Caring with Confidence –
Lothian Expert Carer Training Pilot project

Interim Report August 2008
(to accompany the Interim Findings report produced by Glasgow Caledonian University)
Introduction
This two year pilot, funded by Scottish Government, Souter Charitable Trust and PF Charitable Trust, started in October 2007 involving the four Carer Centres within Lothian – Carers of East Lothian, Carers of West Lothian, VOCAL and VOCAL Midlothian delivering a variety of carer training courses in differing ways, working with Glasgow Caledonian University who have been commissioned to evaluate the effectiveness of the training.

Context
Carer organisations across Scotland have been involved in training carers but this has been patchy and inconsistent to date and recent legislation such as Care 21 – The Future of Unpaid Care in Scotland, The Kerr Report – Building a Health Service Fit for the Future, and the requirements placed on NHS Boards relating to the development of NHS Carer Information Strategies have reflected the need for an expert carer training programme.

It was decided to place the pilot within Lothian due to many reasons. Firstly there are four Carers Centres within Lothian which are working within different geographical and socio-demographic areas serving both rural and city communities, privileged and deprived areas, and secondly the area operates under one health board – NHS Lothian.

Another reason is the wide variety of previous training development and delivery experience by dedicated training staff. The level of funding from Scottish Government obtained by the Princess Royal Trust for Carers necessitated working on previous experience rather than developing from scratch. In fact only VOCAL has a training team comprising training officer and training support worker who over the last five years has developed and delivered a wide range of carer training funded by the Big Lottery. Many of the courses within the pilot are based on this work and Jane Greenacre’s (VOCAL Training Officer) part should be acknowledged here. At the beginning of the pilot Jane was invaluable at being a resource for the other Carer Centres. An information exchange meeting was held with Carers of West Lothian and Jane Greenacre, in order to share information and experience of course content, suitable speakers, carer identification and course publicity.

It should be noted that Carers of East Lothian, Carers of West Lothian and VOCAL Midlothian do not have staff dedicated to training and this work is incorporated within their role as Carer Support workers. The project appreciates the time and energy that has been expended on developing new courses.

Complementary research currently in progress
The Scottish Government has funded a pilot of expert carer training in rural areas (Highlands) and for Black and Minority Ethnic Communities – the Highlands and
MECOPP pilot is funded through Carers Scotland. This one year project is being evaluated by Glasgow Caledonian University and is due to be completed by April 2009. The Highlands project led by Tina Morrow has completed a comprehensive consultation and is now developing two tiers of training courses – some personal development courses including information on ‘looking after yourself’, assertiveness, communication, coping mechanisms and dealing with changing relationships within the caring situation which will be delivered locally and some more centrally delivered courses that will comprise information on Adult Incapacity legislation and who’s who in health and social work and what services are available. Carer mentoring will be explored as well.

In England the Department of Health has funded a three year programme to establish an Expert Carer training programme which is being undertaken by a consortium of five organisations led by Expert Patient Programme. Research commissioned by the project has shown that Caring with Confidence is a more acceptable name to carers and the project has been renamed and branded as such. Seven generic modules have been developed comprising three hour sessions on ‘Finding your way’, ‘Life balance’, ‘Money matters’, ‘Coping with caring’, ‘Taking care of yourself’, ‘Taking control’, and ‘Hands on caring’ which includes looking after your back and information about medications. The modules have been road tested by 74 carers and are now being redrafted. Some of the courses will be able to be tailored to specific groups such as older carers and in the future it is envisaged that there will be a specific course for those caring for someone at the end of life. The project will train 27,000 carers across England by March 2011 and will be evaluated by researchers from Leeds and York Universities.

Variety of carer training currently available across Scotland

To avoid confusion with Expert Carer Training the following highlights briefly some examples of the variety of training available to carers in Scotland. These opportunities are again not consistent across Scotland.

