

Evaluation of the Family and Carer Listening event

27th June 2018

1. Introduction

The Family and Carer Listening Event is an annual event where families, carers, staff and partner organisations get the opportunity to come together to discuss issues important to families and carers. This year a small sub group of people made up of members of the Trust wide Family and Carers Committee planned the event.

The event also had a venue change this year. Normally it is held at Prospero House (London Bridge) but it was unavailable. The venue this year was Coin Street Neighbourhood Centre (Waterloo).

2. Feedback for last year's event

The planning committee took into account feedback and comments received from the 2017 event to create the 2018 programme. Much of the feedback oriented around there were too many presentations where people felt they were being “talked at” and there wasn’t enough opportunity to hear carers stories and have more chances to discuss topics and hear from other carers.

As a result the planning committee ensured the event had carers telling their stories and a series of interactive workshops were all co-produced by carers and staff members to encourage discussion and interaction.

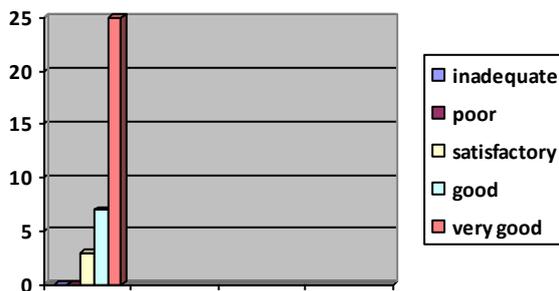
3. Review of the event

A total of 83 people registered (although there were more attendees on the day who didn’t sign in) for the event of which 50 were carers, 4 people attended from the CQC, SLAM Governors, market stall helpers (see page 7) and members of staff.

The programme for the day can be found in **Appendix 1**

4. Evaluation

4.1 The Carers Experience: - 3 carers told their stories throughout the day.

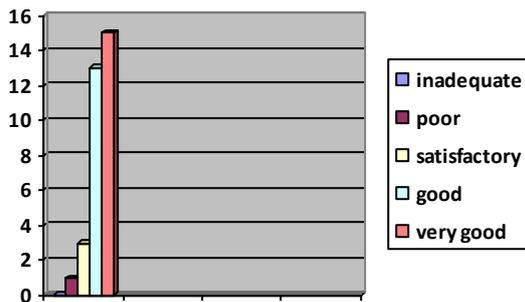


Comments:

- As ever carers stories offer great insight with 24hour care provided by individuals with no incentives
- Brilliant to have a lived experience at carers to work alongside staff
- Good and bad experience
- Spoke very well & very touching
- It was great to hear the real experience of being a carer
- Wide range of experience
- Excellent heart felt by Grace especially
- Good to hear carers stories
- Welcomed opportunity to hear about the 'problem' and action taken and outcome /result achieved.
- Very moving – 1st speaker very practical, 2nd speaker – heartfelt, excellent overview of her journey
- Moving and well delivered
- Brilliant speaking, telling personal stories from the heart

4.2 Planning for the future and Emergency planning

The key note speaker for the day was Katherine Allen, Lead for Recovery and Service User Carer and Family Experience, Birmingham & Solihull Mental Health NHS Foundation Trust. Their Trust has developed a booklet to help families and carers prepared and plan for their loved ones care in the future when they may no longer be around. She spoke about its development and the use in practice.



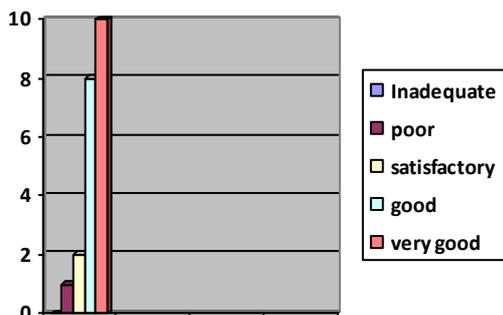
Comments:

- Very well presented and interesting
- This was very interesting
- Interesting to hear about what is happening elsewhere & potential opportunities for collaboration. Would also like to see this collaborative approach across and within 4 boroughs
- Really approachable presentation and hope this work is taken up by SLAM
- Good information and hopefully we will work together

5. Workshops

The event provided the opportunity for participants to attend 2 out of 4 workshops each which ran twice. Participants self-selected. Each workshop was designed and delivered by carers and a staff member.

