



OPENING THE CAN OF WORMS

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I'm going to
cycle from
Cambridge
to
Stevenage!

**Well, I
wouldn't
start from
here!**



Stevenage Community Trust Fund-raiser,
The Comet 28 March 2015

West Hertfordshire



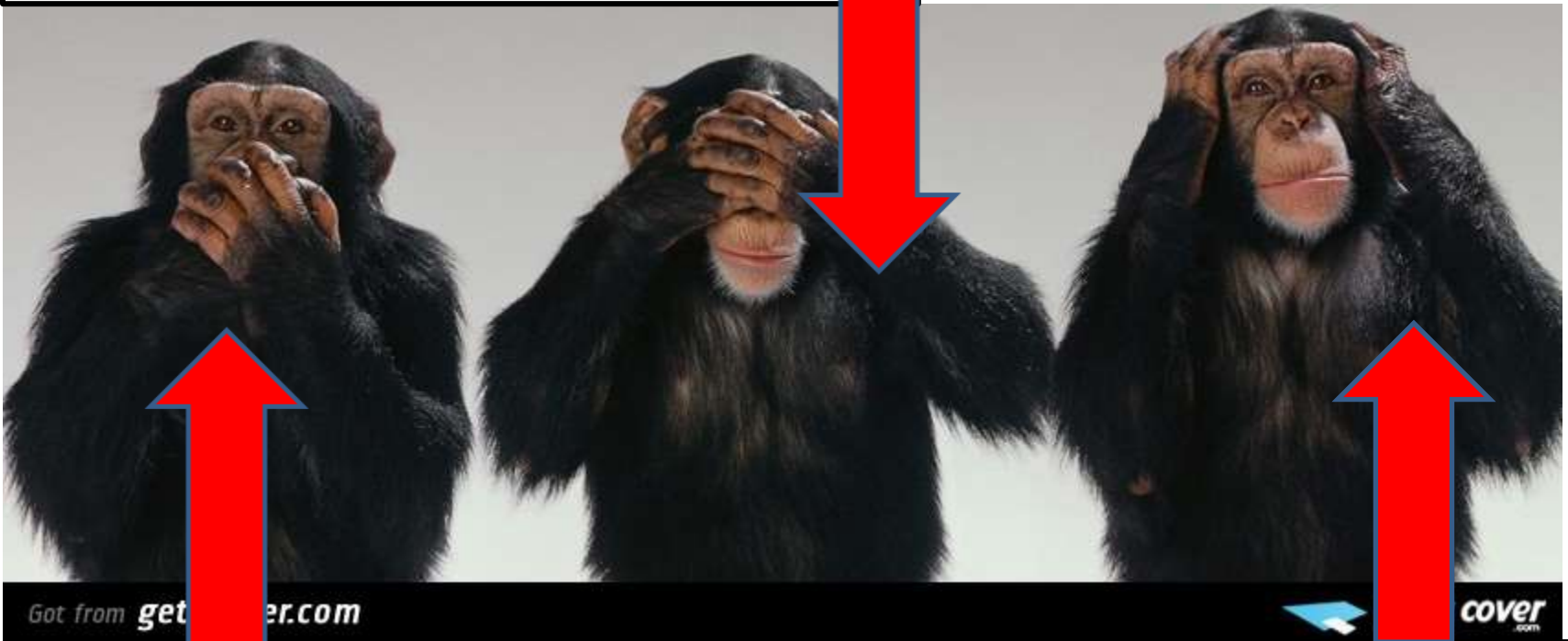
- Half of Hertfordshire
- 600,000 population
- 55,000 carers (2011 Census)
- HVCCG budget £700m
- 1 Local Authority for Social Services
- NHS Providers (acute trust, mental health trust, community trust, GPs)
- 5 District Councils (Housing, Refuse Collections, Leisure etc)
- Strong and diverse voluntary sector...

What will happen if you open this?



