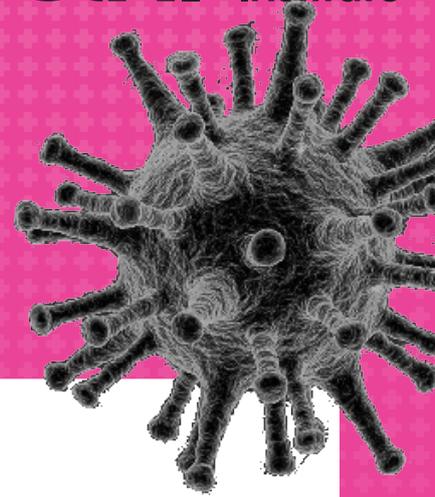


Community Nursing Covid-19 Innovation/Best Practice

CASE STUDY

Co-Producing an App to Support Young Carers' Health and Wellbeing



1/

Personal details

Name: Fiona Rogers

Job title: Project Co-ordinator Young Carers

Employer: West Yorkshire and Harrogate Health and Care Partnership

2/

Please describe your practice innovation.

West Yorkshire and Harrogate Health and Care Partnership (WY&H) Unpaid Carers Programme Young Carers work stream aims to improve the health and wellbeing outcomes of young carers through innovative and system wide approaches. Young carers said in engagement events there was nowhere they could access health and well-being information specifically for young carers in an easy and discreet way. It was agreed this need could be met through the development of an App. A partnership was formed with Expert Self Care an established Health Information App development company led by Dr Knut Schroeder and the journey began to co-produce an App for young carers. First steps included conversations with young carers and forming an App development working group. Over 25 professionals were drawn together including from the WY&H Young Carers Steering Group; representing the Local Authority, voluntary community, social enterprise and NHSE. On-going engagement was planned with young carers to co-produce the App and was facilitated by the local commissioned Young Carer services. Twelve headings were agreed and each topic researched and agreed by the group to ensure the App provided evidence based advice and signposting to reputable websites.

Headings:

About being a young carer

Support

Relationships

Education

Calm Zone

Carer Skills

Conditions

Your Health

Mental Health

Emergency

Private Options

Each heading has relevant sub headings:

About being a young carer:

What is a young carer?

What do young carers do?

What makes caring hard?

Common feelings?

Caring and your life?

What are my rights?

What about my future?

Finding info and support

Caring and coronavirus

I belong to an ethnic minority?

Local pages were added with bespoke information, images and content from each Place in the WYH Partnership. The App in its current form is free to download and available on both Android and IOS devices and designed for young people aged 12+. There is an option for other areas to create their own Local Page working with their local young carers and services This is a paid option and can be discussed with knut.schroeder@expertselfcare.com

3/

How has this enabled you to treat/support patients / residents/families/carers more effectively and safely?

The App is in its infancy, launched fully during Carers Week- June 2021 and is a resource that has been and is currently being promoted widely to a target audience of young people / young carers and professionals. It is being extensively promoted through WYH Primary care and Education settings as a resource if a young carer is newly identified and also for young carers who may have been caring for a while as a new resource they may find useful. The App is also being supported and promoted by NHSE Commitment to Carers Team. The aspiration is for professionals across health and education to be aware of the App and signpost a young person / young carer. From the soft launch on Young Carers Action Day 16/3/21 to week commencing 28/7/21 total number of downloads to date: 231.

4/

How has this enabled you to work more effectively with colleagues/partner organisations?

Over 25 professionals were drawn from the WYH Young Carers Steering Group; representing the local authority, voluntary community, social enterprise and NHSE and formed a development group for the App and the on – going promotion and development. This work has cemented relationships which were already positive and productive and the system wide ambition to improve outcomes for young carers. The project had an integrated approach led by WYH Project Coordinator for young carers with a collective and shared vision to produce a resource that would support young carers.

5/

Do you see this new way of working as a temporary adaptation to current conditions, or a permanent/evolving change?

This new resource is a permanent innovation to fill an identified gap in need for health and support information for young carers and will continue to grow and develop ensuring it remains relevant and a source of reliable information for both young carers and those who work with young carers too. Never before has there been a time so important to identify Young Carers as early as possible.

6/

Please describe any new and continuing challenges you had to overcome.

It was a challenge having a large system wide development group working remotely but each and every partner was committed to this exciting innovation. The challenge has been and will be to keep promoting the App across local and national systems so young carers are aware the resource is freely available.

7/

Please list any websites, online platforms or apps that have helped you.

A wide variety of websites who provide health and / or support information and charities who support young carers were accessed when developing the content including

<https://www.nhs.uk/>

<https://www.childrenssociety.org.uk/>

<https://carers.org>

<https://youngminds.org.uk/>

<https://www.gov.uk/>

8/

Please give any quotes from individuals/family members/carers, or other relevant information.

Two Young Carer Support App on line launch events took place; one for professionals and one for young people with over 100 attendees from across the country and a range of stakeholders. The young peoples' event was planned, led and delivered by young people. The young people themselves whom the majority were not young carers were astonished by the work of professionals to support young carers and wanted to do more to raise awareness of young carers. They admitted they and their peers knew very little about young carers and this has provided an opportunity for further co production to raise awareness of young carers amongst their peer group. One of the young people created a "walk through' film for the App. The film and other useful resources produced by WYH are available to use <https://www.wyhpartnership.co.uk/our-priorities/unpaid-carers/young-carers/young-carers-support-app> Collecting feedback and case studies is on-going and it is still early days but initial feedback was very positive and it has been welcomed by all who have been introduced to it. There are plans to appoint a group of young people from across WYH to become App Ambassadors who will continue to co-produce the on-going development of the App, support promotion and feedback.

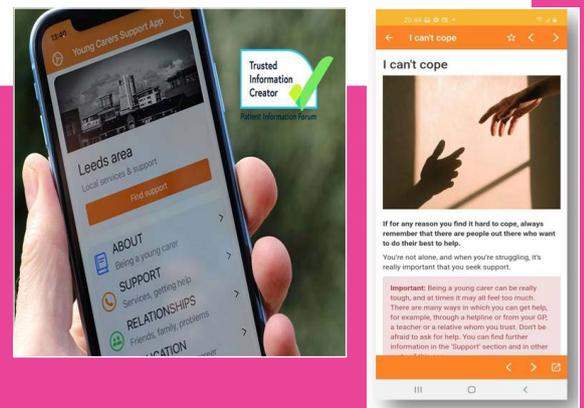
'I love the app by the way and have let everyone in CAMHS know about it.' Clinical Psychologist SWYT
 'It's fab...!' 'Fantastic work and focus' 'Excellent' 'Well done'. Comments from Twitter from a range of professionals

A small survey following the soft launch:
 100% found it useful
 83.5 % liked the layout of the App
 67% found what they were looking for

Early analytics demonstrate the most popular pages of the App are 'what is a young carer?' and 'what are my rights?' Quarterly evaluation of analytics will inform future development of the App and will be shared with the WYH Young Carers Steering Group members and WYH Unpaid Programme Board to inform system wide development and commissioning for young carers services.

Never before has there been a time so important to identify young carers as early as possible. In the coming months as we build back better we continue to work together across WYH listening and supporting young carers so they can fulfil their dreams and achieve their ambitions.

The Young Carers' App (right)



Never before has there been a time so important to identify young carers as early as possible

Fiona Rogers

