



Co-producing with carers in health settings: A co-production toolkit for professionals working in and with the health sector

Part 5. Next steps and further support

5.1. A few thoughts to conclude

Your keywords on this co-production journey are **patience** and **learning**!

Patience, because we are addressing urgent problems that have real impacts on people's lives, so it's natural to feel we have to do it all at once; but keep it simple, and take it steady step by step. It builds stronger and ultimately ends up quicker that way. The main thing to remember is that it's a journey, with relationships as the operating principle, and relationships grow at the speed of trust. Whether you get to spend 10 minutes with someone you might not see again for a year, or your co-production project is a short-term 'task and finish' intervention, it's part of a longer term relationship and development of trust between your organisation and its service users and carers: it builds on what came before, and will create the conditions for what comes after.

Learning, because there are no one-size-fits-all silver bullets: the only way is to learn by doing. Adopt the PDCA cycle: Plan, Do (test), Check (learn), Adjust... and test and learn again! Try to bring more curiosity and less defensiveness to the whole process. The stakes are high, and that is all the more reason to take this transformative approach with a growth mindset ("I can learn this" instead of "I'm either good or bad at this").

We hope that this toolkit will help you to take some steps along the co-production path.

5.2. Further support

Carers Trust Wales can help with carer-specific issues, providing further resources, advice, and free Carer Aware training. <https://carers.org/carers-aware-project>

You are also invited to join the **Carer Aware Professional Learning Network**: it is a supportive space open to all professionals supporting unpaid carers and working in health and social care settings in Wales (both in statutory health organisations and in third sector roles connected with health, like carer champions and carer leads), who want to share, learn and develop their practice with regards to co-production - regardless of current experience or knowledge of co-production. What is essential is having an interest in improving the opportunities available for unpaid carers to design and develop the services available to them.

Register your interest via this form, or get in touch for an informal chat.

https://docs.google.com/forms/d/e/1FAIpQLSecfAgTnbCXulvswMzRKesODQaUAc2r8C1ROC8_PlzgbQ1S5g/viewform

To contact us please email wales@carers.org