



# Family Carer Online Support - Operations - Nov. 2021

## Group Link URL

<https://www.facebook.com/groups/FamilyCarerOnlineSupportGroupIreland>

Video Explaining How to Join Facebook and Join the Group

<https://youtu.be/teNo7TwDbjQ>

Promotional Video

<https://youtu.be/Hvr-TbFoDHQ>

## Members of Group

(c2,839 >95% active)

## Feedback/Efficacy

· Extensive Positive Qual. Feedback - NEED

· Key Impacts/Processes Emerging - Peer Support-Possible Improvement QOL/Anxiety/Isolation

· Long Term Efficacy/Meaning - Ongoing Uni. of Limerick PhD

· Consultation via School of SW, Indiana University (Dr. D. Wilkerson)

Reflections - Iterative - Volunteer Strength - Tight Moderation - NB Peer Support - Evolution of Group Purpose - A very social Social Media - Other NGO's responses emerging - Risks of GDPR Breaches - Project evolving post Covid19

## Recruitment/Application Process

### Inclusion/Participation Criteria

- Must be willing to use Facebook
- Live in the ROI & aged 18+
- Provide unpaid care to Family/Friend/Neighbour
- Agree to rules of group (NB - Respect Privacy of Caree)

### Participant Recruitment (Family Carers)

- Facebook
- 94 NGO Member Orgs of Care Alliance
- Word of Mouth (V. important)

### Application Process

- Apply to join the Group (Private Group) through Facebook - Answer 3 screening questions (per Inclusion Criteria above)
- Application Considered by CAI Staff/Volunteers. Approved or Refused

(If questions not fully answered - Applicant Private Messaged - Asking to resubmit request to join)

### Contact Details

Care Alliance, Coleraine House, Coleraine Street, Dublin 7, Republic of Ireland.  
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## Activities within the Group

Posting Messages: (Core Activity) c 6 p/d:

- Comments/Discussion (c 114 per day, c320 reactions) - Anon. posts facilitated NB/ GDPR
- Peer support - 'I am not alone'
- Information- Dilemmas - Top Tips- Positivity Posts - Cooking Posts - Pinned Posts/Threads: Remembrance/ Petitions/Research/Humorous.

1-2-1 Input/Casework Core Activity c125 clients:

- PM's/Phone calls/E-mails - variable levels of engagement
- Refer to Carer Support Orgs/SW Mental Health Services

Engagement Data (12 mths Nov. '20 to Oct '21)  
1,931 posts - 47,389 comments - 127, 362 reactions - 1 complaint - 100's of positive comments and feedback

Private FB Online 'Mods/Vols'Group Peer Support - Monthly Zoom Meeting for Volunteers Discuss Practice Issues/Dilemmas Discuss Group Posts/Tone/Engagement Information/Policy Updates

## Resourcing

Volunteers (12) (2 Staff)

- Current and Former Family Carers (9)
- Health and Social Care Professionals (8)
- (Some identify in more than one group)
- 7 day and on call rota

Roles of Staff/Volunteers:

- Screen Membership Applications
- Informational Documents Within Group
- Approve/Reject Suggested Posts
- Welcome New Members
- Monitor/Moderate Posts/Comments
- Communicate/Reiterate/Values
- Share Other NGO'S Relevant Posts
- Consider New Activities
- Protocols - Regularly Updated Document
- Sustainability/Finances

Safeguarding - Consult Team - PM's/Phone Call/Zoom to Family Carer - Consult Local Mental Health Service - Contact Gardai