

# Carer Support Nurse Pilot

– Norfolk and Waveney  
Carers Conference 2023

27<sup>th</sup> Sept 2023

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# Why a Carer Support Nurse?

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- **Caring role impacts carer health & wellbeing**
- **Carers put own health second:**
  - put the patient first
  - reality of caring role
  - healthcare staff prioritise patient (due to time limits)



- **Carers have unmet health-related support & education needs *because of their caring role***
- **Carers in Norfolk & Waveney ICS: *above national average long-term conditions, arthritis/back/joint, & mental health***

# Helping carers continue caring

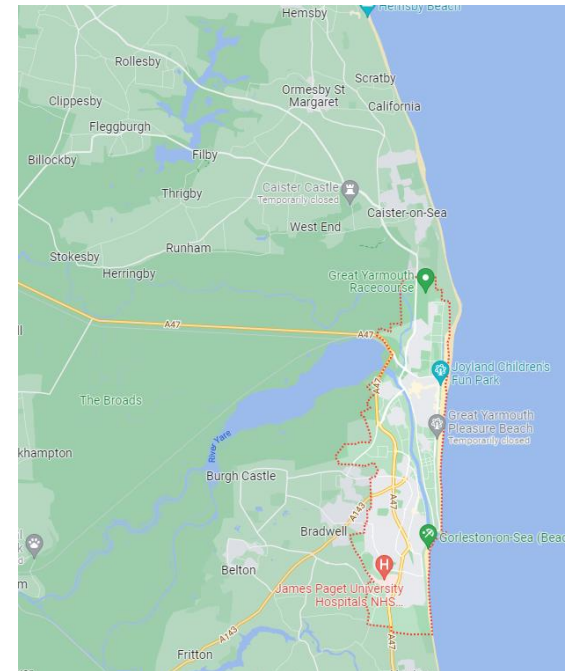
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- Carer role is uncertain & unpredictable
- Carers rarely acknowledged & largely unsupported by clinicians
- Threatens carer health & patient support...
  - leading to patient/carer crises
- Supporting the carer actually supports two people – the carer & the patient



# Carers in Gt Yarmouth area

- Told us they often **feel their needs are not met** but instead can feel....
  - **assumptions** are made about how they are coping
  - abandoned by, or **passed around**, services
  - underappreciated and **overlooked**



# Improving carer support

**NICE** National Institute for  
Health and Care Excellence

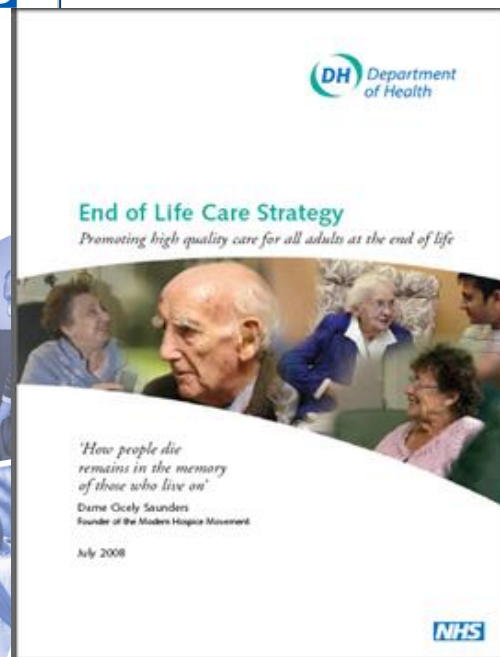


- **Health policy says:**
  - carers should be supported
  - but doesn't say how...

## Supporting adult carers

NICE guideline  
Published: 22 January 2020  
[www.nice.org.uk/guidance/ng150](http://www.nice.org.uk/guidance/ng150)

## The NHS Long Term Plan



## Our solution...

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- Dedicated **Carer Support Nurse**
- Important that it is:
  - 1) **a nursing role**
  - 2) **just for carers**





## Before we started – spoke to...

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- **Over 70 stakeholders**
  - **Across East of England:** Norfolk, Cambs & Herts
    - Health care (including workforce leads)
    - Social care
    - Voluntary sector
  - **National leaders:** NHS England, Carers UK, Queens Nursing Institute, Adult Social Care
- **Over 100 carers & patients**
- **Universal enthusiasm**



