Scoping carer initiatives with a Carer Support Survey to be distributed and reply encouraged via Directors and General Managers across NSCCAHS	Research assistant/project worker for task	For distribution July 08 & Data analysis completed by October 2008	Carer Support Directors & General Managers/DONs	NSCCAHS survey being considered & developed by Carer Support with the support of CC Division of Medicine in the

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				<p>ATSI resources posted to community based Aboriginal services – all completed Translation and provision of information such as Delirium in key languages</p>
<p>2.2 Working with key community stakeholders to identify & address the specific needs of “hidden carers” (CALD, ATSI, ageing, male and young carers)</p>	<p>Implementation funding for events & consultants</p>	<p>Ongoing</p>	<p>Carer Support Area Divisional Managers (P&CC, MHS & Aboriginal health)</p>	<p>Artworks (MHS) carer & young carer awards-ongoing Linkages with key CALD groups Transforming Partnerships consultancy on CALD, ATSI & older people with MH issues-completed Action Plan DVD- ongoing FAMI Club & Young Carer Network (working party) - ongoing Male Carer cooking Course & Support group - ongoing</p>
<p>3. Priority for Action: Services for carers and the people they care for are improved</p>				
<p>3.1 Carer Support to actively pursue community consultation, partnerships and policy development with key local carer focussed providers across NSCCAHS</p>	<p>Within CSU budget</p>	<p>Ongoing</p>	<p>Carer Support Divisional Managers – Community care DADHC, DoHA, FACSIA</p>	<p>CSU active involvement in key community stakeholder groups-ongoing, Carers Action Plan DVD funded by HACC and distributed across community agencies-ongoing; GMCT – CSO involvement-ongoing</p>

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				Carers NSW – Carers Coalition - complete Alzheimer’s Aust – Dementia Planning Task Force on Care Costs Community collaboration aged care - complete DADHC – Difficult Behaviour Working party- complete 11 LGAS collaboration NS to identify gaps with DADHC.
3.2 Active participation of Carer Support in community based awareness, education and suppo programs for carers and service providers.	Implementation funding for Neighbourhood & community centre & NGO projects	Ongoing	Carer Support Community key stakeholders Divisional Managers – Community Care	Ongoing carer focussed initiatives & events: Event Diary Hospital fairs Community Carers networks Neighbourhood centre awareness & workshops Carer awareness – Council Nursing homes Community agencies Publication & update of Support Groups & Services Directory for CCH ACAT Information, networking & resources Scoping & development of MoC for health & community in MND & ABI LGA collaboration NS
4. Priority for Action: Carers are partners in care				
4.1 Carer Support active participation on area Clinical networks to develop MoC with strategies to	Within CSO budget	Ongoing	Carer Support NSCCAHS	CSO ongoing representation on the

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address carer support & engagement in health care delivery			Coordinators Clinical networks	following Clinical networks: C,Y& F Aged Care & Rehabilitation Cancer care Surgical Palliative care MHS COPMI MHS Family Sensitive Stroke Emergency dept ICU Maternity & Newborn Clinical Services redesign projects: Ongoing & Chronic Care Discharge Planning SPA Service Directory Cancer Care Continuum of Care Aged Care & rehabilitation (Dementia / Delirium) Surgery
4.2 Carer Support to examine carer experience data to determine key stakeholders in the identification of carers & routine assessment of carer need.	Within CSO budget	Ongoing	Carer Support ARCHI REDESIGN & Project Sponsors	Data review & consultation in: Ongoing & Chronic Care MoC revised to include carer identification & assessment of need Respiratory Disease GMCT using Carer stress Index used to develop MoC
4.4 Carer Support in collaboration across the AHS to develop and provide a range of responsive staff education packages to raise awareness of the pivotal role of carers as partners in healthcare.	Within CSO budget	Ongoing	Carer Support General Managers & Divisional Managers	Completed 2007/8- CC Delirium Hypothetical CC Carers Week hypothetical