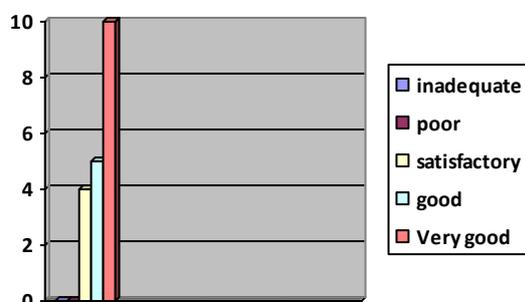
5.1 Pharmacy workshop: facilitated by Georgina Boon and Irene Oliver



Comments:

- Excellent presentation by Georgina Boom & a carer illustrating how illness was resolved with frequent MDT collaboration especially pharmacy. Great example
- Need to improve
- This was very good especially the open discussion format
- Excellent clear open presentation
- Good to have the pharmacists in the picture – an essential part of the care team

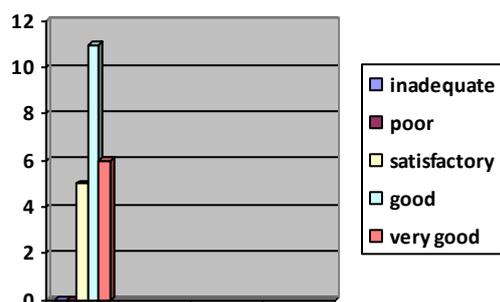
5.2 Family & Carer Committee workshop: facilitated by Roger Oliver & Gabrielle Richards



Comments:

- Not enough time – more time needed
- Very well done. Good open discussions.
- Helpful
- I had never heard of this and wanted to find out more

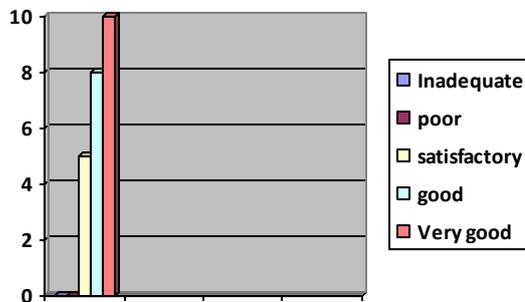
5.3 Confidentiality workshop: facilitated by Jeannie Hughes and Ros Walcott-Cumberbatch.



Comments:

- Very good
- Still very confusing regarding this topic. More time was needed
- Not very focussed, and more of the discussion was not relevant to my situation
- Videos v. v concrete and helpful to intern practice and be mindful know to treat carers! The law is so important.
- Need more time for carers to express their experiences
- Smaller number would make it feel like a workshop

5.4 Carers' Engagement and Support Plan: facilitated by Kelvin Wheelan and Cath Gormally



- Essential new tool
- Brilliant to see how SLaM is engaging with carers
- Very informative, well presented
- Not detailed enough. Too generic. No info about Care Act
- Good to have former carer input
- Perhaps a little more involvement from the Direction of SC – slightly imbalance in versus of co-production approach but a good workshop
- A bit more context and structure would have made it even better

6. Question and answer session

At the beginning of the afternoon session, Beverly Murphy (Director of Nursing) attended the event and gave a brief presentation in support of family and carers and the importance of their involvement to the Trust.

During the workshops, participants had been asked to create questions that could be asked of a panel at the end of the day. The panel consisted of:

- Dr Matthew Patrick (SLaM Chief Executive)
- Cath Gormally (Director of Social Care)
- Georgina Boon (Pharmacist)
- Roger Oliver (Carer, Co-chair Family & Carer Committee)
- Gabrielle Richards (Head of Inclusion, Recovery, OT and AHPs, Co-chair family & Carer Committee)
- Nicola Byrne, Deputy Medical Director, Caldicott Guardian, Chief Clinical Information Officer

The following questions were asked:

- How do we improve on identifying carers? SE
- When will more pharmacists be appointed to community teams? M
- Is there scope to have a service user or carer on the Trust Board? FC
- Do SLaM pharmacists support service users in the use of natural substances? If yes, how is this done? M
- Are Carer passports being considered? These will make carers more identifiable. FC
- What can be done for carers to know more about the Family and Carer committee? FC
- How do we maintain consistency across all different services within the organisation? C
- How do we prevent crisis better? When crises do occur why don't we have emergency units within SLaM rather than A&E? SE

