

WILTSHIRE CARERS ACTION PLAN

This Action Plan is to be read in conjunction with the Wiltshire Carers Strategy and the Wiltshire Young Carers Joint Commissioning Strategy.

As the action headings, we have used the HM Government report 'Recognised, valued and supported – next steps for the Carers Strategy' which was first published on 25 November 2010. This report follows on from the report 'Carers at the heart of 21st century families and communities: a caring system on your side, a life of your own' which was published by HM Government in 2008 and sets out the strategic vision and outcomes for carers:

Vision:

Carers of all ages will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individuals' needs, enabling carers to maintain a balance between their caring responsibilities and a life outside caring, while enabling the person they support to be a full and equal citizen.

Outcomes:

1. Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role.
2. Carers will be able to have a life of their own alongside their caring role.
3. Carers will be supported so that they are not forced into financial hardship by their caring role.
4. Carers will be supported to stay mentally and physically well and treated with dignity.
5. Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive and to enjoy positive childhoods.
6. Carers can be free from discrimination so that they have fair & equal access to services.

Outcome 1 – Carers will be respected as expert care partners and will have access to the integrated personalised services they need to support them in their caring role. This means that carers have the opportunity to have their opinions listened to and have increased choice and influence over the services and support they receive, and that this is built into the ongoing planning, improvement and development of those services.

Ref.	Action	How will this be measured	Organisation	Timescale/ Target	Progress (RAG)	Comment
1.1	<u>Carers Focus Groups</u> Focus groups meet quarterly to discuss relevant issues and each group is represented at the Wiltshire Carers Action Group	Evaluation and evidence to be provided including feedback from carers and annual contract review	Carer Support Wiltshire	4 meetings per group per year	G	
1.2	<u>Wiltshire Parent Carer Council</u> Meet regularly and consult with parent carers. They provide a representative voice on relevant boards and meetings	Through annual service review and feedback and evidence collected and provided to boards and meetings.	Wiltshire Parent Carer Council Wiltshire Council		G	
1.3	Carers are active members of the <u>Wiltshire Carers Action Group</u> which meets quarterly to receive and act on carers' issues and monitors and reviews the delivery of the Carers Strategy and Action Plan.	Monitor attendance & receive feedback from participating carers. Number of carers in attendance.	Wiltshire Council NHS Wiltshire Carer Support Wiltshire Wiltshire Parent Carer Council Youth Action Wiltshire	Remaining dates for 2012: 19 September 12 December	G	Equality analysis undertaken in November 2011
1.4	Carers are reimbursed for relevant meeting attendance (eg Carers Focus Groups) via the reimbursement policy through Carer Support Wiltshire	Funding made available by Wiltshire Council and monitored	Carer Support Wiltshire Wiltshire Council	Annual review of spend and contract	G	
1.5	Carers will be represented on relevant service planning and development groups	Monitor attendance and group membership	Wiltshire Council		G	

Ref.	Action	How will this be measured	Organisation	Timescale/ Target	Progress (RAG)	Comment
1.6	Ask patients and carers in an accessible manner for feedback about the continuing healthcare process in order to learn and improve the services offered		NHS Wiltshire	Ongoing	A	Through established engagement mechanisms
1.7	Collate feedback from bereaved carers on their end of life plan and the support they were given		NHS Wiltshire	Ongoing	A	End of Life plans established, including feedback from carers
1.8	Monitor PALS/Complaints/Compliments including equalities information		NHS Wiltshire	Ongoing	A	PALS reports to NHS Wiltshire Board quarterly
1.9	Wiltshire Council, in consultation with partners and carers, will develop an evaluation tool that can be used by the variety of services and organisations that support carers	Evaluation tool agreed and in place	Wiltshire Council and other partner organisations	April 2013	A	Working group to be established Autumn 2012. Already looking at Carers Trust evaluation tool which is currently on hold following CarersTrust review.
1.10	All statutory organisations to identify and maintain active and named carers lead/champion	To be confirmed on 6 monthly basis or on request	Wiltshire Council NHS Wiltshire		A	Cllr Jemima Milton (Wiltshire Council) Steve Rowlands – Medical Director (NHS Wiltshire)
1.11	Sharing of best practice across local authorities and partner organisations	Wiltshire Council Carers Leads at South West Forum Regular Carer Support Wiltshire and Wiltshire Council meetings	Wiltshire Council Carer Support Wiltshire		G	Karen Walters currently planning benchmarking exercise
1.12	Ensure appropriate expenditure and monitoring of Wiltshire Council and NHS Wiltshire pooled Carers Budget.	Quarterly monitoring reports and meetings	Wiltshire Council NHS Wiltshire		G	14 new services either already commissioned or in process