# Carer Support Nurse 1-year pilot

- **Funded by:** Norfolk & Waveney ICB  
*- funding ends Oct 2023*
- **Hosted by:** East Coast Community Healthcare (ECCH)
- **Based in:**  
Great Yarmouth & Northern Villages  
'Primary Care Home Team'
  - nurses, therapists & social care staff – support clusters of GP practices





# Karen Murphy – Carer Support Nurse

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# Five evidence-based principles

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- 1) Be in the community**
- 2) Work across sectors** (health, social care & voluntary sector)
- 3) Provide ‘person-centred care’ to carers with complex needs**
- 4) Support marginalised communities**
- 5) Be educational – to carers & health care professionals**  
(raising healthcare staff awareness of carers & best ways to support them)

## Once a carer is referred...

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- **Together they...**
  - Identify the carer's unmet support needs
  - Prioritise their support needs
  - Identify how best to meet those needs
    - Listening, advice-giving, reassurance
    - Signposting
    - Referral on
- **Plus a general health check e.g.:**
  - Blood pressure
  - Smoking
  - Mental health/depression screening



# Evaluation of the pilot

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- **Led by University of East Anglia (UEA)**
- **Funded by** Health Education England (East of England)
- **Supported by:**
  - NIHR Applied Research Collaboration (East of England)
  - UEA Health & Social Care Partners
- **Collaborators:**
  - London South Bank University
  - University of Hertfordshire
  - **Carer Public Involvement Group (PPI)**



## Stage 1: Exploring how the role could work

- ✓ Identified local, regional and national carer resources
- ✓ Workshops & interviews: carers, health/ social care / voluntary sector, commissioner

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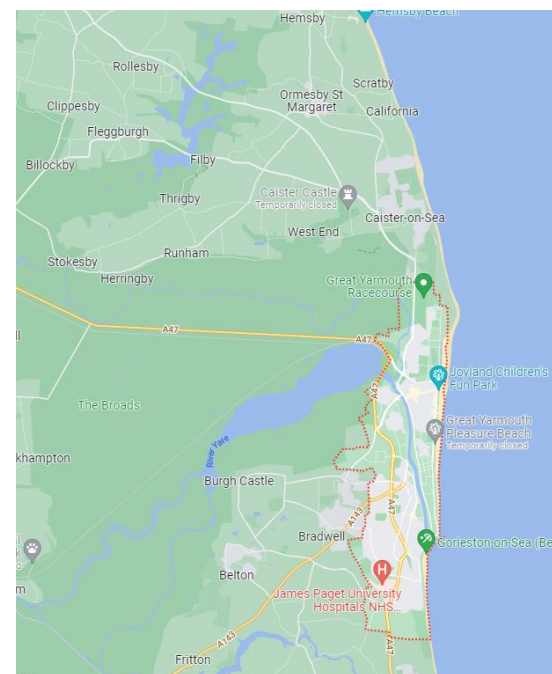
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**Carers helped us design carer  
recruitment materials**



# Carers in Gt Yarmouth area

- Welcomed the new Carer Support Nurse role – felt it could....
  - create a **space for their needs to be discussed**
  - provide opportunities to talk to a professional **who understands** how difficult it can be for carers to open up about their own needs
  - **fill gaps** in existing support for carers



## Stage 2: Evaluating the role

- ✓ CSN in post (mid October 2022) - policy & induction
- ☐ Value & impact of CSN role:
  - ☐ What does the CSN do?
  - ☐ What are the views of carers, patients, & health/ social care / voluntary sector?

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# How has Karen been supporting carers?

- **Home visits + follow up phone calls/visits**
- **Carer-centred focus**
  - Opening up conversations about what is important to the carer
- **Enabling solutions**
  - Responding (together) to physical, social and emotional concerns
- **Short-term working**
  - Carers can get back in touch if needed
  - Karen feels longer term model may work better

# What have the carers told us about their contact with Karen?

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- **Overwhelmingly positive**
- **Key value: opening up conversations**
  - Sharing experiences of being a carer
  - Discussing difficult issues and feelings
- **Practical support put in place**
- **Welcome opportunity to re-engage with Karen if needed**
- **Sometimes carers needed more proactive support**

