Investing in family carers: a model for practice implementation of a person-centred approach to carer assessment and support within palliative care (Plan, Pilot, Train, Sustain)

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CSNAT Carer Support Needs Assessment Tool

Family carers and palliative care

- Demand for palliative care is increasing across Ireland and the UK.

- Family carers provide vital practical and emotional support throughout the palliative trajectory: appropriate and timely support is vital.

Development of the Carer Support Needs Assessment Tool (CSNAT)

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"To allow people the deaths they want, end of life care must be radically transformed..."
DYING FOR CHANGE
Charles Leadbeater
Jake Garber
CARERS UK
the voice of carers
circle
UNIVERSITY OF LEEDS
Valuing Carers 2011
Calculating the value of carers' support
Home Care across Europe
HM Government
Recognised, valued and supported:
Next steps for the Carers Strategy
NHS SCOTLAND
LIVING AND DYING WELL
a national action plan for palliative and end of life care in Scotland
Help the Hospices
Identifying carers' needs in the palliative setting
Current and future needs for hospice care:
HM Government
Carers at the heart of 21st-century families and communities
"A caring system on your side. A life of your own."
Published by
Improving support
looking after some
Help the Hospices
Carers' services guide
Supporting Carers:
An action guide for general practitioners and their teams
Palliative and End of Life Care:
A national framework for local action 2015-2020
National Palliative and End of Life Care Partnership
www.endoflifecareambitions.org.uk
The State of Caring 2013
CARERS UK
the voice of carers
CSNAT
Carer Support Needs Assessment Tool
Why was the CSNAT developed?
There was a need for an 'evidence based' and direct measure of carer support needs that was easy to use in practice

Carer Support Needs Assessment Tool (CSNAT)

Enabling carers to care (co-worker role)	Direct support for carers (client role)
Knowing who to contact when concerned	Own physical health concerns
Understanding the patient's illness	Dealing with their own feelings and worries
Knowing what to expect in the future	Beliefs or spiritual concerns
Managing symptoms and giving medicine	Practical help in the home
Talking to the patient about their illness	Financial, legal or work issues
Equipment to help care for the patients	Having time for them themselves in the day
Providing personal care for the patient	Overnight break from caring

The Carer Support Needs Assessment Tool (CSNAT)

Your support needs

We would like to know what help you need to enable you to care for your relative or friend, and what support you need for yourself. For each statement, please tick the box that best represents your support needs at the moment.

Do you need more support with…	No	A little more	Quite a bit more	Very much more
…understanding your relative's il				
…having time for yourself in the day				

