



Care Companion

DEVELOPED WITH CARERS FOR CARERS

# MAKING USE OF *CARE COMPANION*

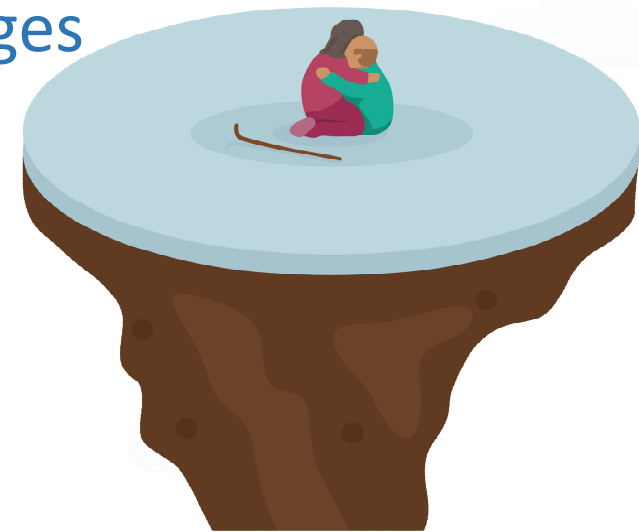
Information for Health and Social Care Professionals



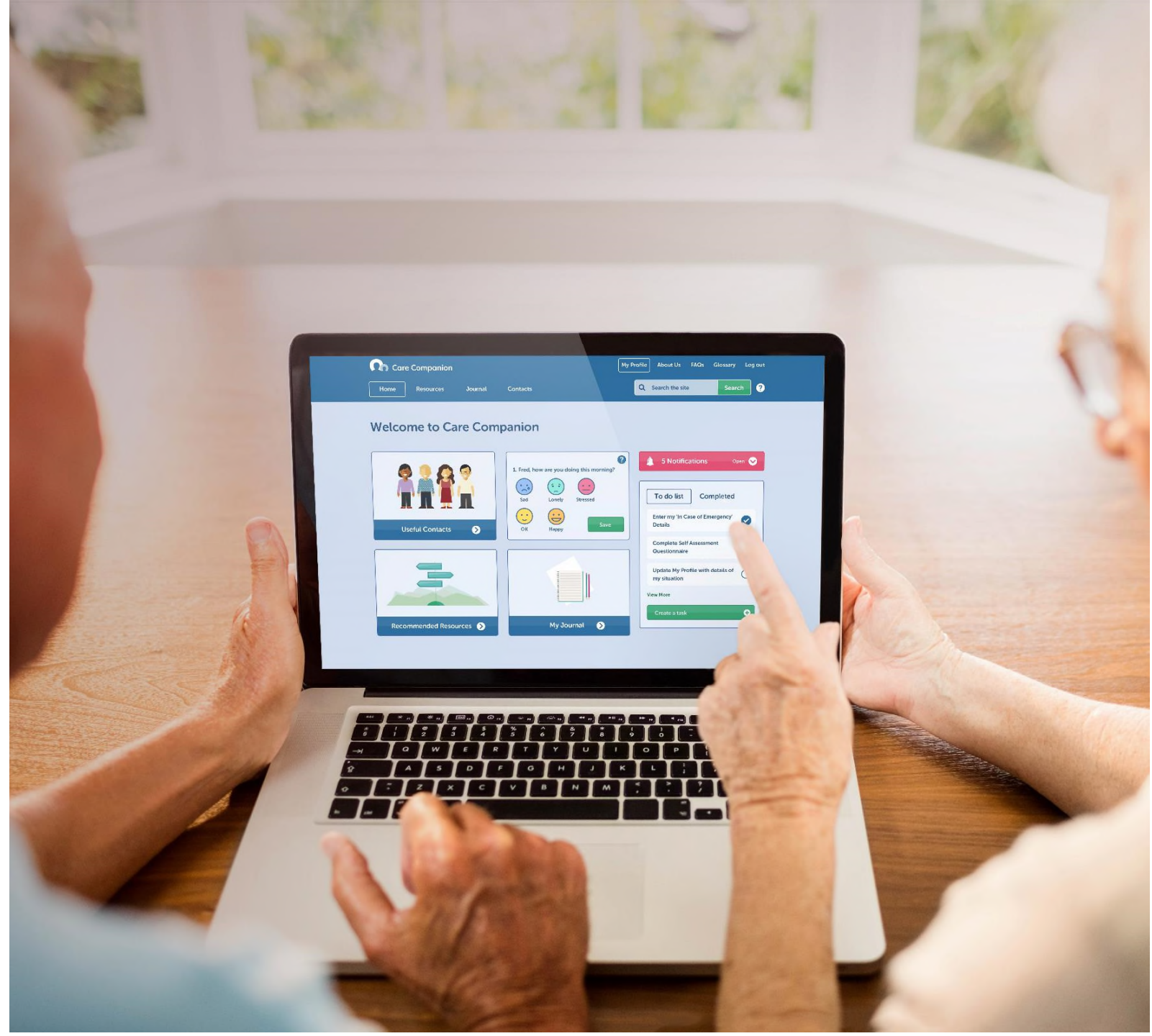
# The Problem

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- Carers in the home are without training and often lack support
  - They may feel isolated, anxious and without options
  - There are physical, legal, financial and medical challenges
  - Useful resources can be hard to find or validate
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**Introducing  
*Care  
Companion:*  
a novel and  
simple to use  
online support  
platform for  
carers**



# Care Companion

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- Developed with the local NHS, academics from the University of Warwick, local charities and a panel of carers.
  - *Care Companion* provides trusted information, advice and guidance to help and support individuals who care for their loved ones any time of the day.
  - It is free to use for people living in Coventry and Warwickshire, and is being promoted by the NHS and social care services.
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# Why we are encouraging the use of *Care Companion*?

