



*Telford and Wrekin  
Clinical Commissioning Group*

**Carers Strategy  
Action Plan 2013 – 2016  
Making Connections for Carers in Telford & Wrekin**



## Carers Strategy: Action Plan 2013 – 2016

### Making connections for carers in Telford & Wrekin

This high level plan sets out how Telford and Wrekin Council and Telford and Wrekin Clinical Commissioning Group intention to commission, implement and deliver services/resources to improve the well being for carers living in Telford and Wrekin.

The local Carers Strategy has been informed by national policy: Carers at the heart of 21<sup>st</sup> Century families and communities (DH 2008) and the subsequent refreshed Carers Strategy: Recognised, valued and supported: Next steps. (DH 2010). This action plan is structured around eight core outcomes which are illustrated with the model: Managing connections with carers in Telford & Wrekin. These outcomes support and reflect what carers have told us that will make a difference to their caring lives. These are:

- 10.1 Information/Advice and Support:
- 10.2 Planning for the future
- 10.3 Promoting wellbeing
- 10.4 Time for yourself
- 10.5 Having your say
- 10.6 Meeting diverse need
- 10.7 A life outside caring
- 10.8 Feeling financially safe and secure


Guided by recent consultations we will be focussing on the following priorities during the first year of our work:



- ~ 10.1 Information, Advice and Support
- ~ 10.2 Planning for the future
- ~ 10.7 A life outside caring

To ensure the action plan is owned and delivered we will:



- We will work with stakeholders to inform the way we collate information and proposal to implement action plan requirements. .
- We work with stakeholders and carers to refine delivery plans work in partnership to reflecting co-operative council principles.
- We will review the action plans in partnership annually to recognise achievements and acknowledge emerging developments as defined by the Health and Well Being Board who have identified carers a priority for 2013/14.

Rating system  On target against milestones  Started but behind anticipated schedule  Under developed


<u>Local Priority</u>	<u>How will we do it?</u>	<u>Lead</u>	<u>Indicative measurements and milestones</u>	<u>National Priority</u>	<u>Update</u>	<u>Rating</u>
<b>Outcome 10.1: Information, Advice and Support is available to Carers</b>						
10.1.1 Supporting individuals in identifying themselves as carers at an early stage	<p>a) Provide a portfolio of information which allows carers /interested parties to access information, advice and support during significant/critical times in their caring role.</p> <p>b) Monitor and review the format of how information is produced and distributed.</p> <p>c) Through awareness sessions support others to identify carers, carer providers, health and social care professionals including for example reception staff and those who lead voluntary groups/support groups.</p> <p>d) Map out with carers how we can improve the process to identify carers. Identify what would need to change or do differently through an evaluation so ensuring we improve how we connect with carers and those who do not currently identify themselves in this role.</p> <p>e) Review the level of support and information provided to General Practice, Pharmacies and Hospitals. Scope current engagement and understanding then measure impact of engagement.</p>	<p>Carers Centre/IMPACT/Moving and Handling/Red Cross/Age UK</p> <p>Commissioning and Contract Service Delivery Team</p> <p>Carers Centre</p> <p>Community Engagement Team/Commissioning and Contract Team.</p> <p>Carers Centre through focus groups/forum event.</p>	<p>Link to a range of SLA/contract agreements; ongoing.</p> <p>Monitor through SLA contract agreement and feed back from Carers. QMO to undertake desk top monitoring (Sept 2013)</p> <p>Establish working group with carers and stakeholders: July – March 2014.</p> <p>Set up consultation with carers, through focus groups /specialist carer groups which are condition specific and evaluate outcomes: July - March 2014</p> <p>Establish framework by July 2013.</p> <p>Carers Survey</p>	Identification and recognition		

