CARER'S JOURNEY

	01 AWARE	02 JOIN				03 USE			04 LEAVE	
	BECOMING AWARE	INTRODUCTION	JOINING	MATCHING WITH A COACH	FIRST COACHING SESSION	COACHING SESSIONS	LEARNING LUNCHES	CHECK INS	HANDOVER	ENDING
FRONT STAGE	Hears about Coach4care through: Network of promoters (caring organisations, GPs, community teams, Hospice, other caregivers, pharmacies, post office, pubs, schools, local papers, treatment clinics) An event (afternoon tea, Coach4care lunches) or pop up event (at GP surgery, in residential care home) Personal referral Reads about it.	Receives a warm welcome from the coordinator and an explanation of explanation of Coach4care and what it involves. Gives information around what support is available and who to call (including a befriender service so carers can leave the house) Call from a coach to find out more about what coaching is.	Completes the Carers Trust Adult Carer Quality of Life Completes form with personal details and what they would like to get out of the coaching	Carer is sent some descriptions of potential coaches or has an appointment with a staff member who helps the carer to choose. Goes to a one to one get to know each other session.	First coaching session which involves: Getting to know each other Sharing your current experience of caring Clarifying the purpose of coaching and what the journey will involve. Carer and coach agree the number of session they will commit to to start off with. This could be a number between 6 and 12.	Caregivers work to identify aims and work towards them. After the agreed number of sessions there is a review to consider if the coaching should continue. After 6 sessions the coaching evaluation form is completed If after one or 2 sessions the carer feels unable to continue, the carer tells the co-ordinator.	Lunches where caregivers meet to: Hear about each other's experiences Have fun.	Check in can either involve: Caregivers contact the coordinator through their phone line to ask advice and get reassurance. This can result in meetings or referrals to other services. Phone calls from the coordinator to check on their caring needs.	If the carer's loved one dies the coach needs to decide if they feel they feel comfortable continuing the coaching or if they feel it would be preferable to introduce the carer to a bereavement counsellor. If the carer would like them to attend part of the first session, they can.	Post-intervention evaluation form and if they are still caring the Carers Trust Adult Carer Quality of Life Questionnaire. filled in - this can be done as part of a one to one session with staff member. The carer receives a letter from the coach talking about the journey they have gone on together.
TOUCH POINTS	Leaflet. Social media. Online forums. Face to face events.	Face –to face meeting Phone call.	Face-to-face meeting. Registration form. Carers Trust Adult Carer Quality of Life	Face-to-face meeting Profile of coaches that describe themselves.	Face-to-face meeting. Session one agenda. Coaching agreement	Face-to-face / Skype / Phone meeting. Coaching tools. Coaching evaluation form	Face-to-face group meetings. Learning lunch agenda.	Phone call.	Face-to-face	Carers Trust Adult Carer Quality of Life Coaching evaluation form. Letter.
BACKSTAGE	Advertises Coach4care by: Throwing pop up events Speaking at existing events Sharing stories on social media Keeping good relationships with other relevant services Clinical nurse specialist made aware.	Preparing and running welcoming package Reviewing form and considering what support might be helpful.	Sharing and collecting forms. Planning potential matches.	Facilitating matching meetings.		A list of additional support services carers can be directed to.	Facilitating learning lunches where everyone shares tips and experience.	Providing support via phone line. Connecting to other relevant services. Offering practical support. Phoning caregiver for check in support.	Contacting the bereavement counsellor offering carer additional support if needed.	Reviewing evaluations and responding to evaluations.
FREQUENCY	Ongoing.	When needed.	When needed.	When needed.	When needed.	Agreed by coach. Suggested 1 every other week as a recommendation, with the option to do it less frequently if desired.	1 x Monthly.	1 x every 6 weeks for coordinator to contact caregivers. Ringing phone line when needed.	When needed.	When needed.