

The Bromley Oxleas Information Prescription Pilot Carers Focus Group, 9th May 2007 –

3 focus areas

*What Information do carers want to know?
In What form do they want the information?
What other key feedback would they like to give?*

What Information do carers want to know?

What is the 'condition'?

What is the prognosis?

What carers can do to help?

What to do when person does not want carers to know?

How to give hope and optimism

What treatments are available and do they work

What Medications and why choose it

What is the Oxleas Consistent care pathway and approach

What will help in terms of Lifestyle (physical) and diet

How to build in a structured day

Sleep problems and how to overcome them

What to do when patient can't accept the condition

How to help service user gain insight: what can carers do and what should staff do?

In what form do carers want the information?

Information about their own SU: through team staff

- From the start, have a clearly defined Communication channel – name and number to ring
- Make it clear how often staff will contact – set regular dates for contact just like SU...own 'appointment' contact card
- Letter to carer at key stages
- CPAs invitations

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- Who to contact at time of crisis, especially at weekends & OOHs
 - Response in time of crisis needs to be reliable
 - How to contact teams – email, phone, CPAs, letter
 - Booked phone call / Follow up phone calls every 3 months
 - Consistent messages by all staff
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Information about the condition: from a variety of formats

- Carers feel written information is helpful but
- **DVDs, Videos. Podcasts of people who have recovered or are coping are more helpful.**
- **Occasional 'lectures' workshops with senior professionals speaking from experience about recovery issue also helpful**

Could they have an Oxleas Carer Intranet website

- Carers Education Programme excellent
 - Helen Dunkley: amazing!!
 - Tapes – personal videos – experience of recovery
 - Books on the condition or survivors accounts e.g.
 - Prognosis: Kuipers book on Schizophrenia
 - Face to face or telephone information is helpful
 - Email good for those that use it.
 - Could they have an Oxleas Carer Intranet website
 - List of information sources on the Trust intranet so they don't have to struggle to find their own
 - 'Bulletins' sent out annually or at least 6 monthly?
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Information about own mental health and how to cope:

- The carer course was great but can a session on how to cope emotionally be added

Issues:

- Can the Trust Intranet be accessible,
- Above all – explain Confidentiality issues, as early as possible.
- Can they have communication about prognosis as it so often seems desperate