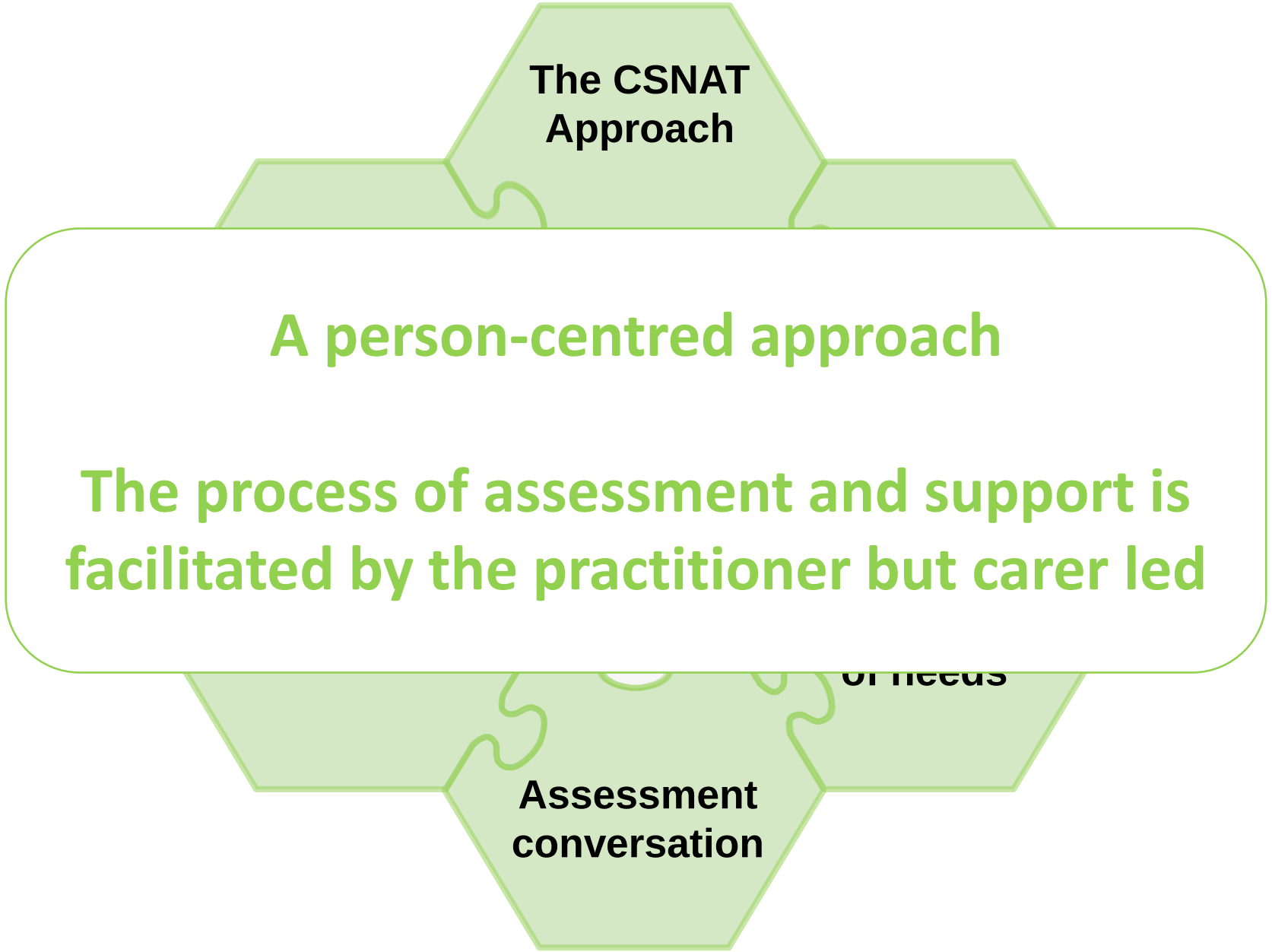
"It's opened up conversations in a different way, it's not just ticking boxes…it's what comes out of that…"

Carers' views on the CSNAT

These are the questions that are in your head but you don't even know that they're in your head. Whereas if something's written down, you can ask people, if they don't know, you can be signposted on to somebody else to get the answers.

When they come to see you, a lot of the time you forget things that you want to speak about, so if it's all down in [CSNAT] she can bring up various pointers.