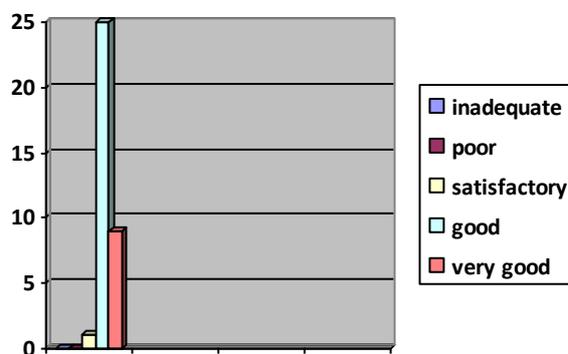
KEY: questions generated from the workshops

C = confidentiality workshop

FC = family and carer workshop

M = medication workshop

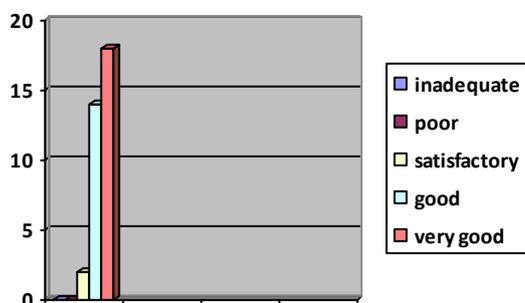
SE = support and engagement workshop



Comments:

- Honest open answering of queries
- Interesting
- Good to have pre-written questions to maximise on use of time
- A good opportunity to see how things are and what new plans there might be

7. Venue and Catering



Comments:

- Good place & well organised
- It was good but would have been good to have some hot food as well
- Super venue and food
- Easy to find – good venue
- Missed Prospero's food
- Moving to different floor for refreshment / lunch might be a problem for some with mobility issues. But I thought it was great
- Too hot not enough ventilation downstairs

6. Market place stalls

There was a smaller number of market stalls available on the day for participants to speak to. We were very pleased to offer the Care Quality Commission (CQC) a stall as part of their overall inspection of SLaM services. Participants had the opportunity to speak to them.

Market Stalls were:

- Healthlocker
- Carers Lewisham
- Solidarity in a Crisis
- SUITE (Service User Involvement in Training & Education)
- Care Quality Commission
- Yoga



Comments:

- Great for networking
- Need more stalls with more information
- Very informative
- Not all stalls were relevant
- Good variety – networking
- Good spread of stalls but maybe more information required to take away
- Tables a bit sparse. Not eye-catching enough

7. Overall comments

- Well planned day. More carer involved in talks.
- I would like to know how SLaM are monitoring staff in their interactions and approach to carers. At the heart of our work is the 5 commitments and for nurses the 6Cs. How is SLaM going to ensure all staff adopt positive regard for carers as well as our client group.
- A very good day, carers felt that they were involved in what is going to happen in the future. It was good to see other carers and listen to what has been happening to them
- Please invite me to next year
- Thank you for an interesting day with the opportunity to meet a range of people, carers/professionals
- Very informative and well-co-ordinated
- Thank you to all those involved in the organisation and delivery of the event. Nice to see some 'new' faces – we need to find ways of encouraging more carers to participate. Would like to have seen more young carers involved
- People with disabilities would have found it challenging to bring tea, coffee, from ground floor to 3rd floor would have been helpful if drink were available on the floor, where event took place
- I found the whole day very informative. Everyone was helpful
- Thank you, a refreshing day. I have grown in confidence and understanding my situation as carer. Thank you for the encouragement along this path
- I am so glad I could sign post a carer to this event. She attended, linked up with carer. Lewisham reported that she did not feel so alone. This is what it's all about
- Very enjoyable day, a bit rushed with time. Will be good to have less speakers and more listening
- Airy and spacious. Excellent food. Tea nice and hot
- Regret the lack of hot food that was provided at Prospero House. However, the space at Coin Street is much better. A balance needs to be drawn.

Appendix 1:

Family and Carers' Listening Event 2018. Program

9.30 Registration and refreshments

10.00 Housekeeping

10.10 Welcome from the Co-chairs of the Family and Carers Committee

10.20 A carer's experience

10.30 Keynote Speaker Dr Katherine Allen
'Planning for the future and Emergency Planning'

11.35 Break

12.00 Workshops

- Medication
- Family and Carers Committee
- Confidentiality
- Carers Support and Engagement Plan

12.45 Lunch and Market Stalls

1.55 Beverley Murphy Nursing Director.

2.00 A carer's experience

2.10 Workshops

- Medication
- Family and Carers Committee
- Confidentiality
- Carers Support and Engagement Plan

2.50 Break

3.10 A carers' experience.

3.20 Question and Answer session.

3.55 Closing remarks.

4.00 Close.