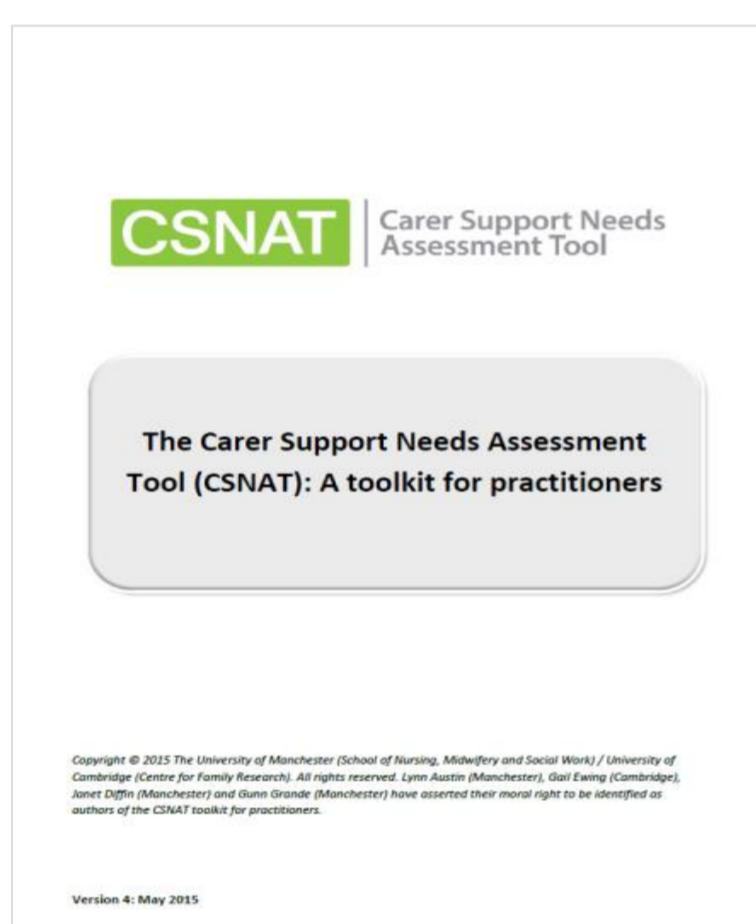


The Carer Assessment Study: Activities of CSNAT Champions

Educating colleagues about the CSNAT

"We took it forward and we took it to a variety of forums really, we took it to education forums, we took it to the morning nurse, handover meeting, we took it to the senior staff, I took it to local managers. So I think we took it to about four or five different places over a period of two or three weeks and we did little sessions, we made the folders available so that people could access them and have a read through"



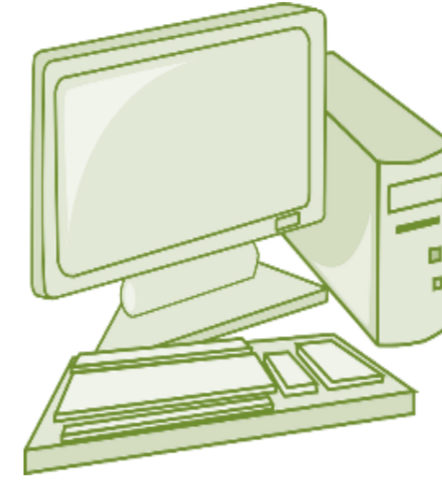
"Well, my co-champion and I met, and we had a think about how we felt that it would be implemented. And so we, kind of, drew up a little plan of how we thought it was going to work and who was going to do what. And then we cascaded the training down, and we shared that between ourselves"

"What we initially did was my co-champion and I after we'd had the session at the university had some time together and just planned how we were going to deliver the training and had time set aside to be able to do that"



Setting up a carer record

"We just said to them (IT) this is the tool that we want available, can it be got on to Crosscare, and yes, they got it on there, and also we can audit that now, so if I want to pull a report to see how many CSNATs were completed or sent out or whatever, yes, we can do that."



"Because we're on cross care, so we needed to talk to her about how we were going to actually record the outcomes of the assessments, were we going to put it straight on the electronic record or were we going to scan the paper in, et cetera. So, we had discussions with her and worked that one out"

Keeping the CSNAT 'On the agenda'

"We have a weekly meeting and it's a permanent agenda item on our weekly meetings, so that we just kind of bring it up every week within the team"



"We always talk about things, very much as a team. We have very regular meetings, both a community meeting and we also have a wider team meeting. And CSNAT's just been added to the agenda, for our meetings, so that it's always talked about, even if it's just a quick update, how are we doing?"

Supporting colleagues to use the CSNAT approach

"I suppose sometimes you have to prompt them, and say okay we've completed the CSNAT but it's an ongoing...it's like the patient, it's ongoing, and their needs will be changing as the patient's needs are changing. And they may need extra support, and it's something that we have to go back to all the time"



"I reassured the nurses that actually it's not about us fixing it for somebody, it's about spending time and helping them to come up with their own, you know, ways of addressing things really and sharing it together and looking at a shared way"

Making changes

"We were just giving it (CSNAT) as a leaflet, but now we've presented it in an envelope with the carer's name on it, you know, carer's assessment and it just seems nicer to be able to do that, you know, giving the carers something for them....."

...and we're upgrading the paper, you know, just very much in A4, but now we've got a better quality paper also. So I think it all just makes a little difference when...personally when you take it out of the envelope and feel it, it just makes you feel a bit more, I don't know, just a bit more special"