Carers can benefit from courses around personal development such as Lifestyle Management courses developed by Thistle Foundation. Two such courses have been delivered by Aberdeen Carers Centre over the last two years in conjunction with Thistle Foundation. Courses are available that skill carers for paid employment such as First Aid and Food Hygiene such as courses delivered by
Caring with Confidence – Knowledge and skills training for carers

Lanarkshire Carers Centre in collaboration with Community Education and Learning for Living is an online learning programme for carers created by City & Guilds, Carers Scotland and the training and delivery partners. It builds on the skills that carers and former carers have developed in their caring roles. It also helps to build confidence and develop computer skills, and could pave the way for further study or a return to a paid job. The course is accompanied by an optional accredited City & Guilds qualification: 'The Certificate in Personal Development & Learning for Unpaid Carers'.

Other courses offered that give carers an opportunity to pursue a hobby or interest such as courses delivered by Ca(i)re, in Edinburgh.

**Aims, Objectives and Timescales of Lothian Caring for Confidence Carer Training**

The aim of the project is to develop a comprehensive programme of Caring with Confidence ‘expert carer’ training which is determined and delivered locally, meeting the particular needs of carers in each locality and is targeted at those caring 50+ hours a week or carers whose health is being adversely affected by their caring situation.

**Caring with Confidence** expert carer training offers learning opportunities for unpaid carers in a mutually supportive environment, enabling them to build on their own expertise and gain further knowledge and confidence from health professionals and peer support. The courses are also designed to improve carers’ ability and confidence to self-manage their own caring situation and thus improve their quality of life and those they care for.

**Phase one (October 07 – August 08)** included the design of evaluation tools and project information, development and delivery of seven courses, recruitment of participants into evaluation and receipt of an interim report from Glasgow Caledonian University.

**Phase two (September 08 – September 09)** includes taking forward the learning from phase one in the development of further courses across Lothian and assessing the effectiveness with the revised evaluation tool. The final report will be published and disseminated by September 09.

**Outputs**

- 100 carers caring for 50+ hours per week will be trained.
- Courses will be evaluated and reported on by Glasgow Caledonian University
- Shared learning will be widely disseminated throughout Scotland
- Training resources will be produced
Achieved outputs from phase one

- 73 carers have been trained
  (62 carers in six courses reported on within GCAL’s interim findings report i.e. excluding Moving and Handling course participants)
- 7 training courses delivered
- Evaluation tool designed by Glasgow Caledonian University
- Shared learning opportunities pursued as follows:
  - information on PRTC website for health professionals - carers.org/professionals
  - update given to Highlands and MECOPP project, NCO carer training steering group
  - information exchange meeting with Ross Grieve, Thistle Foundation (Lifestyle Management Courses)
  - exploratory meeting with Health Care staff at Queen Margaret University
  - meeting with COEL and CHP representative
  - taking part in NHS Lothian Supporting Self Management Long Term Conditions event
  - meeting with East Lothian Carers planning group and Vanessa Strong, Project Manager Single Shared Assessment East Lothian CHP
  - meeting with Sheena McKinnon, Moffat project coordinator
  - project update at Moffat project networking meeting
  - information exchange meeting with Tina Morrow, Highlands training project
  - information sent to LTCAS for inclusion in e-bulletin
  - Telephone conversation with and project information sent to:
    Tricia Proctor, Training Manager, Crossroads Scotland
    Jan Wells, Aberdeen Carers Centre
    Patrick Pollard, Aberdeen Carers Centre
    Marie Campbell, Lanarkshire Carers Centre
    Kirsty Williams, Moray Carers Project

Conference abstracts submitted to:
- Enhancing Self Care – Helping People to help themselves conference organised by Social Dimensions of Health Institute, Dundee University
- The health of unpaid carers conference organised by Carers Scotland

Courses
Courses have been designed and organised to meet local need. In the first instance a Carer Training Partnership Network was established for each area of Lothian – East, West, Midlothian and Edinburgh City. The networks comprised representatives from the Carer Centre, and local Community Health Partnerships. The networks decided priorities for developing the expert carer training courses to be evaluated within the pilot.

