

## **Carers Strategy and Action Plan 2016**

Following the introduction of the Care Act 2014 from April, health and social care is changing, with new specific duties placed upon local authorities, and specifically giving carers the same rights to assessment and support as the person they care for. There has also been clarification of the role of young carers in the Children and Families Act 2014 and the Care Act 2014. There is now a duty on the local authority in respect of all young carers and a duty to carry out transition assessments for young carers who will have a caring role post 18 years old. A national template called 'No wrong doors, working together to support young carers and their families' has been produced in 2015 to provide a framework for local authorities so that they can agree and sign up to a joint approach to identifying and supporting young carers. Alongside this, the Government has made a commitment to greater integration of health and social care, and there is a continuing significant financial challenge to all public sector services.

The National Carers Strategy Action Plan, upon which the previous Leicester Carers Strategy and its action plan were based, has been updated into a second national plan 2014 - 2016. This interim strategy is our plan for continuing to support carers in Leicester. It has been developed to ensure that the new Care Act requirements are adhered to whilst the next longer term strategy is developed to match the timescales and requirements of any new national strategy. Delivery of these strategic objectives will be monitored through oversight by the Carers Reference Group.

A carer's charter is in place in the city that was launched in November 2013, and signed off by Lead Members for Adult Social Care, Children and Young People, and the CCG. The charter is attached as appendix 2. This strategy underpins the commitments made through the charter.

### **Our Commitment to Carers**

As stated in the Carers' Charter, we will continue to:

- Involve you (with the consent of the person you care for) in looking at the help that both you and they need
- Tell you what your rights are and making sure we support them
- Provide information that is up to date, correct and easy to understand
- Respect the need for confidentiality for both you and the person you care for.
- Help you outside of your caring role in education work and leisure.
- Help you to look after your own physical and emotional health
- Involve you in planning and improving services as expert partners
- Protect young carers from undertaking tasks that stop them from having a life like other children
- Make sure that all carers both adult and young are valued, listened to and their needs are met.

### **Our objectives**

For the purpose of this interim strategy, we have used the high-level objectives from the second national carers' strategy:

- Identification and recognition of carers
- Realising and releasing carers potential
- A life alongside caring
- Supporting carers to stay healthy.

As well as the two local priorities:

- Early intervention and prevention
- Ensuring fair access to marginalised groups

Our refreshed and new objectives are updated from the previous Carers Strategy (2012 – 2015), with some rewording and additions to ensure our objectives meet the requirements of the Care Act 2014, whilst improving our performance against national targets. We have also produced a new Action Plan which has the objectives expressed as quality statements or outcomes.

Identification and recognition of carers

- Helping people to realise that they are carers as early as possible. Carers will be recognised and valued as expert partners
- Involving carers in individual care packages and in strategic planning
- Ensuring staff across adults' and children's services identify and support young carers and their parents

Realising and releasing carers' potential

- Support carers of working age to undertake training, education or paid work
- Facilitate young carers to have transition assessments to help them prepare for adulthood
- Promote carers training as widely as possible

A life alongside caring

- Personalise support for carers and the people they support
- Implement whole family working so that more carers including young carers are supported
- Ensure that information for carers is up to date
- Increase the number of carers who have access to the support they need

Supporting carers to stay healthy

- Recognise the impact of caring on health and well-being
- Support carers to look after their own health and wellbeing
- Support more carers to be signposted to relevant organisations via their GP

Early Intervention and prevention

- Meet the Care Act duty to provide a range of preventative services for carers
- Ensure that all information is distributed as widely as possible to reach as many carers as possible

Ensure fair access to marginalised groups

- Ensure that information is as accessible as possible
- Ensure that engagement and consultation is not conducted entirely on line