Ref.	Action	How will this be measured	Organisation	Timescale/ Target	Progress (RAG)	Comment
1.13	Ensure organisations have sufficient capacity and competence to ensure implementation of Carers Strategy and ensure that sufficient capacity is maintained	Regular review of work plans	Wiltshire Council		G	
1.14	Carer awareness training to be developed and delivered to given to all staff in Wiltshire Council Adult Care	Number of staff trained	Wiltshire Council Carer Support Wiltshire	By September 2012	G	Carers Lead & Carer Support Wiltshire jointly deliver Adult Care staff induction training and KWANGO e-learning package commissioned. Need also to consider carer-awareness training for frontline health staff (other than GP surgeries)

Outcome 2 – Carers will be able to have a life of their own alongside their caring role. This means that carers can enjoy the best quality of life possible and receive support and services that meet their own personal needs.

Ref.	Action	How will this be measured	Organisation	Timescale/Target	Progress (RAG)	Comment
2.1	Regular review of Carers Assessments resulting in a more effective delivery model	Number of carers assessments undertaken	Wiltshire Council Carer Support Wiltshire	3-monthly review meetings	G	Carer Support Wiltshire commissioned to undertake Carers Assessments in January 2012. To date (19.06.12) 268 carers assessments have been completed.
2.2	Ensure that carers are able to access breaks through Carers Direct Payments	Number of carers receiving direct payments each year	Wiltshire Council		G	At the end of financial year 2011/12, there were 342 current sitting service packages; 73 ongoing Carers Direct payments; 58 holiday grants and 6 single payments.
2.3	Deliver a range of accessible training for carers to meet their needs	Number of carers receiving training	Carer Support Wiltshire		G	Carer Support Wiltshire co-ordinating organisation of courses with various agencies & will report separately to WCAG in September 2012
2.4	Increase the number carers with Carers Emergency Cards	Number of carers registered on CEC Scheme	Wiltshire Council	1500 by September 2012 (just over 1400 as at 19.06.12)	G	Broaden out to include young carers – September 2012
2.5	To develop and pilot a new method of assessment for carers of people with problematic substance misuse.	Number of carers assessments completed	Eleanor Stirling, Wiltshire Council	July 2012	A	Preparation of assessment in process

Ref.	Action	How will this be measured	Organisation	Timescale/Target	Progress (RAG)	Comment
2.6	To create a dedicated website giving clear information, advice and signposting on a range of subjects relevant to carers of people with problematic substance misuse.	On completion of website	Swindon & Wiltshire Alcohol & Drug Service and Wiltshire Addiction Support Project	September 2012	A	Service in process of commissioning – a link to this website will be made from all other relevant websites in Wiltshire
2.7	To develop support groups for carers of people with problematic substance misuse	Number of groups and number of carers attending	Swindon & Wiltshire Alcohol and Drugs Service Wiltshire Addiction Support Project Clouds Families Plus Carer Support Wiltshire	December 2012	R	Work to identify this group of carers needs to be carried out (see Leads).
2.8	Wide distribution of Wiltshire Carers Handbook	Number of venues from which handbook is available	Wiltshire Council	September 2012	G	Handbook was launched during Carers Week June 2012
2.9	Ensure that accessible information is widely available and kept updated and in suitable formats	Internet information to be updated every 6 months. All printed information to be updated annually	Wiltshire Council NHS Wiltshire All partner organisations	December 2012 onwards	A	New website for carers breaks to be commissioned

Outcome 3 – Carers will be supported so that they are not forced into financial hardship by their caring role. This means that carers can access information and support about education, training, employment and financial issues so that they can have the best economic well-being possible.

Ref.	Action	How will this be measured	Organisation	Timescale/Tar get	Progress (RAG)	Comment
3.1	Financial information for carers to be widely available and kept up to date	Internet and printed literature to be updated annually.	Wiltshire Council Carer Support Wiltshire	March 2013	G	
3.2	Organisations will have carer-sensitive policies and procedures for their own staff and will monitor and review them annually	Policies in place	Wiltshire Council NHS Wiltshire Carer Support Wiltshire	In place	G	
3.3	Co-ordination of a staff carers forum for Wiltshire Council employees who are carers	Number of staff attending Carers Forum meetings	Wiltshire Council	On-going quarterly	G	Initial staff carer's forum took place on 26.04.12.
3.4	Distribution of Carers and Employment factsheet	Number circulated	Carer Support Wiltshire	Annual – December 2012	G	
3.5	Set up specific transitions scheme for 18-25 year old young adult carers to assist their passage into education, training and employment	Scheme set up	Wiltshire Council Youth Action Wiltshire Carer Support Wiltshire	December 2012	R	

Outcome 4 – Carers will be supported to stay mentally and physically well and treated with dignity. This means carers can maintain and improve their health and emotional wellbeing, through provision of good quality information, support and services that respect their dignity, privacy and personal preferences. They will be kept safe from harm and abuse.

