



## Edinburgh Carer Support Team

People who look after **someone**  
need to be looked after too

### **Florence Protocol for the Edinburgh carer Support Team**

1. Further to the conclusion of the Health Foundation SHINE project and subsequent British Medical Journal (BMJ) open access publications, a simple telehealth model is being encouraged to frontline practitioners to empower patients to use telehealth as an enabling tool to take more responsibility for their health and well-being. The Edinburgh Carer Support Team (ECST) a joint project between NHS Lothian, (Edinburgh CHP) and their partners, Care for Carers, The Broomhouse Centre, and VOCAL, aim to systematically roll out the use of Simple Telehealth Florence (Flo) for the use of continued support to unpaid carers who have already received a support service through the ECST.
2. The ECST will pilot this carer support initiative through Flo for a period of 12 months with a 'go live' date of June 23<sup>rd</sup> 2015.
3. Targets for the pilot year have been set at a predicted reach of 300 carers with a predicted 'recruitment to Flo' of 80 carers
4. The support offered through Flo will offer carers regular texts over the period of one year which will cover a variety of issues including;
  - The importance of looking after their own health whilst caring for someone else
  - Reminders they can contact the ECST at any point for further support,
  - Links to other carer organisations and opportunities
  - Motivational tips and prompts to encourage positive self management techniques
  - Bespoke messages around areas such as carers week, free flu immunisations, and any new funds available to support carers , i.e. the Carer Support Payment.
  - An additional benefit of using Flo maybe a reduction in the feeling of isolation which carers often experience. Other Flo users report that they feel like Flo is an actual person who is checking in on them and is someone who cares.
5. Carer Support Workers (CSW) will promote the use of Flo to **all** carers and will particularly encourage carers who receive a Level 2 service to consider using Flo. Promoting Flo to carers receiving a Level 1 service who do not wish a level 2 service at the initial point of contact, but where the worker feels there is a concern about the carer's support requirements should also be encouraged to ensure the carer is reminded that they can access carer support at any time.
6. When advising carers about Florence, carer support workers will;

- ✓ Verbally explain the benefits to the carer about Flo, Simple Telehealth model
  - ✓ Verbally explain that this service is usually free, but some phone providers may levy a standard text charge although this is unusual
  - ✓ Give the specific Flo carer information leaflet to the carer
  - ✓ Verbally advise the carer of the consent requirements, both in writing and via text
  - ✓ Obtain written consent from the carer using the Flo consent form
  - ✓ Advise the carer there will occasionally be some texts which will ask for a reply, this is to help us evaluate and develop Flo to improve the support we offer to carers
  - ✓ Explain to the patient the ability to “opt out” of the programme at any time and how to do this.
  - ✓ Return the consent form to the Carer Coordinator for processing on the Flo system
7. Once consent forms have been received by the coordinator these will be entered into the Flo system as soon as possible and the carer will receive texts almost immediately.
8. The ECST will:
- Monitor the number of texts used and negotiate / purchase text bundles as required.
  - Enrol patient onto Flo using the patient’s mobile phone number, demonstrate patient acceptance of the use of Flo and select the appropriate service/clinical protocol for them.
  - Evaluate the use of Flo during the pilot and make any adjustments as required to the text protocol set up in conjunction with the dedicated Flo Team.
  - Provide a report at the end of the pilot year noting the qualitative and quantitative outcomes
  - The ECST will **not** use Flo for the purposes of gathering any clinical data on carers.
9. Exchange of Information;
- NHS Lothian is covered by Caldicott Guardian Data Protection Agreement for the use of the Simple Telehealth Florence System protecting the sharing of information between NHS Lothian and Mediaburst Ltd.
  - Anonymised data generated on Flo by participating services will be accessed for the purpose of evaluation. The usual high levels of security will be maintained when accessing information by NHS networks.