

Title	Carer Support Needs Assessment in Community Palliative Care
Number	74
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Abstract	<p>Barwon Health Palliative Care has for many years considered how to best assess, engage and support the carers involved in their program, acknowledging that supporting carers and families is core to the business of providing specialist Palliative Care. In 2014, Barwon Health Palliative Care became involved in the NSAP CQI Collaborative Project: Support for Carers, resulting in a systematic review of the current practices of carer support and assessment and the implementation of a range of practice improvements within our service. The aim of this project was to improve care provided to carers of Palliative Care patients by objectively improving the assessment and documentation of carer needs, developing plans to meet these identified needs and finally, developing a web based carer's toolkit. The Carer Support Needs Assessment Tool (CSNAT) was implemented along with a procedure document supporting its use, clear action plans developed and documented in collaboration with carers aimed at meeting their identified needs. In order to measure the success of this improvement, an audit tool was developed to quantify the completion of the carer assessment and action planning and qualitative feedback was accessed via the process of patient rounding. Finally, a web based Carers Toolkit aligned with the domains of the CSNAT was developed to provide access to contemporaneous, relevant information on demand. This project has resulted in a measurable improvement to the care of carers.</p>