In order to share information on progress with Lothian and other NHS Boards a Lothian Carer Training Partnership was formed comprising a Community Health
Partnership representative and Social Work officer representing each area, carers represented by a Carer organisation and led by NHS Lothian. This group’s remit has been to:

- audit training provision within Lothian
- identify priority areas for carer training
- advise on carer training developments with reference to national and local priorities;
- report annually on progress
- stimulate local carer training partnerships at LA level;

In phase one there have been seven courses delivered across Lothian:

<table>
<thead>
<tr>
<th>Carers of West Lothian</th>
<th>Caring for someone with a lung condition</th>
<th>6 x 2hrs weekly</th>
<th>Feb-March 08</th>
</tr>
</thead>
<tbody>
<tr>
<td>VOCAL</td>
<td>Caring for someone with Dementia</td>
<td>7 x 3hrs weekly</td>
<td>Feb-March</td>
</tr>
<tr>
<td>VOCAL</td>
<td>Caring for someone with a Long term condition</td>
<td>6 x 2hrs weekly</td>
<td>Feb-March</td>
</tr>
<tr>
<td>Carers of East Lothian</td>
<td>Caring for an Older person at home</td>
<td>2 days x 5hrs</td>
<td>Feb-March</td>
</tr>
<tr>
<td>Carers of East Lothian</td>
<td>Caring for someone</td>
<td>1 day x 5hrs</td>
<td>March</td>
</tr>
<tr>
<td>Midlothian</td>
<td>Managing the emotional impact of caring</td>
<td>2 days x 5hrs</td>
<td>April</td>
</tr>
<tr>
<td>VOCAL/NHS</td>
<td>Moving and handling</td>
<td>2 group sessions plus individual home visit</td>
<td>April-July</td>
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Course development
Each course came about in a different way as explained below.

Information day for carers

Historically, Carers of East Lothian (COEL), as part of their service level agreement with the local authority have run an annual generic ‘Caring for someone’ course. The location of this course has changed from year to year in an effort to cover all areas of the county. Previously the course was called ‘Who cares?’ and ran weekly for four to five weeks. These courses had been well attended and had continued as support groups enabling COEL to support carers on an ongoing basis.

However it was thought that carers in some parts of the county would have to wait a long time to receive training in their local area and so a shorter training course was developed for the Caring with Confidence project covering the same
information which would be able to be delivered across the county more frequently.

**Aims**
This course entitled ‘Information Day for Carers’ was designed to inform carers about how to access healthcare and social work services, give information about equipment and adaptations for use in the home, and legal issues such as Power of Attorney and Public Guardianship and to emotionally support carers by giving them an opportunity to explore their feelings around changing family relationships due to their caring role.

**Process**
Previous ‘Who cares’ courses were reviewed and adapted to develop this full day information session and speakers were identified.

**Caring for the older person**

**Carers of East Lothian** developed the Caring for an Older Person course as a result of being mindful of the Community Health Partnership development of the Older Persons Strategy for East Lothian and working in partnership with the ELCHP priority areas.

**Aims**
This course was designed to support carers to look after an older person in the community and lessen the risk of readmission to hospital.

**Process**
A group of six known carers to Carers of East Lothian were invited to be part of a focus group to discuss the necessary components of this training. The focus group suggested the course should have sessions on moving and handling techniques and preventing falls as well as information about the services that healthcare professionals provide. Information about the effect caring has on relationships and the need to look after oneself, getting respite when needed, was thought to be of importance too.

Once the sessions were mapped out and dates and timings set speakers were identified for each session.

**Caring for someone with a lung Condition**

**Carers of West Lothian** developed a Caring for someone with a lung condition course as a response to WLCHCP priorities and in consultation with the senior respiratory nurse and physiotherapist who were already working on a Pulmonary Rehabilitation programme for patients with a lung condition.
Aims
To provide information and support to carers looking after someone with a lung condition.

