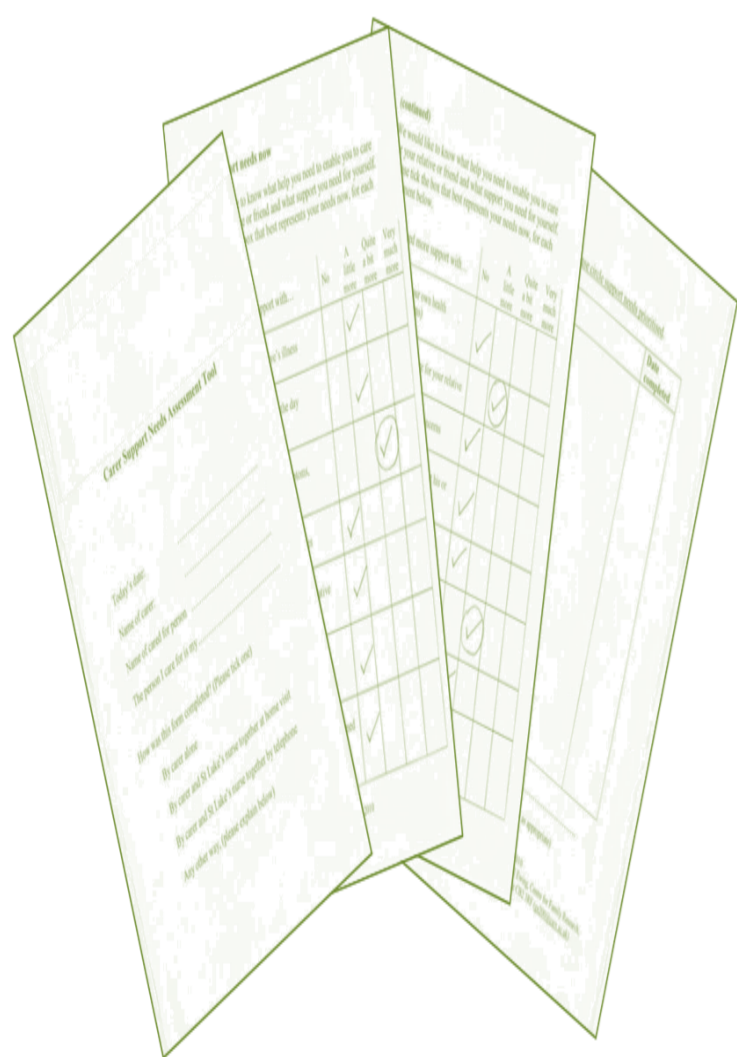


The Carer Assessment Study: Wider implications of implementing the CSNAT approach

- The implementation of the CSNAT approach was investigated in 36 palliative/end of life care services within the UK.
- One CSNAT 'Champion' from each service was interviewed on two occasions and asked about their experiences of implementing the CSNAT.

Table 1: Participating Services

	N	%
Type of service		
Day services/daycare/day therapy	8	22
Hospice at Home	6	17
Community Nurse Specialist Team	11	31
Social Work Team	5	14
Other	6	17



- Wider implications of implementing the CSNAT approach included the establishment of separate carer records, a more general focus on carers, changing practice in relation to how carers were contacted, and closer working relationships with colleagues from other professions.

"Right, just going back to the recording, we never registered our carers in the past, which is something that we're doing now, and sharing, obviously we never...we may have documented something in the patient's own notes, but not separate, which is what we're doing now"

"Well I think it's increased our focus on carers and since the implementation of the CSNAT we've introduced a monthly carer's tea"

"But I think the other thing was it made us very aware of the lack of almost demographic information that we were obtaining about the carer, and this has focussed us to make sure that we've got the carer's name; the date of birth; the contact number; are they at the same address? What kind of relationship are they to the patient? So it's made us much aware of picking up those sort of bits of information as well"

"We are actually registering the carers as an entity in their own right on our electronic patient recording system sort of thing, whereas we wouldn't have done that before, because we would have put all that information on the patient's stuff, which was a light bulb moment when I was there at training"

"If it's going to be more than a week before we do the next visit we'll actually do a telephone conversation saying to the carer, we're not going to see you for two weeks, do you mind if we ring you next week just to see how things are, if you've managed to have a look at the tool et cetera. So that's been a change in practice"

"It's had a number of positives in terms of building the links as well between social work and day therapy, carer support, all those things"