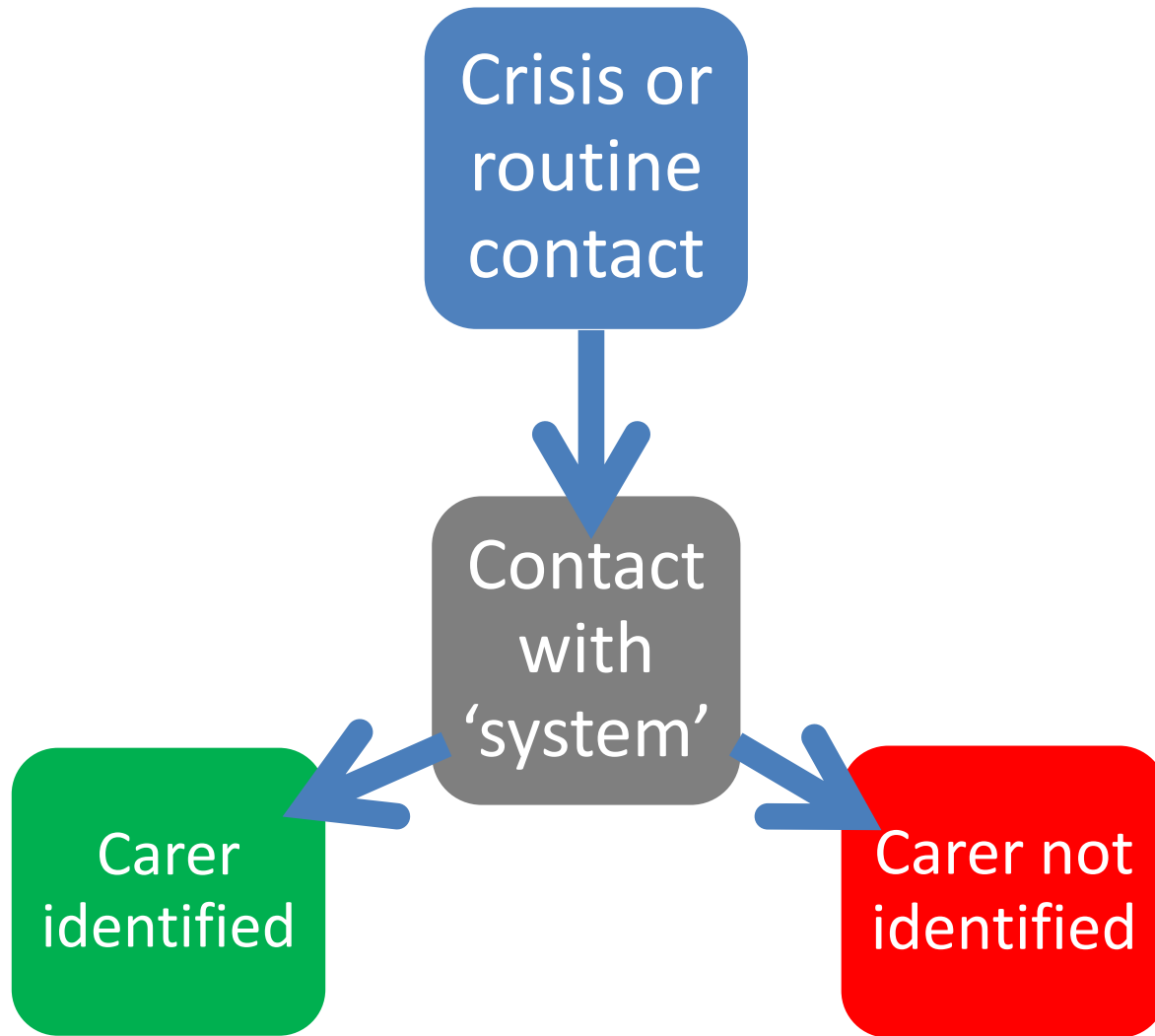
Without the right shared vision, carers will be invisible in many places

Not able to identify a carer and the impact of caring on them?



Don't know what to say to carers or what information to give them?

Haven't got time or emotional capacity to listen to the 'can of worms'?



Opportunity to identify

Carer and professional receptive

1. Positive intervention

Carer not receptive

2. Positive intervention *possible* (with skill and time)

Professional not receptive

3. Positive intervention blocked

Reasons why professionals fail to identify

- **Systemic ‘blindness’** (no shared ‘vision’)
- **Personal ‘blindness’** (not aware of shared vision)
- **Cultural blindness** (‘they look after their own, don’t they?’ or ‘they should’)
- **Psychological burden** (what happens if the lid comes off the ‘can of worms’?)
 - Do I know what to do?
 - Is there a supportive network to help me with this?

Reasons why carers fail to self-identify

- **Systemic ‘blindness’** (‘I am invisible to *them*’)
- **Personal ‘blindness’** (‘I do not identify with their vision’)
- **Cultural ‘blindness’** (‘we look after our own’ and/or ‘person I care for doesn’t think I need help’)
- **Psychological burden** (‘what happens if the lid comes off the can of worms?’)
 - Will I be able to go on coping?
 - Is there a supportive network to help me with this?

Same problems, same solutions?