	f) Through site based sessions enhance health and social care staff, knowledge and skills in how to identify carers and signposting to sources of appropriate information, advice and support.	Carers Centre IMPACT Admiral Nursing Team Moving and Handling	Agree timetable of support/ Link to staff induction programmes: July 13  Link to Quality Monitoring Officer reviews of social care providers.			
10.1.2 Accessing information and resources which promote choice and inform good decision making	a) Ensuring relevant information is accessible and relevant and available through a variety of formats including: <ul style="list-style-type: none"> <li>Internet options such as 'My Life' portal (Telford and Wrekin Web Site) and Clinical Commissioning Group (CCG) Web Site</li> <li>Social media: including twitter/facebook/blogs</li> <li>Paper versions of directory and fact sheets.</li> </ul> b) Encourage care providers to signposting between partner organisations in order that carers can access a range of information, advice and support such as Red X: Home from Hospital IMPACT, Age UK, Carers Centre, RELATE, Moving and Handling. c) Review and evaluate the collection and reporting methodology and how this intelligence informs and shapes. Work with SPIC to establish methodology and delivery plans commissioning arrangements and priority setting.	Commissioning and Contract  LA/CCG communications  All providers          Commissioning and Contract/monitoring arrangements including Performance Team/SPIC  Quality Monitoring Officers	Evidence of information shared via a range of contract and monitoring meetings/quality monitoring visits: ongoing.  Use of screening tool at the point of delivery. Consistency of application. Dec 013  Carers Assessment: ongoing  IMPACT: Common Assessment Tool: Ongoing			
10.1.3	a) Improve frontline health and social care	Carers	Monitor activity through			


<p>Promotion of Carer Assessments</p>	<p>staff awareness of the importance/value of carers assessments which are separate to the needs of the person they care for</p> <p>b) Monitor the completion of assessments through each of the service delivery areas and key carer providers. Identify areas where improvements can be made.</p> <p>c) Following registration issue a carers card which provides a means of immediate identification and recognition in order to access support and local services, at a critical time or other wise.</p>	<p>Centre/IMPACT/Admiral Nursing: plus other carer related providers</p> <p>Adult Care and Support: Carers</p> <p>Audit Team</p> <p>Carers Centre</p> <p>Adult Social Care Service Delivery</p>	<p>contract monitoring arrangements: by March 2014</p> <p>Agree frequency and number of caseloads to be audited: by September 2013</p> <p>Monitor issuing of card and review when undertaking case work review: ongoing</p>			
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<u>Local Priority</u>	<u>How will we do it?</u>	<u>Lead</u>	<u>Indicative measurements and milestones</u>	<u>National Priority</u>	<u>Update</u>	<u>Rating</u>
Outcome 10.2 Planning for the future						
10.2.1 Taking the pressure out of caring which enable carers to take greater control over their caring role	<p>a) Improve the way in which we ensure that carers are able to take greater control of their personal and caring lifestyle. Raise staff awareness through training and information sessions ie through accessing personal budgets, assistive technology and social media tools.</p> <p>b) Promote the value of assistive technology through the carer assessments process, campaigns and events.</p> <p>c) Monitor the way in which we support young adult carers, parent carers and those with complex needs to receive information, advice and support as they move from young carers to adult carer services.</p>	<p>Carers Centre /Commissioning and Contract</p> <p>Adult Social Care and Support Teams/Carers Centre</p> <p>Carers Centre</p> <p>Transition Team</p>	<p>Data collected via ERCS steering group meetings/invoice approval: ongoing</p> <p>Outcomes and activity outlined in service level agreements / contracts with providers to be collated through contract review meetings: ongoing such as Moving and Handling/Admiral Nursing, Carers Centre, Me Time activities/IMPACT.: Ongoing</p>	A life outside caring		
10.2.2 Promotion of crisis and pre planning arrangements	<p>a) Through events and campaigns raise awareness of the importance of pre planning arrangements, and anticipatory support such as</p> <ul style="list-style-type: none"> <li>• Advanced Wills/Living Wills</li> <li>• Enduring Power of Attorney</li> <li>• Legal advice in pre planning arrangements</li> </ul>	<p>Carers Centre</p> <p>CAB</p> <p>SPIC and a range of stakeholders</p>	<p>Outcomes and activity outlined in service level agreements / contracts with providers to be collated through contract review meetings: ongoing</p> <p>Measure level of engagement /improvement prior to</p>			