Process
This course was planned to run alongside the Pulmonary Rehabilitation course. Staff from the Carers Centre met with the senior respiratory nurse and physiotherapist to discuss course content and appropriate speakers. The intention was to offer carers the same information as the person on the pulmonary rehabilitation course running at the same time and at the same venue to make attendance as easy as possible. The course content was based primarily on a model previously run by VOCAL Carers Centre but adapted to suit local needs.

During discussions with the NHS pulmonary team it became apparent that the client group attending the rehabilitation programme were unlikely to have carers in the target group for the pilot i.e. caring 50+ hours and the course developed for carers would benefit those caring for someone with a moderate to severe lung condition. None of the carers attending the course had anyone they were caring for attending the rehabilitation course.

Managing the emotional impact of caring

VOCAL Midlothian Carers Advice and Development Officers developed ‘Managing the emotional impact of caring course’ as a result of their experiences working with carers over the last few years in Midlothian. It was identified that many carers were dealing with complex and emotionally burdensome caring situations and that many were in need of knowledge and support to manage their own mental wellbeing.

The course based on two days group learning followed by one or two individual support sessions is designed to give carers some knowledge of self-help techniques and the tools to use in future situations. Subjects included change and loss, and guilt. During the course there was an opportunity to create a personalised ‘Five areas, Seven Steps’ action plan.

Aims
The aims of the course were as follows, the carer will have:
- Improved mental well-being
- Increased ability and confidence in managing the emotional impact of their caring role

Process
One of the Carer Advice and Development Officers attended a training course run by Depression Alliance Scotland based on the Five Areas Approach for people with depression and low mood. This approach was thought to be a good foundation to develop a similar approach to enable carers to explore their own emotional response to their caring situation and develop the confidence to use
particular tools to plan action to improve their lifestyles and coping mechanisms in their caring role.

A series of meetings were held between the two carer support and advice workers, their line manager and Caring with Confidence development worker and counsellor who was commissioned to co-deliver the training.

Caring for someone with dementia

**VOCAL** presented Caring for someone with dementia course as part of VOCAL’s ongoing ‘Expert Caring’ programme of training courses lead by the Training Officer. This programme has been developed over the last five years and has incorporated the evaluation feedback of many carers as each presentation has been revised and improved.

The course was delivered in seven weekly morning sessions, delivering a total of 18 hours training. Subjects covered were: ‘What is dementia?’, ‘Options for the future’, ‘Changing relationships’, ‘Selecting a care home’, ‘Paying for long term care?’, ‘Adults with Incapacity Act’ and an open question session with the Dementia Care Coordinator.

**Aims**
Carers of those with dementia are well supported through information and advice to support in their caring role. Carers are confident and knowledgeable about their role and available support.

**Process**
This course has been delivered over the last few years on several occasions, each of which was evaluated by participants. The course has been revised over time to incorporate suggestions from carers. Suitable health care, allied health care and social care professionals were identified and briefed with the aims and objectives of each session. No speakers claimed a fee.

Caring for someone with a long term condition or disability

Again this course was developed by VOCAL Training Officer as part of the ongoing programme of ‘expert caring’ courses which have been designed and delivered over the last five years funded by the Big Lottery.

The course was delivered in six weekly morning sessions, delivering a total of 18 hours training. Subjects covered were: understanding the human body, understanding medicines, money matters and support in the community, effective communications – making the most of contact with professionals, changing relationships and looking after yourself.
Aims
Carers are well supported through information and advice to assist in their caring role. Carers are confident and knowledgeable about their role and available support.

Process
This course has been delivered over the last five years on several occasions, each of which was evaluated by participants. The course has been revised over time to incorporate suggestions from carers. Health care, allied health care and social care professionals were identified and briefed with the aims and objectives of each session.

Please note that the Moving and Handling course will be reported on separately to complement a separate evaluation report.

Course content
A variety of courses have been developed and therefore the content of each course is different depending on the condition the cared for person has and/or the objective of the course giving the most appropriate information for the caring situation. Please see Appendix 1 for course content leaflets which describe the courses in detail.