- Ensure that services reflect the diverse needs of people in the City

Key Delivery Area	Objectives	Actions	Lead agency	Time frame
<b>1 - Identification and recognition</b>	Help people to realise they are carers as early as possible	1.1 - Include a GP outreach focus service in the carers' specifications. This will include work with other health organisations such as pharmacies.	Adult Social Care Contracts Team and Strategic Commissioning Team	Commence April 16. Monitor through Voluntary sector contracts.
		1.2 - Development session on carers for the governing body	Clinical Commissioning group	Completed 10 <sup>th</sup> Nov 2015
		1.3 - Use of Practice Learning Time sessions to educate primary care staff on carers	Clinical Commissioning group	Initially Implemented in October 2015, and is ongoing
		1.4 - Identify way of highlighting the carers notification icon on GP computer system ( SystemOne) 'C' icon on electronic record identifies individual as a carer	Clinical Commissioning group	Implemented October 2015
		1.5 - Explanations of definition of a carer to be prominent in GP surgeries	Clinical Commissioning group	Planned for June 2016
		1.6 - Carers information in GP practices Use of notices and TV screens in practices to promote information for carers	Clinical Commissioning group	Planned for June 2016
		1.7 - Signposting GP practice staff to carers information, template on SystemOne helps signpost to services and Care Navigators	Clinical Commissioning group	Implemented October 2015
		1.8 - All voluntary sector carers' organisations to identify hidden and new to caring carers. .	VCS	ongoing
		1.9 - In line with the Care Act, Care management staff will identify more young carers and assess/ refer to the providers of targeted support to young	Adult Social Care and the Education and Childrens	ongoing

Key Delivery Area	Objectives	Actions	Lead agency	Time frame
		carers.	Service Leicester City Council as part of the protocol or memorandum of understanding	
		1.10- consider ways of helping carers from BME communities to identify themselves as carers	Voluntary sector contracts	Commence April 16. Monitor through Voluntary sector contracts.
	Carers will be recognised and valued as expert partners	1.12- Carers to be identified consulted and supported during hospital admission and discharge planning in line with the University Hospital of Leicester carers' charter.	UHL	ongoing
		1.13- All carers are offered an assessment of their own needs regardless of being eligible for services in line with the Care Act	Adult Social Care Care Management	ongoing
	Ensure staff have training across adults and childrens service and are enabled to identify, support and work effectively with all carers including young carers and their families, older carers and mutual carers	1.14- Ongoing training and development of social care staff to embed skills of recognition support and assessment of carers	Adult Social Care and Education and Childrens Service	ongoing
	Involve carers as equal partners in individual care packages and in strategic planning	1.15 - Ensure carers are involved in planning individuals care packages and are involved in planning services via involvement in planning forums, carers' forums. In line with the National Carers Strategy and the Care Act Statutory Guidelines.	Adult Social Care, Care Management	ongoing
<b>2 - Realising and releasing potential</b>	Support carers of working age to undertake training education or	2.1 - Provision of appropriate respite care	Adult Social Care	ongoing

Key Delivery Area	Objectives	Actions	Lead agency	Time frame
	paid work			
	Ensure that young carers including those in transition are assessed appropriately.	2.2 - Work with Adult Social Care and the Education and Childrens Service to endorse the national Memorandum of understanding for young carers' assessments and support.	Adult Social Care and the Education and Children's Service	First Quarter 2016
	Promote carers training as widely as possible	2.3 - Promoting carers training opportunities via the CCG members e-shot, in the bi-monthly GP newsletter, and in the quarterly members newsletter, via the voluntary sector and networks	Clinical Commissioning Group , Carers Reference Group members and Adult Social Care	This is ongoing and completed when new information needs to be sent out
<b>3 - A life outside of caring</b>	Personalise support for carers and the people they support	3.1 - The outcomes that carers want to achieve are taken into account in their carers assessments.	Adult Social Care Management	ongoing
	Implement whole family working so that more carers including young carers get supported	3.2 - Work with the Education and Childrens service to endorse the national Memorandum of Understanding for young carers assessments and support	Strategic Commissioning Team, Adult Social Care Management Team and the Education and Childrens Service	First Quarter 2016
	Ensuring information for carers is up to date and current	3.3 - Update the CRG carers' information leaflet for hard copies when required.	Adult Social Care Strategic Commissioning Team	ongoing
		3.4 - Keep the carers website up to date and ensure that is accessible.	Adult Social Care Strategic Commissioning Team	ongoing
	Increase the numbers of carers who have access to the support they need	3.5 - Increase the number of carers that have their own carers assessments (as opposed to a joint assessment)	Adult Social Care Management Teams, Funded carers organisations, Health partners	ongoing
		3.6 -Revise the joint assessment form to give equal	Adult Social Care	First Quarter