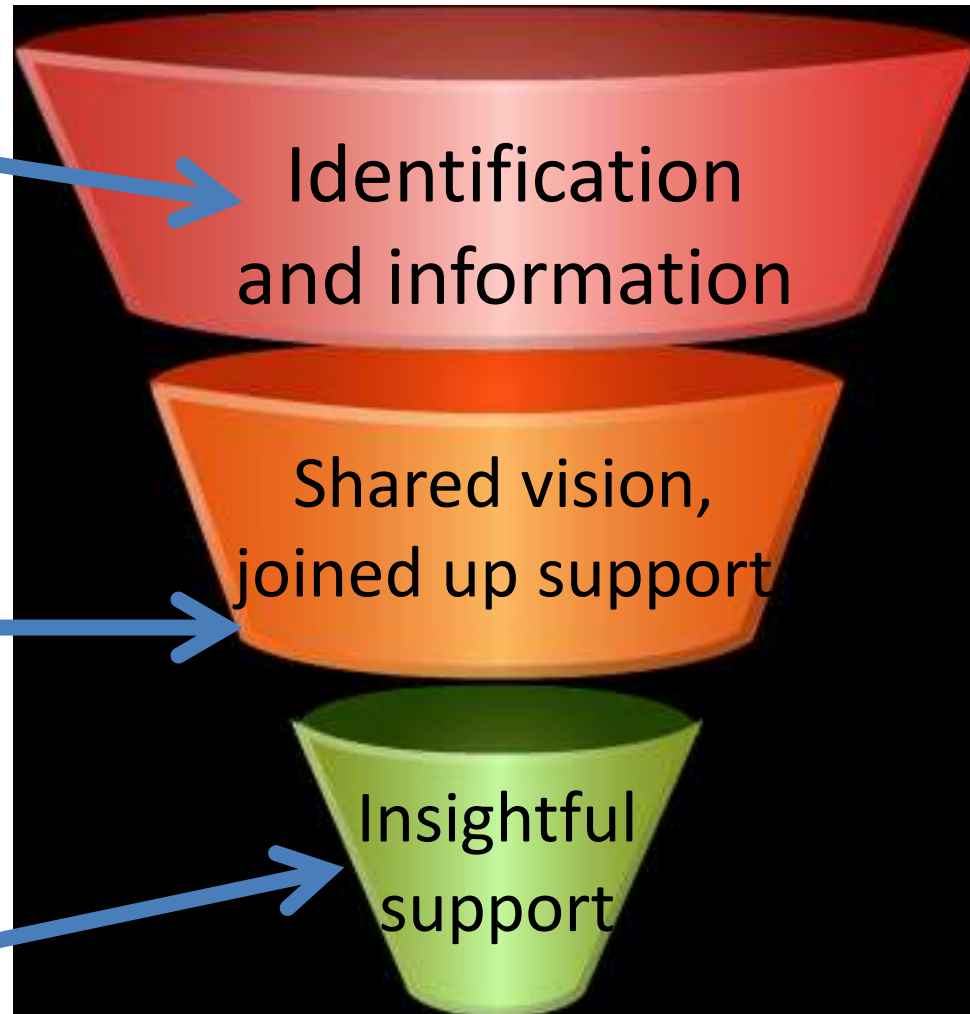
- **Systemic vision**
 - Individual professional learning and development
 - Pervasive public information increasing systemic and cultural awareness
- **Cultural blindness**
 - Language, culture-awareness, outreach to excluded communities
- **Can of Worms**
 - Professionals and carers need to feel supported (empathy, information, skills, supportive network) to take the lid off

Right response, right time

PREVENTION AND EARLY INTERVENTION: GPs, Hospitals, pharmacies, libraries, community groups etc

SECONDARY PREVENTION: Ensure identification and integrated vision

CARERS WITH GREATEST NEEDS preventing/delaying 'carer breakdown'