## **“Susie” – carer to her mother** [C-240]

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*“It allowed me to be her daughter for the last three days of her life. [...] when you’re caring for somebody, [...] liaising with healthcare professionals, [...] dealing with her needs, you become sort of a bit like a robot [...] If it hadn’t been for [Karen] coming in when she did, I don’t know what I would have done [...] I was on my knees [...] She’s just very kind, very natural. [...] There was no sort of ‘I’m the nurse here to tell you what you’ve got to do & you do it’... it was, ‘I’m here, what help do you need?’”*

*“..when she said ‘Right, we’ve got somebody coming in to sit with your mum tonight’, I went ‘Wow!’ [...] I was able to get a bit of sleep, be more with my mum, sit with my mum, & just not have to worry ‘will she be alright?’ all night”*

*[Susie went on to described a series of other health-related actions Karen took]*

*“she made [...] a big difference to [...] my family’s situation”*

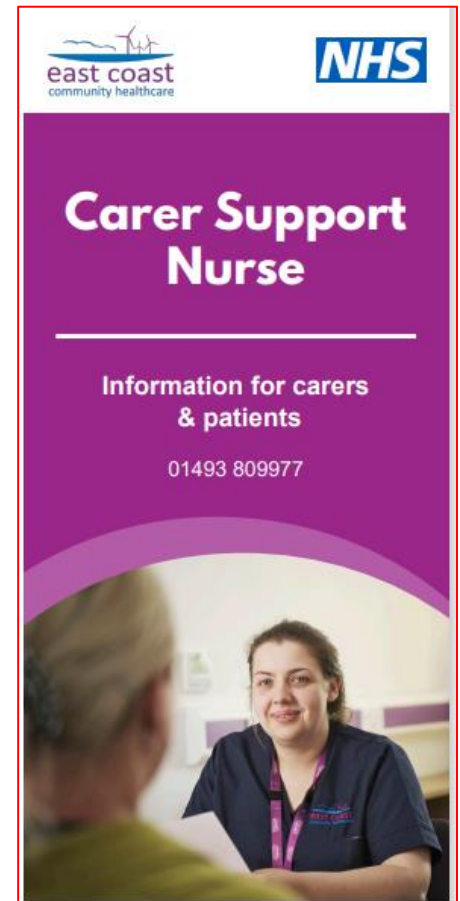
*“if you want any more proof that this scheme works, there’s your proof”*



# ***“Super-connector”***

## **Extensive interprofessional inter-sector working e.g.,**

- Health care:
  - Primary & community care
  - Mental health trust
  - Wellbeing service
- Social care
  - Norfolk County Council
  - Gt Yarmouth Borough Council
- Voluntary sector: carer & patient support groups
- Emergency services: fire & police



# Unsolicited feedback from East Norfolk Medical Practice

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*“We have been very fortunate to work with Karen and so far, **the difference she is making to our patients is incredible.** In fact, since December last year, Karen has seen 45 carers via various referral routes which is the **highest number of engagements for carer support over all the GYNV practice areas**, so this is very positive that we are going in the right direction to ensure that unpaid carers are supported”*



# Pilot project

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## Stage 2: Evaluating the role

- Continues until the autumn...

## Stage 3: Developing recommendations

- Whether and how to introduce the role elsewhere
- What have we learnt about carer support



# Regional winner in NHS Parliamentary Awards!

## Carer Support Nurse



### East

The Carer Support Nurse service assists unpaid carers to look after their health and wellbeing, and to boost their skills and confidence to care. The pilot scheme was launched to address this 'gap' in healthcare provision following endorsement from 100+ carers and patients and 70+ stakeholders and groups from health, social care and voluntary sectors.

Nominated by: Brandon Lewis MP

**NHS 75**

## NHS Parliamentary Awards

Organised by:



**EVENTS**



#NHSParlyAwards

# Shortlisted for RCNi Award 2023 Innovations category



1 of 75 finalists from 900+ applications; final outcome November



# Role funding ends mid-October

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- **Continued funding would...**
  - ensure continuity of provision prior to winter pressures
  - prevent loss of opportunity of move to a sustainable role
  - prevent loss of developed skills
  - prevent loss of established networks (*super-connector*)
- **Enhanced funding (e.g., team approach)** would enable geographic spread and/or enhanced carer support (i.e., longer-term support)



# Thank you



**NIHR** | Applied Research Collaboration  
East of England



**HEALTH &  
SOCIAL CARE  
PARTNERS**

**All pilot participants:  
carers, patients &  
health/social/voluntary  
sector stakeholders**