Course delivery
All the courses were facilitated by staff from the Carers Centre. The role of the facilitator is to ensure the smooth running of the course, time manage the session, answer questions and ensure equal opportunities for group participation.

Once the course content was decided upon the best personnel to deliver the sessions were identified. Many of these experts were health, allied health and social care professionals from the statutory or voluntary sector.

The following gives details of speakers for each course.

Carers of East Lothian - Information day for carers
Five hours of training was delivered over one day, divided into three sessions, two in the morning and one in the afternoon.

Five speakers were invited to present the three sessions: A social worker spoke about how to access services, a senior social worker addressed the complaints procedure and an occupational therapist spoke about equipment and adaptations for home use. An expert on legal issues pertaining to carers from another voluntary organisation was booked to present information about power of attorney and public guardianship. The counsellor from ‘Caring for an older person’ course repeated her presentation on ‘Changing Relationships’.
Caring for the older person
Ten hours of training was delivered over two days, divided into four sessions, one each morning and one each afternoon.

Five speakers delivered the training. The local Consultant Geriatrician and Community Psychiatric Nurse agreed to take the first session entitled ‘Who’s Who and What they do’, and an Occupational Therapist working for a private care company as training manager was invited to take the session on ‘Safe Moving and Handling and Prevention of Falls’ for the second session of the first day. A counsellor/group worker was commissioned to do a session on ‘Changing Relationships’ and a carer who is also a social work professional working for the local authority agreed to take the session entitled ‘Getting respite and looking after yourself’.

Caring for someone with dementia
This course was delivered by three speakers – NHS dementia care coordinator, Information Manager from Alzheimer Scotland and Training Officer at VOCAL Carers Centre.

Presentations were done on PowerPoint and some sessions were delivered in a more informal discussion format.

Caring for someone with a lung Condition
The course was facilitated by one member of carer centre staff, with another providing transport for two carers. There were twelve speakers, mainly health and social care professionals.

<table>
<thead>
<tr>
<th>Session:</th>
<th>Delivered by:</th>
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<tbody>
<tr>
<td>Understanding and treating lung conditions</td>
<td>British Lung Foundation</td>
</tr>
<tr>
<td>Living with COPD</td>
<td>Respiratory nurse and Physiotherapist</td>
</tr>
<tr>
<td>Understanding medicines</td>
<td>Community Pharmacist</td>
</tr>
<tr>
<td>Stop Smoking support</td>
<td>District nurse</td>
</tr>
<tr>
<td>Money matters</td>
<td>Pension Service</td>
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<tr>
<td>Community Care</td>
<td>Social worker and Occupational therapist</td>
</tr>
<tr>
<td>Anxiety management</td>
<td>Psychologist</td>
</tr>
<tr>
<td>Relaxation</td>
<td>Holistic therapy student</td>
</tr>
<tr>
<td>Health eating</td>
<td>(Planned but did not arrive)</td>
</tr>
<tr>
<td>What now?</td>
<td>Dietician</td>
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<td></td>
<td>Airways support group</td>
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</tbody>
</table>

Managing the emotional impact of caring
Sessions on dealing with guilt and coping with anxiety were delivered by a qualified, experienced counsellor and sessions on ‘the five areas and seven step plan’ were presented by carer support staff specialising in the mental health field. Ten hours of training was delivered over two days.
Caring for someone with a long term condition or disability
The four speakers – two NHS physiotherapists and a ‘Care for the Elderly’
hospital pharmacist delivered presentations via PowerPoint and VOCAL training
officer delivered sessions on Effective Communication, Changing Relationships
and Looking after Yourself.

Course location
Courses were located within local communities. There were a variety of reasons for placing
the courses in each area as the following information demonstrates.

Carers of East Lothian - Information day for carers
It was decided to run this training in The Penny Pit Centre, Prestonpans to
complement a course commissioned by ELCHP for patients with a long term
condition running in the same month in Prestonpans. The venue was hired free of
charge. Transport expenses were claimed by one carer. Carers travelled a
maximum of 23 miles to attend the course and an average of 11 miles.