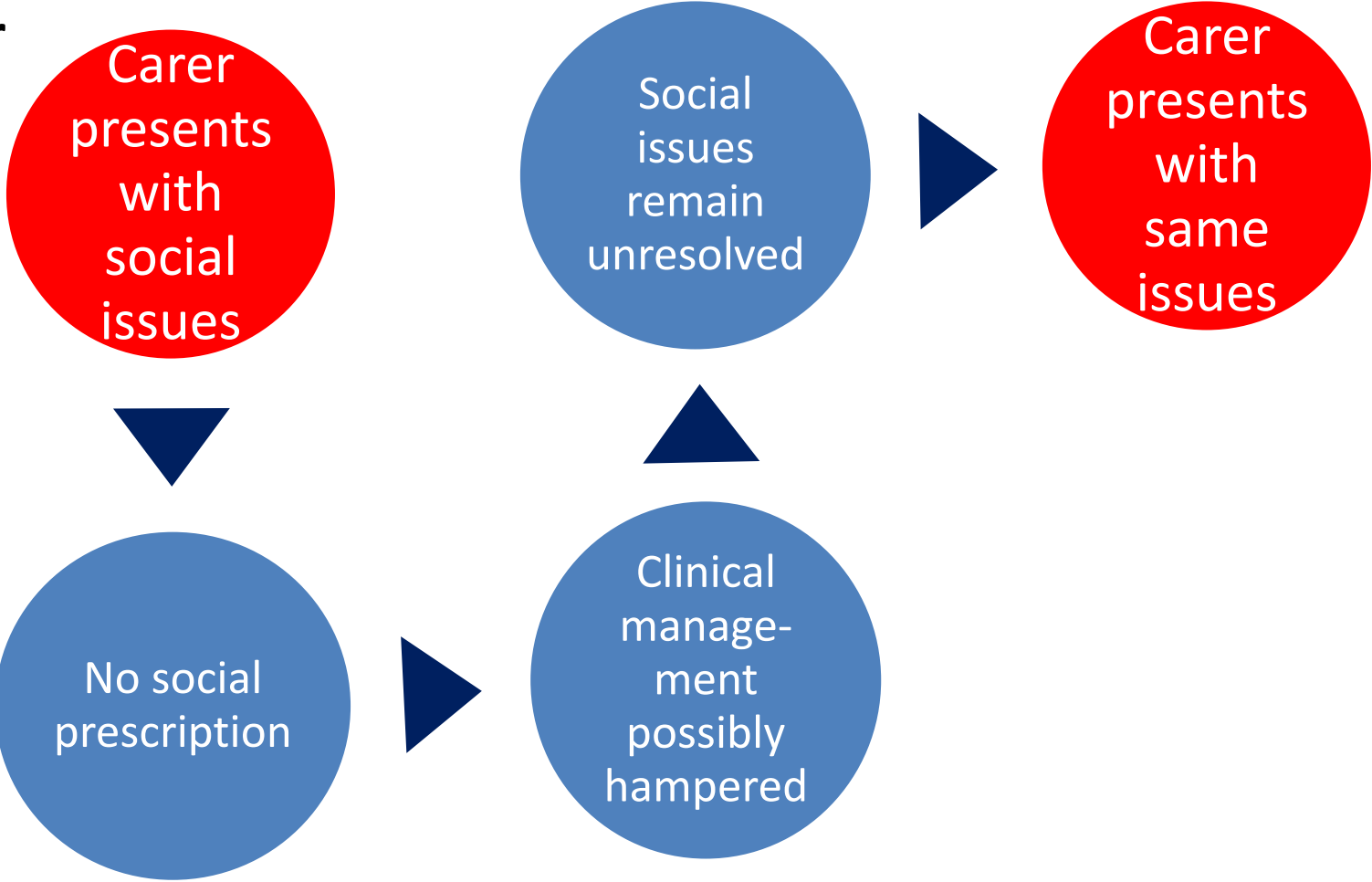
Freda (1):

- Bill's wife Freda has early stage dementia
- GP does not diagnose (*nothing for her yet is there?*) – GP thinks Bill is coping (*but doesn't ask*)
- Bill helps conceal Freda's '*shameful*' illness
- After a year and a half of coping alone, Bill is depressed
- Freda puts electric kettle on the stove, causes a fire and burns her arm
- Rushed to hospital, Freda is very confused and has a fall on the ward
- Bill, guilty, depressed and desperate to get Freda home
- Bill's needs are not picked up. A worse crisis follows....