Key Delivery Area	Objectives	Actions	Lead agency	Time frame
		weight to carers needs		2016
		3.7 - Increase the number of carers receiving breaks/relaxing therapies and opportunities to have a break from caring.	Adult Social Care	Commence April 16. Monitor through Voluntary sector contracts.
		3.8 - Increase the number of carers accessing peer group support within the voluntary and community sector	Adult Social Care	Commence April 16. Monitor through Voluntary sector contracts.
		3.9 -Enable carers to have replacement care while attending a session above or carers training		Commence April 16. Monitor through Voluntary sector contracts.
<b>4 - Supporting carers to stay healthy</b>	Recognise the impact of caring on health and wellbeing, particularly older carers or carers who have been caring for a long time	4.1 - Ensure that carers assessments fully consider the impact of caring on all the carers wellbeing domains	Adult Social Care	ongoing
		4.2 -Ensure that older carers, carers with health needs and mutual carers have access to sufficient breaks.	Adult Social Care	Commence April 16. Monitor through Voluntary sector contracts.
	Supporting carers to look after their own health and well being	4.3 - Consider carers health needs when designing services and arranging events	Adult Social Care and Clinical Commissioning	ongoing

Key Delivery Area	Objectives	Actions	Lead agency	Time frame
	Support more carers to be signposted to relevant organisations via their GP		Group	
		4.4 - CCG will work with GP's to increase awareness of the need to do this. (refer to section 1)	Clinical Commissioning Group	ongoing
		4.5 GPs to be advised of best practice to offer carers double appointments where possible	CCG	ongoing
		4.6 - ASC will commission an IAG outreach service to be delivered in some City GP surgeries. A list of participating GP's will be produced and shared with all carers organisations in the City.	Adult Social Care Strategic Commissioning Team	Commence April 16. Monitor through Voluntary sector contracts.
<b>5 - Early Intervention and prevention</b>	Meet the Care Act duty to provide a range of preventative services for carers	5.1 - Ensuring that commissioned services for carers include a preventative focus	Adult Social Care and Clinical Commissioning Group	Commence April 16. Monitor through Voluntary sector contracts.
		5.2 Look at ways of ensuring that carers have access to up to date welfare rights information to enable maximisation of income and reduce stress	Adult Social Care Contracts Team and Strategic Commissioning Team and Voluntary sector contracts.	Commence April 16. Monitor through Voluntary sector contracts.
		5.3 Deliver emergency and future planning sessions for older carers/mutual carers	Voluntary sector via drop ins and peer support groups	Commence April 16. Monitor through Voluntary sector contracts.
		Ensure that all information is distributed as widely as possible to	5.4 - Work with the voluntary sector to distribute information to carers	As above

Key Delivery Area	Objectives	Actions	Lead agency	Time frame
	reach as many carers as possible			Monitor through Voluntary sector contracts.
		5.5 - Increase the number of people accessing Carers Training to support their role as a carer	As above	Commence April 16. Monitor through Voluntary sector contracts.
		5.6 Training sessions on the role of the CCG and how to get the best out of GP/ health services.	Voluntary sector via drop ins and peer support groups	ongoing
<b>6 - Ensuring fair access to marginalised groups</b>	Ensure that information is as accessible as possible	6.1 - Develop revised accessible carers information or fact sheets in plain language to reach all carers	Adult Social Care Contracts Team and Strategic Commissioning Team	Second quarter 2016
		6.2 Consideration to be given to holding large carers information events in public central vicinity where there is high footfall	As above	ongoing
		6.3 -Consideration to be given to holding smaller events in more local areas where the target audience is local communities.	Voluntary sector contracts	ongoing
		6.4 - Make advocacy available to carers who require it.	Adult Social Care	New service in place by April 16.
		6.5 -Make carers aware of the role of both community and Care Act Advocacy	Via Voluntary sector contracts	ongoing
	Ensure that engagement and consultation is not conducted entirely on line	6.6 - Continue to carry out face to face consultation via various groups in the City	Adult Social Care	ongoing

Key Delivery Area	Objectives	Actions	Lead agency	Time frame
	Ensure services reflect the diverse needs of people in the City	6.7 -Work to overcome barriers and concerns of BME carers who may not use overnight respite care due to concerns.	Adult Social Care Contracts Team and Strategic Commissioning Team and Voluntary sector contracts.	ongoing