The Carer Assessment Study: Advice from Champions for implementing the CSNAT approach

Organisation/ Management support

"I think the other thing that in terms of advice to others who might be interested in implementing it, unless you've got some buy-in at quite a senior level from the Organisation, I think that can be problematic"

Establishing Record Systems

"I think you have to make sure it's integrated properly into whatever systems you're using, whether it be electronic systems or whatever"

Using the CSNAT approach in practice: A more personal approach

"I think personally I would recommend that they see the carer face to face. I don't think it's the same over the phone, I don't think you get as much information, I think it's much better to either visit them at home or invite them in and make some protected time and I think that works much better"

Select Enthusiastic Champions

"I think, well, just in the normal sort of stuff really, is get some people behind you, that are also interested in it, to sell it to the team members really…..you need someone on the ground, who's there, who's enthusiastic about it, to support the others in it. And who can help give clear pointers, when using it, and when having loads of discussions"

Plan for how to follow each stage of the approach

"I think I would find out from them how they were planning to actually protect the time for it. It's all about the staff's attitude to it. I think it's primary because I think working with carers, carers have needs but they are not going to push those needs forward. So it is all dependent on the staff really that they have the time to hear and the time set aside to prioritise for the carer to explore those needs. So in whatever setting it needs that protected time"

What's the plan?

How you will introduce the CSNAT?

"Have that little spiel in your mind of exactly how you're going to introduce it and maybe when you're going to introduce it. I think again, it's don't panic about…I think initially we looked at all of the different areas where it was saying, do you need support with this? Oh, my word, what if they tick that box, what are we going to do about it? You go into that fix it mode, you know, but as we've just discussed it isn't about fixing everything"

Make it a team effort

"It works better than one person doing it. Which is why…I've got a team of six but I've got two of them on the training day because out of six three of us have been on it. We've been quite top-heavy with…it made it far easier"

"Involve as many of the team as possible to just get a greater understanding of it and also to spread the workload"

Start Small

"I think I would again say to them to use a sample group first. Don't roll the tool out in your entire organisation. I would say use a sample group first"

Support your colleagues

"I think it might be useful to give illustrations of where it's worked particularly well in a way that you may or may not have anticipated"

"I still think you'd need your champion to, kind of, say, you know, that if there's any problems about it or you're struggling with it, you know, contact me"