Inward focused: my specialism

**Gatekeeper
doesn't
know
about
voluntary
and
community
services**



Access to an Expert Network



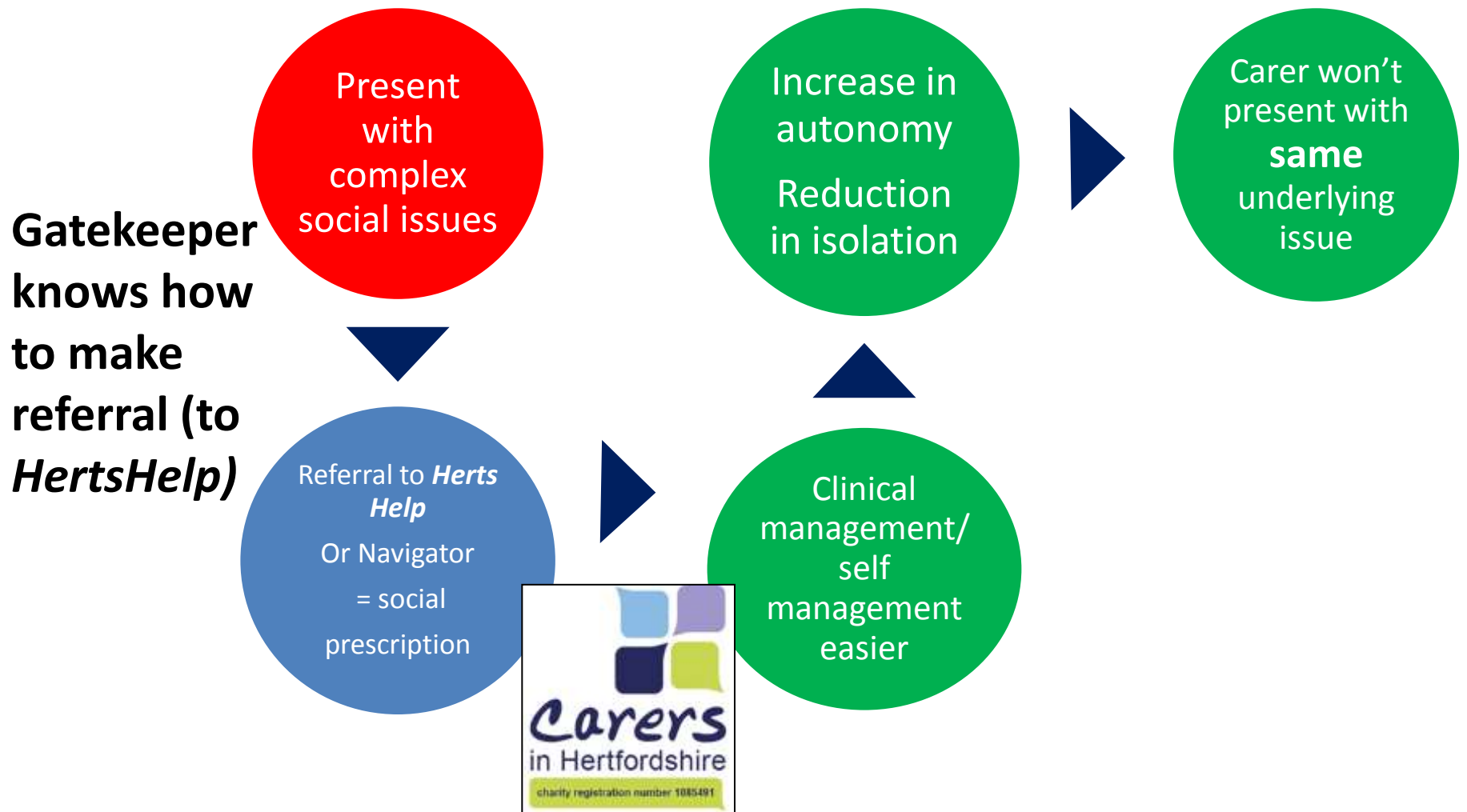
HertsHelp

Local advice, information and support to make life easier

0300 123 4044

- 30,000+ contacts per year now
- 12,000 entries on highly developed (and tested) database
- Much easier to market ***the voluntary sector***
- Key plank in HCC response to Care Act
- Useful for seasonal campaigns eg, ***Keep Warm Stay Well***
- Role in discharge team at Watford General Hospital
- 31 carers identified July 2015

Outward focused: proactive attempt to respond to social issues



Freda (2):

- This time GP diagnoses mild cognitive impairment - thinks there **may be** help
- GP (directly or via Carers' Champion) helps Bill see he is a carer
- Bill referred to *HertsHelp & Carers in Hertfordshire* – he is now in a network
- Disease is not shameful – others going through it
- Tip from charity/peer: turn off gas when Freda alone
- Freda has fall but now hospital knows Bill is her carer, listens to him, engages him in discharge
- Freda may end up in hospital, or residential care – but **probably later**, and when **inevitable**



Identification and Support HVCCG Practices	2014-15
Carers on GP registers as at 31 March 2015	7,904
As % of 55,000 carers in West Hertfordshire	14%
Practices a) having a carers' champion and b) keeping an up to date carers' register and c) offering Autumn flu jabs	100%
Practices offering health checks to carers	77%
Carers who took up health check	1,442
Carers who took up flu jab offer last year	4,473
Practice offers flexible appointments for carers	64%
Practice with a special 'carers' noticeboard	96%

[www.hertsvalleysccg.nhs.uk/
your-health/carers](http://www.hertsvalleysccg.nhs.uk/your-health/carers)



**KEEP
CALM
AND
Open up another
Can of Worms**

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