	<p>Which enable carers to take greater control of their lives, so giving them a feeling of reassurance and thereby promoting well being.</p> <p>b) Commission a sustainable advocacy service which provides specialist information, advice and support to carers.</p> <p>c) Build on the Emergency Response Carers Service by promoting emergency planning arrangements and monitor and review the impact this service is having on cares and their families,</p>	<p>Adult Commissioning and Contract Service Delivery Team</p>	<p>and post engagement: March 2014</p> <p>Monitor engagement and impact through contract monitoring arrangements: March 2014</p> <p>Agreed data collection and measurement of engagement with care provider. Provision of time-lines. Undertake evaluation of impact of crisis interventions: March 2014.</p> <p>Establish a benchmark of activity whereby carers sign up for ERCS over the next three years: By September 2103 linked to Carers Centre.</p>			
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<u>Local Priority</u>	<u>How will we do it?</u>	<u>Lead</u>	<u>Indicative measurements and milestones</u>	<u>National Priority</u>	<u>Update</u>	<u>Rating</u>
Outcome 10.3: Promoting wellbeing						
10.3.1 Early identification of carers with signposting to resources which enable carers to maintain their emotional, physical well being.	<p>a) Work along side general practice, hospitals, pharmacies, health and social care providers, voluntary agencies and organisations to identify and signpost carers for information, advice and support through training opportunities. Ensure carer providers have screening at the point of contact as a core element of practice.</p> <p>b) Work with general practices to offer annual carer health checks to promote well being.</p> <p>c) Develop recreational options for carers to take a break offering time away from caring responsibilities. (Link to 10.4:Time for yourself)</p> <p>d) Review and evaluate the effectiveness of specialist support which promote the well being of carers ie. Admiral Nursing service, Moving and Handling Adviser for carers, relationship support and services to those affected by someone else's addiction.</p> <p>e) Enhance carers well being through the range of well being and quality of life options such as:</p> <ul style="list-style-type: none"> <li>~ cookery workshops</li> <li>~ health screening</li> <li>~ education and employment.</li> </ul>	<p>Carers Centre</p> <p>CCG/Public Health</p> <p>Commissioning and Contract/Carers Centre/ CCG</p>	<p>Work with Patient User Groups/ health and social care provider to establish benchmark: December 2013</p> <p>Work with GP Practices to set up pilot and agree evaluation methodology to understand impact of established health check arrangements: March 2014</p> <p>Agree measurement set with contract arrangements to include:</p> <ul style="list-style-type: none"> <li>• Case studies</li> <li>• Measurement of wellbeing</li> <li>• Activity levels</li> <li>• Satisfaction survey</li> </ul> <p>Ongoing.</p>	Supporting carers to stay healthy		





<p>10.3.2</p> <p>Engaging with carers as expert partners</p>	<p>a) Supporting carers to actively contribute in shaping and participation of health and well being initiatives within the local community to include engagement at regional and national level as:</p> <p>~ expert partners</p> <p>~experts by experience</p> <p>~peer review</p> <p>b) Work alongside former carers to identify the next steps as they rebuild their lives post caring in order to prevent possible personal break down and the future dependency on services.</p> <p>c) Promote a range of workshops which enhance the well being of carers in every way possible. Through targeted awareness sessions which involve carers as recipients of support and /or trainer enhance carers knowledge and skills through specialist workshops to on subject areas such as dementia, managing challenging behaviour, simple first aid , healthy eating and self management techniques to improve well being.</p>	<p>Commissioning and Contract.</p> <p>Community Engagement Team</p>	<p>Establish a benchmark to Improve level of carer engagement and consultation with carers: March 2014</p> <p>Record activity and engagement: Carers Register: Ongoing .</p> <p>Life outside caring sub group agreed priorities for 2013/14 monitoring through Carers Partnership Board: Review March 2014</p> <p>Establish monitoring methodology which will provide evidence of well being improvement and cost saving principles: ongoing through contract monitoring arrangements with a range of carer related providers: Ongoing</p>	<p>Realising and releasing potential</p>		
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<u>Local Priority</u>	<u>How will we do it?</u>	<u>Lead</u>	<u>Indicative measurements and milestones</u>	<u>National Priority</u>	<u>Update</u>	<u>Rating</u>
Outcome 10.4: Time for yourself						
10.4.1 Enabling carers who provide regular support to take time away from their day to day caring role	a) Work with a range of partners to promote diversification of respite opportunities which allows carers a break from the caring role.	Carers Centre/ Adult Social Care and Support: Commissioning and Contract/  Quality Monitoring Officers	Work with carers and care provider to establish local needs: ongoing  Obtain feedback through contract and monitoring reviews and carer evaluations/well being scores: ongoing	A life outside caring		
10.4.2 Maximising opportunities to access a range of respite opportunities which support the carer in their role	a) Following carers assessment inform carers of the range of respite available. b) Promote Short Term Break Grant (STB) c) Promote access to Carer Direct Payment Award d) Signpost carers to a range of recreational respite opportunities	Carers Centre/Service Delivery: Carers  Service Delivery Team( JC)  Carers Centre and LA	Six monthly measurement of take up of service relating to age/gender, type of service accessed and improvement in wellbeing: March 2014  Audit of carer assessments/evaluate feedback following uptake of respite. Measuring prior and post well being /quality of life including . Comments and compliments: March 2014	Identification and recognition		