Caring for the older person
It was decided to run this training in North Berwick because it was felt to be
important to hold events throughout the county and there are a large number of
carers of older people in this area. There is also a day centre next to the venue
with which staff liaised on behalf of at least one carer who needed this facility for
their cared for person to be attend whilst they were at the course. Carers
travelled a maximum of 21 miles and an average of 12 miles to attend the
course. No carers claimed transport expenses.

There was a hire charge for this venue.

Caring for someone with dementia
This course was presented at VOCAL Carers Centre which is situated in the City
centre easily accessible by public transport. Transport expenses were claimed
by three carers amounting to £100. Carers travelled a minimum of 1 mile and
maximum of 20 miles.

Caring for someone with a lung condition
It was decided to deliver this course at Bathgate Primary Care Centre as this was
where the pulmonary rehabilitation course was being delivered by NHS. The
majority of carers had to travel to this venue from another town. Transport was
provided by Carer Centre staff for two carers who could otherwise not have
attended the course.

The emotional impact of caring
It was decided to find a suitable venue in Gorebridge as the majority of carers
were from the area and attended the medical centre. Initially Gorebridge Medical
Centre was approached however it was not available on the required days. A
more neutral venue was felt to be more suitable and this was found within the town. A hire fee was paid.

Caring for someone with a long term condition or disability
The training room within VOCAL Carers Centre was booked at no cost. No transport expenses were claimed and no respite costs were claimed.

Transport costs for all courses
In summary £130 in total was claimed by four carers. In addition staff of Carers of West Lothian provided transport for two carers.

Carer identification and recruitment
Again different methods were made to identify and recruit carers for each course depending on local differences.

Information day for carers
Most of the group were already known to COEL having heard about the course from the COEL newsletter. Some had already attended the ‘Caring for an older person’ course. The course was advertised on COEL website and flyers sent to NHS and SWD staff at single shared assessment/carers assessment training, East Lothian long term conditions action team and the Older People’s Joint Planning group. 15 carers booked onto the course and 11 carers attended.

Caring for the older person
Some participants of the course planning focus group signed up for the training. Most of the group were already known to COEL hearing about the course from COEL newsletter having been contacted as they were on COEL database. It was advertised on COEL website and flyers were sent to NHS and SWD staff at Single Shared Assessment/Carers’ Assessment training. East Lothian Long term Conditions Action Team, East Lothian Older People’s Joint Planning Group.

19 carers booked onto the course and 15 attended.

Caring for someone with dementia
Course information leaflets were sent to carers identified by VOCAL database as caring for someone with dementia and those newly added to the database. Leaflets were also sent to hospital and community care teams, dementia care coordinators, day centres, respite wards, day hospitals, Alzheimer Scotland, and carer support groups for dementia.

Course information leaflet was sent electronically to ten GP practices, hospital discharge teams, keep well coordinators and dementia care coordinators.

The course was advertised in Carers News (circ. 3000 carers and 300 professionals).
Caring for someone with a lung condition
Course information was circulated to respiratory nurses and allied health professionals and emailed to all GP practice managers for circulation. It was promoted through Carers in West Lothian’s newsletter (circ. 2,500) and course leaflets were sent to 59 carers listed on COWL database as supporting someone with a lung condition. These were also followed up with a phone call from a Carer Support Worker.

12 carers expressed an interest in attending the course
  2 carers were referred by the respiratory nurse but did not attend
  5 carers were unable to attend due to the timing of the course - either they were unavailable or they were working

Managing the emotional impact of caring
The Carer Advice and Development Officers identified carers known to them who would benefit from the course and made an approach these carers. In addition building on work done with Newbyres Medical Centre by VOCAL Midlothian new carers were identified in the Gorebridge area. Due to the nature of the course places were limited to a maximum group of eight for manageability but a minimum of four for viability.

20 carers were invited to the course by Carer Advice and Development worker.
  6 were unable to attend due to difficulty in attending the two particular days chosen to deliver the course (i.e. Monday and Wednesday). Several carers could attend one day but not the other.