The CSNAT Approach



CSNAT programme of development and testing

CSNAT development: Focus groups 75 bereaved carers

CSNAT validation: Questionnaire study with 225 current carers

Piloting CSNAT within hospice home care practice

Feasibility work for a trial in hospice home care

Stepped wedge cluster trials in **UK** and **Australia**

National implementation across **36 UK sites** delivering palliative care

Hospice case study: project model of implementation

CSNAT | Carer Support Needs Assessment Tool

Training for practice

As part of our research studies
48 palliative care services

Funded training workshops

hospiceUK 31 teams plus 9

Total = 88

Licence requests

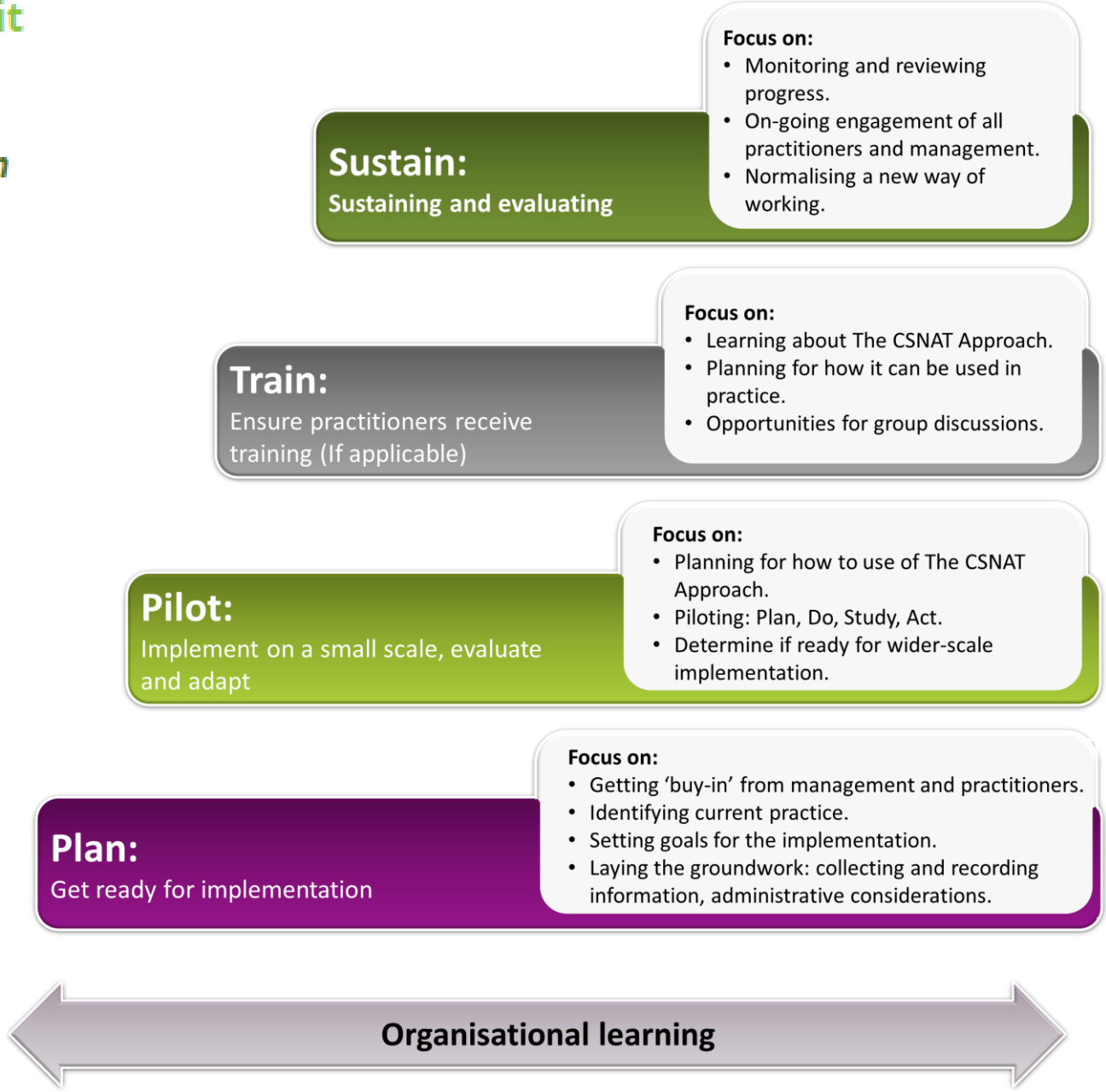
Australia, Brazil, Canada, China, Denmark, England, France, Germany, Gibraltar, Greenland, Iceland, India, Ireland, Italy, Netherlands, New Zealand, Norway, Philippines, Rwanda, Scotland, Singapore, Slovenia, Spain, Sweden, Thailand, USA ,Wales

The CSNAT Approach Implementation Toolkit

CSNAT | Carer Support Needs Assessment Tool

Plan, Pilot, Train, Sustain

- The model is informed by the CSNAT research programme and **feedback from 88 organisations** across the UK and Ireland using the CSNAT in practice.