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- *Care Companion* supports carers, helps them to cope, and so may reduce pressure on services and professional workloads.
- It allows health and social care providers to offer reliable, up to date relevant information, personalised to individual carers' needs.
- *Care Companion* supports carers to become more knowledgeable and skilled, and to enable help seeking when required – for example, early intervention if the health of the person who they care for is deteriorating.
- Promoting *Care Companion* to carers is free within the Coventry and Warwickshire area.

# CARE COMPANION

**Resources** – personalised, profile-driven resources linked to cared-for person's condition(s), location, age of carer, ethnicity, etc

**Diary** – for appointments, recording results and the carer's and cared-for person's day-to-day experiences

**Mood monitor** – for monitoring the carer's mood and the person they care for

**Address Book** – for creating, browsing, and adding important numbers and addresses for resources and support

**Notifications** – for setting reminders and ticking them off when completed

The screenshot shows the Care Companion website interface. At the top, there is a navigation bar with the logo and name 'Care Companion' on the left, and links for 'My Details', 'About us', 'Help', 'Glossary', 'Contact', and a 'Register Now' button on the right. Below the navigation bar, there is a search bar with the text 'Search the site' and a 'Search' button. The main content area features a large 'Welcome to Care Companion' message with a 'Show me' button. Below this, there are four main sections: 'My Diary' (with a notebook icon), 'Resources' (with a signpost icon), 'Address Book' (with an icon of four people), and a mood monitor section titled 'Jessica, how are you doing today?' with five mood options: Sad, Lonely, Stressed, Ok, and Happy, and a 'Save' button. On the right side, there is a notification bar stating 'No new notifications' with an 'Open' button. Below that, there are two interactive boxes: 'To Do List (2)' and 'Have questions? Look at our FAQs' (with a radio button), and 'Look at services to support your mental wellbeing' (with a radio button). At the bottom of the right side, there is a 'Create a task' button with a plus sign. The footer contains copyright information: '© Copyright University of Warwick 2019', and links for 'Terms & Conditions' and 'Privacy Policy'.

# Help & Glossary

## Help

Show me items about: All

### I'm struggling to cope and need emotional support

Sometimes reading advice is not sufficient and you just need someone to talk to. For support any time of the day, contact:

Samaritans: **116 123** "Samaritans are open 24 hours a day, 365 days a year, to listen to anything that is upsetting you, including intrusive thoughts and difficult thoughts of suicide and self-harm".

SANEline: **0300 304 7000** "Offers emotional support and information from 6pm-11pm, 365 days a year".

The Silver Line: **0800 4 70 80 90** "If you're an older person (over the age of 55), the Silver Line is there 24 hours a day, 365 days a year to provide information, support and friendship".

### I'm feeling frustrated and want an activity to distract myself

We understand that caring can have very stressful moments. If you feel like you need a break, head to Resources and scroll down the page to Looking after Myself. This section holds many different supportive sites, highlighting meditation, walks around Coventry and Warwickshire, and support networks to help you feel like you again.

### I've found a good site and would like to recommend it to others

### Submit Feedback

We're trying our best to create this website to be as effective and useful to you as possible. If you have any ideas of how we could improve this service, please get in touch below!

Message \*

Submit feedback

## Glossary View

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

### Acute Care

Treatment, usually in hospital, for patients with an acute illness or injury. This includes surgery and recovery. Acute care can be continued in the community.

### Advocate; Advocacy; Self Advocacy

Advocates help represent your personal interests and care needs. Advocates represent you, not the council or any other organisation. People who represent themselves are called 'self advocates'.

### Aids and Adaptations

Aids and adaptations make the home environment easier and safer, helping people to live independently. They can be provided for all areas of the home including the living room, kitchen, bedrooms and bathrooms. Response services can also be fitted which provide access to emergency assistance, allowing you to speak with staff at a control centre.

### Assistive Technology

Assistive technology is equipment that helps maintain people with disabilities' ability to learn, communicate and live independently. It may be used by all ages for a wide range of activities eg. Telecare (see below).

### Broker/ Brokerage

Support brokers are nominated people who plan and help with support packages and budgets. They can be a family member, a friend, a neighbour, or someone from social services or a local charity. Brokers may be employed and some people employ family members or friends.

### Capacity for Informed Consent

A person lacks capacity if they are unable to make a decision about their treatment at that time. Examples can include mental health conditions, dementia, severe learning disabilities and brain damage. As capacity can sometimes change over time, it should be assessed at the time that consent is required and carried out by a health care professional. If somebody lacks capacity, decisions can be made on their

Care Companion supports communication with health and social care professionals through the use of the website's personalised features

# Organisations that can promote *Care Companion*

- Voluntary sector and charities
- NHS – general practice, outpatients, discharge teams
- Specialist and community services
- Frontline health and social care staff – community nurses, GPs, charity and social workers, etc
- Pharmacy and health care drop in centres – flu jab clinics





# How can you promote *Care Companion* within your organisation?

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- Resource packs with leaflets and other information can be accessed at [www.warwick.ac.uk/go/carecompanion](http://www.warwick.ac.uk/go/carecompanion) or can be posted to your agency.
  - If you prefer, we are happy to visit your organisation to present *Care Companion* to your team.
  - We can help the people you support to start using *Care Companion* – for example, at carers' drop in sessions, carer events or clinics, etc. For further information please email [carecompanion@live.warwick.ac.uk](mailto:carecompanion@live.warwick.ac.uk)
  - You can try out *Care Companion* for yourself at [www.carecompanion.org.uk](http://www.carecompanion.org.uk)
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