<u>Local Priority</u>	<u>How will we do it?</u>	<u>Lead</u>	<u>Indicative measurements and milestones</u>	<u>National Priority</u>	<u>Update</u>	<u>Rating</u>
Outcome 10.5: Having your say						
10.5.1 Promote carer contribution in the shaping and delivery of local services which reflect Co-operative Council and Health and Well Being principles.	<p>a) Build on existing Council and CCG governance arrangements which engages with carers through a range of Boards/Meetings/working groups/, patient user groups linked to general practices etc. Where possible ensure meetings are held at times and in ways which attract contributions from carers. Provide support pack to support carers by experience in their role.</p> <p>b) Seek views from those carers who are hidden or marginalised for different reasons or isolated. Explore alternative methods of engagement such as social media, focus groups, publicity campaigns, information events and health networks linked to local communities. Evaluate arrangements to ensure methodology reflects the diverse needs of the local community.</p> <p>c) Involve carers as expert partners in commissioning and purchasing of health and social care services from care planning arrangement through to tendering for services and contract monitoring.</p> <p>d) Ensure providers involve service users and carers in the planning, development and review of their services and that this is evidenced via contract reviews.</p>	<p>Commissioning and Contract/Community Engagement Team.</p> <p>Carers Centre</p> <p>All carer providers</p> <p>Community engagement Panel</p> <p>Adult Social Care and Support: Contract and Commissioning</p> <p>Quality Monitoring Officers</p>	<p>Establish feedback mechanism to measure level and value of engagement: March 2014</p> <p>Through feedback listen and learn what we can do to improve our offer to carers: July 2014</p> <p>Engage with Quality Monitoring Officer to establish framework and methodology for collecting evidence: ongoing: July 2014</p> <p>Evidence through contract monitoring arrangements: July 2014</p>	Identification and recognition		

<p>10.5.2</p> <p>Development of Carer Ambassadors/Carer Champions.</p>	<p>a) Develop a discussion with local providers, employers and communities to improve knowledge and understanding of carer matters.</p> <p>b) Establish the identification of local carer's ambassadors/champions with the work place. Promote the value of this role through awareness events and local targeting to raise the profile of:</p> <ul style="list-style-type: none"> <li>• who are carers and what this means</li> <li>• what help is available and where they can seek relevant information, advice and support.</li> </ul>	<p>Carers Centre/Commissioning and Contract</p> <p>Link with care providers and local business /business enterprises</p>	<p>Measure the take up/ impact /value of Carer Ambassadors/Carer Champion roles across all providers/community: December 2013</p> <p>Link with SPIC (Shropshire Partners in Care) to develop roles: December 2013</p>			
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Outcome 10.6: Meeting diverse needs						
10.6.1  Promote opportunities and encourage access for socially, marginalised hidden carers to have a live of their own through personalisation approaches.	<p>a) Through targeted campaigns and awareness sessions promote and identify and seek out carers who are marginalised /isolated within their local community.</p> <ul style="list-style-type: none"> <li>Establish with Council and CCG a benchmark for identify carers . For example : 20% increase during 2013/14 and thereby increasing by 10% each year till 2016.</li> </ul> <p>b) Work with marginalised groups and communities to gain a greater understanding of how to identify and engage with carers who are currently not accessing information, advice and support.</p> <p>c) Work alongside marginalised carers to gain a understanding of how health and social care providers/voluntary agencies can work collectively to identify and improve the offer to carers.</p>	<p>Carers Centre/  Adult Social Care and Support: Commissioning and Contract</p> <p>Link with RAFT voluntary organisations</p> <p>All carer providers/Quality Monitoring Officers</p>	<p>Based on information issue by Performance Team establish benchmark for measuring activity: December 2013</p> <p>Establish focus groups: listen and learn. Establish benchmark for take-up and activity: March 2014</p> <p>Work with performance team to establish benchmark and methodology: March 2014</p>	Identification and recognition		