Initial steps to practice implementation

Management support

- Ensure management support is in place from the outset.

Project facilitation team

- Management, team leader/manager/practitioner ‘on the ground’ to lead on the overall implementation project.

Selecting sub-champions

- Sub-champions within each team who will support their colleagues in the use of The CSNAT Approach.

Plan

Plan:
Get ready for implementation

- Getting ‘buy-in from management and practitioners.
- Identifying current practice.
- Setting goals for the implementation.
- Laying the groundwork: collecting and recording information, administrative considerations.

Pilot

Pilot:
Implement on a small scale, evaluate and adapt

- Planning for how to use The CSNAT Approach.
- Piloting: Plan, Do, Study, Act.
- Determine if ready for wider-scale implementation.

Train

Train:
Ensure practitioners receive training (If applicable)

- Learning about The CSNAT Approach.
- Planning for how it can be used in practice.
- Opportunities for group discussions.

Sustain

Sustain:
Sustaining and evaluating

- Monitoring and reviewing progress.
- On-going engagement with all practitioners and management.
- Normalising a new way of working.

The CSNAT Approach Implementation Toolkit

CSNAT | Carer Support Needs Assessment Tool

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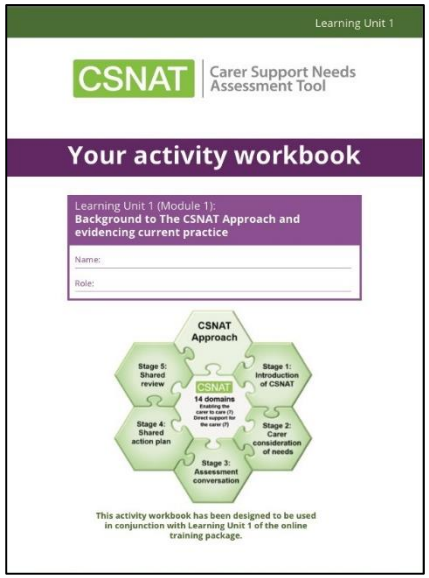

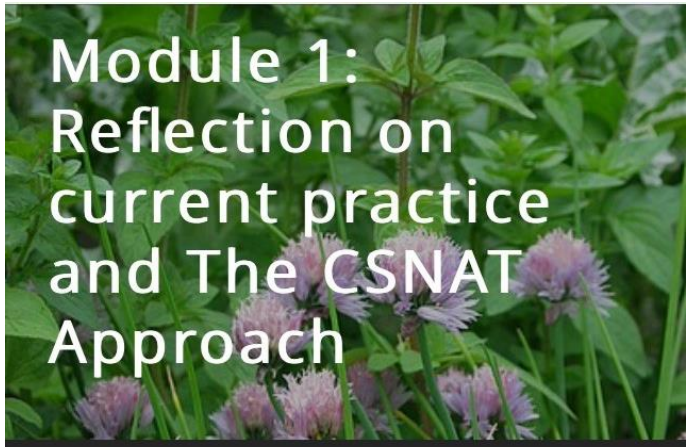

Introduction

Module 1: Reflection on current practice and The CSNAT Approach

Module 2: Planning – getting ready for implementation

Module 3: Piloting – getting started with implementation

Module 4: Cascading training

Module 5: Sustaining the implementation of The CSNAT Approach

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Collaboration for Leadership in Applied Health Research and Care Greater Manchester

NHS National Institute for Health Research

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- Bupa Foundation: The Medical Research Charity
- National Association for Hospice at Home

Collaboration for Leadership in Applied Health Research and Care Greater Manchester

NHS National Institute for Health Research

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For further information

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