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	Family and Carer Mental Health program Budget	June 2008 June 2008	Sector MHS Family & Carer Working Parties MHS Family & Carer program	CC Carers Week DVD O&CC carer support Carer Information tag & Poster Carer Information folder for staff (ward based across CC) - ongoing Workforce-carer project Intranet site (NS To be developed as soon as Toolkit published for use) - ongoing Pathlore established with carer courses determined and staff trained in usage eg. EMR train the trainer package Obtaining and promote use of "Connecting with carers Training" package for use with clinicians (50 copies disseminated across the area) 3 day training package developed and delivered to clinicians from Northern beaches, Central Coast & Ryde/RNS
4.5 Carer Support to provide active support to health staff to undertake carer focussed clinical improvement projects	Project Worker costs & printing	Ongoing	Carer Support General Managers & Divisional Managers DONs	Top 5 project – Inpatient project – pilot completed (ongoing) Implementation Top5 Communication & Care in all facilities Mentor program – Stroke-

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				<p>completed Managing mealtimes - Speech Pathology- completed Stroke projects – post stroke education & safe meals - ongoing MHS Transport issues for carers - ongoing Ambulatory Care – MoC & Transport - ongoing ED carer identification - ongoing Area Carer identification (SW) - ongoing Right information at Right time – Hope Healthcare Spinal cord book for children – completed DVD resource for teacher – ABI - completed</p>
<p>4.6 Carers involved as active participants on relevant committees, working parties and / or consultations.</p>	<p>Within CSO budget</p>	<p>Ongoing</p>	<p>Carer Support General Managers & Divisional Managers Community Participation Unit</p>	<p>Staff representative - CC Community Participation Committee - ongoing Carers involved in REDESIGN - completed Review & development of brochures & flyers – ongoing Review of cancer care Services - ongoing; Consultation on redevelopment of dementia care unit CC - ongoing Community Participation Unit consultations across</p>

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across the area health service	Family & Carer Mental Health Program	June 2008	MHS Family & Carer program	CC Alcohol & other drugs brochure; CC Mealtimes brochure; CCRC Poster; NSCCAHS Intranet & CC internet sites Carer lounges, Notice boards, Community service & support brochures (see 4.7) – all ongoing 36 Toolkits disseminated to key clinicians across NSCCAHS - completed
4.9 Making carers aware of the NSCCAHS Patient Survey results and subsequent action plan as they are completed. Carers to be consulted on an ongoing basis on the implementation of the actions. 4.9a Clinical Governance Unit to inform Carer Support of the Patient Survey results and initiatives and consult with Carer Support at key points in time 4.9b Carer Support to communicate the NSCCAHS Patient Survey results to carers, document carer feedback and communicate findings to the CGU.	Within CSO budget	Commence by January 2009	Clinical Governance Unit Carer Support	Explicit links between the Carer Action Plan and Patient Survey Action made and documented.
5. Priority for Action: Carers are supported to combine caring and work				
5.1 The Carer Support workforce-carer project and intranet site maintained and kept up-to-date as a means to recognise and validate the role of workforce-carers.	Implementation funding for workforce-carer forums	Ongoing	Carer Support Area DWR	Over 50 workforce-carers registered and supported by project in CCH-ongoing NS project to disseminate information on available respite for working carers – in preparation
5.2 Raise awareness of the unique needs & challenges of workforce-carers with NSCCAHS	Within CSO budget	Target December 2008	Carer Support Area DWR	Proposed meeting with Area Director Workplace

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Workplace Redesign Unit				redesign Unit – in preparation
5.3 Workforce-carers identified by Staff Counsellors (EAP) across NSCCAHS – carer focussed resources made available for use	Within CSO budget	Ongoing	Carer Support Area DWR Employee Assistance program	Carer Information, education & resources disseminated to counsellors - ongoing
5.4 Workforce-carers survey to be administered by Workforce Redesign Unit and collated & analysed Carer Support	Implementation Funding	Target December 2008	Area DWR Carer Support	Template available – in preparation