<p>10.6.2</p> <p>Develop opportunities which assist to reduce isolation, exclusion and break down barriers with carers of all ages/former carers</p>	<p>a) Engage with and listen to a range of carers of all ages who voices are seldom heard or represented. Establish processes where views can be collated and brought to the attention of Carers Forum and or Carers Partnership Board.</p> <p>b) Establish with providers a method whereby carers views can be collated which inturn influence future commissioning arrangements.</p> <p>c) Develop the option of supporting carers who are experiencing a loss in role, identity and self worth working with each to facilitate the next steps in rebuilding their lives.</p> <p>d) Promote a seamless support from being a young carer to entering adult hood. Encourage carers of all ages and from different generations to share skills, knowledge and experiences to improve their well being.</p>	<p>Link to SPIC engagement/Quality Monitoring Officers/Carer Centre</p> <p>Quality Monitoring Officers</p> <p>Carer related commissioning and contract monitoring arrangements</p> <p>Carers Partnership Board/Carers Centre</p> <p>Carers Centre</p>	<p>Establish matrix to collate evidence/benchmark activity: March 2014</p> <p>Link to Public Health initiatives: March 2014</p> <p>Establish relationship with provider forum. Work with QMO to establish methodology to capture activity: December 2013</p> <p>IMPACT/RELATE monitoring arrangements</p> <p>Collect case studies to measure impact and improve engagement: ongoing</p>			
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<u>Local Priority</u>	<u>How will we do it?</u>	<u>Lead</u>	<u>Indicative measurements and milestones</u>	<u>National Priority</u>	<u>Update</u>	<u>Rating</u>
Outcome 10.7: A life outside caring						
10.7.1 Enabling carers to access employment (paid or vocational)	<p>a) Work with providers to raise awareness of the needs of carers through the development of:</p> <ul style="list-style-type: none"> <li>• Carer friendly policies</li> <li>• Carers Pledge</li> <li>• Staff training : inclusion on induction programmes</li> <li>• Identification of Carer Ambassadors/champions. (Link with 10.5.2)</li> </ul> <p>b) Through Carer Assessments to consider carers aspirations and ability to balance work. Reflect on the barriers around accessing employment whilst balancing caring role alongside work and personal responsibilities.</p> <p>c) Work with local business and provider to develop an understanding to establish carer workplace agreements and or develop Carer Champion /Ambassador roles</p> <p>d) Work with local colleges and schools to improve</p>	<p>Carers Centre/Carers Partnership Board</p> <p>CCG/Council HR Teams</p> <p>Audit Team</p> <p>Carers Centre/Job Centre Plus</p> <p>Adult Social Care and Support</p> <p>Community Engagement Team</p> <p>Link with TCAT/Community Voluntary Council</p> <p>Carers Centre</p>	<p>Outcomes and activity outlined in service level agreements / contracts with providers to be collated through contract review meetings: ongoing</p> <p>Evidence collected via Link to sub group 'A life outside caring' activity</p> <p>Audit /Evaluation of Carers Assessments /Case Studies: March 2014</p> <p>Feedback from CPB sub group: A life outside caring working group: ongoing</p> <p>Audit/Evaluation of Carer Assessment/Case Studies/Focus Group feedback: December 2013</p>	Realising and releasing potential		


	<p>the offer in the way in which carers access education opportunities. Ensure each have the opportunity to achieve personal goals and aspirations to improve their life choices during caring and post caring. This can be achieved through the following opportunities :</p> <ul style="list-style-type: none"> <li>• Staff and student awareness sessions</li> <li>• Signposting to financial grants and awards</li> </ul> <p>e) Build links with local communities including employers to raise awareness of supporting carers to achieve work/life flexibilities.</p>	Commissioning and Contract/All carer providers	Evaluation of carer assessment/Case Studies and focus groups: March 2014			
<p>10.7.2</p> <p>Enable carers to have a life which allows each to rediscover and rebuild their identity</p>	<p>Work in conjunction with the development of dementia friendly communities to establish Carer Friendly organisations and communities.</p> <p>Provide information, advice and support which supports former carers to take the next steps to rebuild their identity, promote confidence and improved well being.</p> <p>Raise carers awareness to support local employers and organisation to support staff who are in work and/ or wish to remain in work.</p>	<p>Carers Centre</p> <p>Carer Partnership Groups</p> <p>Adult Care and Support</p> <p>Job Centre Plus/IMPACT</p>	Evaluation of carer assessment/case studies/focus groups: ongoing			