10 carers signed up for the course.

Due to the nature of this training the carer advice and development workers contacted potential participants by telephone at least twice to explain the content and nature of the course ensuring carers were appropriately informed before signing up for the course.

7 carers attended the course.

Caring for someone with a long term condition or disability
Course information was sent electronically to 10 GP practice managers, local carer projects and discharge teams. Advertised in Carers News (circ. approx. 3000 and 300 professionals). Course leaflets were sent to 200 most recent...
carers on VOCAL database and community care teams. 30 referrals were received.

10 carers signed up for the course.
7 attended.

**Respite costs**
In order to attend a course one carer claimed financial support for respite costs. This totalled £91.

**Overall Costs**
Cost per person for each course varied between £79 and £152. This cost included staff time in preparing, delivering and completing follow up work, venue and catering costs, speakers fees when necessary, transport and respite expenses.

**Evaluation and monitoring**
Glasgow Caledonian University have designed an evaluation tool used to assess the effectiveness in increasing carers’ confidence and well being, and in accessing services that will help them in their caring role.

Excluding participants of the Moving and Handling course 29 carers were involved in evaluating the six courses and 43 carers took part in the focus group of which 27 had completed at least one questionnaire. 29 pre-course questionnaires and 25 post course questionnaires were completed.

Including participants of Moving and Handling course 38 carers completed the evaluation questionnaires and 43 carers have taken part in the focus groups. 40 pre-course questionnaires were completed as some carers took part in the Moving and Handling course in addition to one other course. 35 course evaluation forms and 25 post-course questionnaires were returned completed. Please note the post-course questionnaire has not yet been sent to Moving and Handling course participants. This will be done eight weeks following end of contact with NHS moving and handling staff which will be at beginning of September.

Individual interviews for participants of the Moving and Handling course will take place in September and will be separately reported in November 2008.

The impact of the Caring with Confidence training for carer can be found in the interim findings report by Glasgow Caledonian University.

**Provisional Phase Two Courses**
**Vocal Carers Centre** will be delivering two courses within the pilot project –
- Caring for someone with additional needs – September – October 08
- Caring for someone who has had a stroke – September – October 08
There is a possibility of developing a new course ‘Caring for those near the end of life’ in Spring 09 in collaboration with Marie Curie hospice, Edinburgh.

Also for Spring 09 ‘Looking after yourself’ course may be delivered.

Vocal Midlothian will be delivering two courses
- Caring for someone with mental health problems – September – October 08
- Managing the emotional impact of caring (revised version) – April 09

Carers of West Lothian will be delivering
- Caring for someone with a Lung condition (evening course) – October– December 08
- Looking to the future with a Child with additional needs – Spring 09

Carers of East Lothian will run an Information Day in a different location within East Lothian and are exploring other opportunities.

Final outcomes
At the end of the pilot by September 2009 the outcomes will be:

- a model of good practice in determining and developing the content of an expert carer training programme through the establishment of carer training partnerships networks
- a portfolio of training materials to support carers, available to share electronically with other statutory partners
- evidence of the outcome benefit of the programme to carers
- some examples of effective mechanisms to inform carers of local training opportunities and engage them in determining appropriate content and delivery locally through carer training partnership networks

For downloadable information please see: www.carers.org/professionals

August 2008  Jane Marryat  National Development Officer
Appendix 1 - Course content

Caring for an older person at home

Day 1 Session 1
Who’s Who and what they do
A local Consultant Geriatrician and Community Psychiatric Nurse will talk through the roles of various healthcare professionals.

Session 2
Safe Moving and Handling and Preventing Falls
A representative of Housecall will demonstrate moving and handling techniques and talk through ways to prevent falls.

Day 2 Session 1
Changing Relationships
An experienced counsellor will look at how caring for someone can change relationships.

Session 2
Getting Respite
And Looking after Yourself
A worker from East Lothian Council will talk about how to organise and fund respite care and more generally about the importance of looking after yourself.

