



Nottinghamshire
Carers
Association

01773 833 833

info@nottinghamshirecarers.co.uk
www.nottinghamshirecarers.co.uk

Health Liaison Service Case Study

Nottinghamshire Carers Association



Primary Integrated Community Services (PICS) Care Navigation Teams

PICS provides services for NHS patients and support for GPs and primary care networks. The PICS Care Navigation Teams enables people living with long term conditions to manage their condition, remain independent and avoid hospital admissions. The teams work closely with patients and their families and carers, care homes, hospitals, social care, general practice and the community and voluntary sector. The teams listen to what is important to the patient and ensure they get appropriate support and can make informed choices.

The Challenge

According to Carers UK (Cycles of Caring 2022), 1 in 15 people in the UK become unpaid carers every year. Although there are estimated to be 189,000 unpaid carers in Nottinghamshire, many are not known by their GP. Some people who provide care for others suffer ill health as a result of their caring responsibilities, so it is important their GP practice knows they are an unpaid carer. Carer Champions in medical practices can be a valuable source of support. They have a good knowledge of local services and support organisations, and may also be able to provide information packs.

Whilst the PICS Care Navigation Teams were fairly good at identifying unpaid carers through conversational assessment, they recognised that they weren't all consistent at identifying carers of all ages and providing consistent information and support. They were not registering unpaid carers with their GP practice either, which meant unpaid carers were missing out on vital recognition and support, which could adversely affect their health and wellbeing.

The Solution

- Every member of the teams attended NCA Carers Awareness training;
- Using the 'Making Every Contact Count' (MECC) which is an evidence-based approach to improving people's health and wellbeing, the teams asked every patient and their family they came across....."Do you help look after someone or does someone help look after you and that help is relied upon?";
- When identifying unpaid Carers, every member of the teams offered information, signposting or referral to Nottinghamshire Carers Hub and/or a Carers Assessment at Nottinghamshire County Council, as well as financial support;
- Every Carer identified, was identified through the NHS SystmOne patient health record to register them at their GP practice;
- Carers of people with dementia were automatically offered information and a referral to the Nottinghamshire Dementia Connect Service (Specialist Service).

The Result

The PICS Care Navigation Teams have now:

- Increased the numbers of unpaid Carers being identified through enhanced compassionate and empathetic conversations;
- Increased the numbers of Carers registered with their GP practice and accessing support to better manage their health and wellbeing;
- Increased numbers of unpaid Carers accessing the Nottinghamshire Carers Hub, receiving a Carers assessment and financial support;
- Ensured that those living with dementia are receiving support and Carer from a specialist service.

Feedback

"I am very proud of the teams who strive to do their very best for our patients. With their compassionate approach, they've helped many people to identify as Carers. Not only this, but we've gone a step further and registered them as a Carer with their GP surgery, so that they can get continued support. We've enjoyed working with Stephanie and the NCA team who have helped us find and care for the Carers before they reach breaking point".

Nicky Render, PICS Care Navigation Teams Service Manager