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<b>Outcome 10.8 Feeling financially safe and secure</b>						
10.8.1 Maximising income to increase life choices	<p>a) Through targeted events and campaigns raise carers awareness of how to access information, advice and support to maximise income through such means as:</p> <ul style="list-style-type: none"> <li>• Benefit checks</li> <li>• Pension advice: developing stronger links with Department Works and Pensions.</li> <li>• Accessing grants and financial awards.</li> </ul> <p>b) Increase the offer for carer accessing financial awards for the first time. Monitor and evaluate the impact of this take up in relation to the following awards:</p> <ul style="list-style-type: none"> <li>• Short Term Break Grant: One off payment.</li> <li>• Carer Direct Payment Award ( awarded following carers assessment)</li> <li>• Management of Individual Direct Payment awarded to the person they care for. Monitor the impact this has on the carer and the cared for lifestyle and well being</li> </ul>	<p>Carers Centre</p> <p>Carers Centre</p> <p>Adult Social Care and Support: Commissioning and Contract</p>	<p>Outcomes and activity determined in service level agreements / contracts with providers . Evidence collated through contract review meetings./Case Studies/ Evaluations/Carer Assessments: March 2014</p> <p>Evaluation of pre and post take up of financial offers which demonstrate an impact on carers well being and quality life. Evidence through Case Studies and recording of activity: March 2014</p>	Realising and releasing potential		
10.8.2 Promotion of personal budgets.	<p>a) Stimulate local market place to encourage diversification which compliments supports and allows carers to take time away from their caring role.</p> <p>b) Promote and signpost carers to a range of options which assist to improve the financial</p>	<p>Adult Social Care and Support Centre</p> <p>Personal</p>	Evidence collated through case reviews and case studies: March 2014			

	offer to carers thereby allowing increased choice and control over their life style and care planning arrangements	Budget Support Team				
10.8.3 Carers feel safe and supported where they live.	<p>a) Promote and signpost carers to a range of housing options, supported living options which allows the carer to continue in their role feeling supported</p> <p>b) Explore the principle of carer friendly environments where people feel support, safe and secure: principles which are part of dementia friendly communities.</p>	Carers Centre	<p>Case Studies/ Focus Groups: March 2014.</p> <p>Evidence provided through supported living providers surveys/resident meetings: March 2014</p>			

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<b>Outcome 10.9 Finance Governance</b>						
10.9.1. Management of pooled budget arrangements.	<p>Work with health and social care partners to ensure financial investment in carer services demonstrates an improvement in the well being of carers and demonstrate invest to save principles in relation to the following services:</p> <ul style="list-style-type: none"> <li>• ERCS: Emergency Response Carer Service which provides replacement support for carers when a crisis or significant prevents the carer providing support.</li> <li>• Moving and Handling Family Adviser: provides information, advice and support in safe moving and handling techniques relevant to individual carers needs</li> </ul>	Commissioning and Contract	Outcomes and activity outlined in service level agreements / contracts with providers to be collated through contract review meetings, case studies, qualitative and quantitative data: ongoing			

	<ul style="list-style-type: none"> <li>Provision of a range of traditional and recreational respite which has been identified through carers assessments.</li> </ul>					
10.9.2. Increase awareness of Short Term Break Grant (STB)	To increase availability of grant ensuring 60% of grant is awarded to first time claimants. Measure frequency of take up to ensure equitable distribution of funds through monitoring and evaluation prior to take up and post take up of award.	Carers Centre Adult Carer and Support	Feedback from contract monitoring: December 2013			
10.9.3. Extend take up of Carers Direct Payment Awards	Following carers assessment extend the take up of award thereby promoting 60% of applications are awarded to first time claimants who provide regular support.	Adult care and support:	Measurement gained through pre assessment and post evaluations / Case Studies which demonstrate improvements well being: December 2013.			