Caring for someone with Lung Condition

Session 1
Understanding and Treating Lung Conditions

Session 2
Living with COPD

Session 3
Understanding Medicines
Stop Smoking Support

Session 4
Money Matters
Community Care
Session 1
What is Dementia?
This session will look at what dementia is, and explore the myths and facts, the causes and consequences.

Session 2
Options for the Future
A whistle stop tour of services available to support someone with dementia and their carer at home.

Session 3
Changing Relationships
This session explores the nature of relationships and how caring can impact on them.

Session 4
Selecting a Care Home
Advice on how to find a care home that will suit the needs of the cared for person and the carer. What rights do we have on choosing a care home?

Session 5
Paying for Long Term Care?
Information on how long term care is funded. What is the role of the Local Authority? Which benefits can be claimed while in long term care?

Session 6
Adults with Incapacity Act
This session looks at the legislation around making decisions about someone’s welfare and financial matters. The session includes information about Power of Attorney and Guardianship.
Session 7
Open Session
The opportunity to ask questions of a Dementia Care Coordinator and a member of VOCAL Team. As well as a chance to talk with other carers.

Caring for someone with a long term illness or disability

Session 1
Understanding the Human Body
Information about how the human body works and some of the things that can go wrong including information about specific conditions and illnesses.

Session 2
Understanding Medicines
Information on medication and its uses, how drugs work, when medication should be given, what happens if a dose is missed, possible side effects and if drugs can be taken safely with alcohol.

Session 3
Money Matters and Support in the Community
This session looks at what welfare benefits are available to carers and the people they care for. As well as what is community care all about – how are people’s needs assessed – will it be possible to get help at home- what rights do I have?

Session 4
Effective Communication
A session exploring how to make the most of contact with professionals. Topics include how we communicate, assertiveness and preparing for a meeting.

Session 5
Changing Relationships
This session explores how caring can affect our relationships. Topics will include guilt, loss and communication.

Session 6
Looking After Yourself
This last session looks at ways carers can look after themselves – identifying and dealing with stress – learning about different ways to relax.

Managing the emotional impact of caring

This two day course concentrates on the emotional impact of caring. It is designed to give carers the tools to use in future situations and give them some knowledge of what can help.
Everyone who attends was given two follow up meetings with Carer Advice and Development Officers to help or encourage the progress of the knowledge gained on the two day course.

Day One
Looked at issues such as change and loss, and dealing with anxiety and guilt. There was an opportunity to explore feelings commonly experienced by carers caring for someone with a long term condition.

Day Two
Gave carers time to explore areas concerning them and with the help of Carer Advice and Development Officers carers drew up an action plan to improve their ability to cope with their caring situation.

Carers Information Day

Session One
A social worker will give information on how to access services and an Occupational Therapist Manager will discuss the equipment and adaptations available for use in the home.

Session Two
Presentation on Power of Attorney and Public Guardianship issues.

Session Three
An experienced counsellor will give an insight into the changes caring for someone makes to all the family, from a counseling perspective.

Moving and Handling training for carers

Preparation
Manual Handling manual
An opportunity to prepare for your course by reading a paper copy of Moving and Handling Manual.

Carers were asked to complete a self-assessment of their situation and skills which was sent to the NHS Moving and Handling staff who were delivering this training.
Day 1
Group training
This session will cover the causes of back pain and an explanation of the anatomy and physiology of the back, ergonomic risk assessment and how to move efficiently. There will also be a demonstration of a variety of equipment.

Home visit
Arranged to suit
The Manual Handling Coordinator visited each carer at home and gave the principle carer and any other unpaid carers present advice and training meeting their particular needs and situation.

Following the home visit a report was sent to the carer on the outcomes and equipment recommendations. These would have previously been discussed with any social worker or occupational therapy or care manager already involved with the family.

Day 2 (Half day session)
Group revision
This session enabled carers to meet the other members of the group and learn from each other as well as discuss any issues or concerns that remained unexplored.

Follow up
Carer was contacted by telephone to discuss if they required a further home visit. If this was the case this happened within a month of the second group session.