Ref.	Action	How will this be measured	Organisation	Timescale/ Target	Progress (RAG)	Comment
4.1	Continued development of 'Investors in Carers' GP scheme which provides accreditation at three levels to GP surgeries who are working to support carers	Number of surgeries receiving awards	Carer Support Wiltshire	50 surgeries by December 2012	G	As at end June 2012, there are 43 GP surgeries registered with the scheme
4.2	Increase number of patients identified as carers in GP surgeries through Carers Registers	Number of carers on Carers Registers	Carer Support Wiltshire NHS Wiltshire		G	Linked to Investors in Carers scheme
4.3	Encourage GP surgeries to offer annual health checks and co-ordinate carers' clinics	Number of carers clinics	Carer Support Wiltshire		G	Linked to Investors in Carers scheme
4.4	Explore jointly the need and costs of commissioned clinical emotional support for carers	Services set up	NHS Wiltshire Wiltshire Council	October 2012	G	2 new counselling services being commissioned – Alzheimer's carers and bereavement course with Relate.
4.5	To develop training for health and other professionals to raise awareness of how to identify and support carers of people with problematic substance misuse which will enable them to signpost these carers to support services	Number attending training	Swindon & Wiltshire Alcohol & Drug Service; Wiltshire Addiction Support Project Carer Support Wiltshire	September 2012	R	To link in with Carer Support Wiltshire Investors in Carers scheme and training network
4.6	To increase capacity of the Buddy system telephone helpline for carers of people with problematic substance misuse	Increased capacity – number of carers accessing phone line	Swindon & Wiltshire Alcohol & Drug Service and Wiltshire Addiction Support Project	September 2012	A	Service in process of commissioning. Link to this helpline will be on all relevant websites.

Ref.	Action	How will this be measured	Organisation	Timescale/ Target	Progress (RAG)	Comment
4.7	All organisations have up to date safeguarding policies and staff are aware of these	Numbers attending staff training	Wiltshire Council NHS Wiltshire	In place	G	
4.8	Reduction in the number of cases of poor discharge planning being reported by carers – monitored by PALS	Number of cases	NHS Wiltshire		NHS to RAG	Quarterly reports received by PALS and reported to NHS Wiltshire Board. Joint plan for improved discharge planning implemented.
4.9	Continued feedback from Carer Support Wiltshire and focus groups where discharge arrangements have broken down so that this can be addressed with staff.		NHS Wiltshire	Ongoing	A	As part of discharge plan above. Link with Carer Support Wiltshire Salisbury Hospital Carer Support pilot service.
4.10	Keeping People Safe booklets will be distributed with Carers information pack	Distribution of booklet	Carer Support Wiltshire	Ongoing	G	Carer Support Wiltshire distributes these.

Outcome 5 – Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive and enjoy positive childhoods.

This outcome is part of the Wiltshire Young Carers Joint Commissioning Strategy Implementation Plan and can be read separately, but alongside this Action Plan.

The outcomes covered in the Implementation Plan are:

1. Working towards the prevention of children and young people undertaking inappropriate and unsafe levels of caring, which impacts negatively on their well-being
2. Developing a whole family approach to assessments and service delivery.
3. Promoting a positive culture where young carers and their families can identify themselves and are recognised as expert partners in their own lives and can become fully involved in development of services.
4. Young carers will have the same access to education and career choices as their peers.
5. Raising awareness of young carers, their families and their issues.
6. Services to young carers will provide good quality, safe support for those young people who continue to be adversely affected by their caring role.

Outcome 6 - Carers can be free from discrimination so that they have fair & equal access to services. This means that carers can use all services & support equally without discrimination and will have the opportunity to contribute their opinions without discrimination or harassment.

Ref.	Action	How will this be measured	Organisation	Timescale/ Target	Progress (RAG)	Comment
6.1	Explore how best to involve carers who are representatives of all diverse communities in Wiltshire	Number of carers from BME communities engaging with services	Wiltshire Council NHS Wiltshire Carer Support Wiltshire	September 2012	G	Equality analysis undertaken in November 2011. Charlotte Tucker (intern) is researching links with BME community/take-up and engagement with carer's services. WCAG will receive and act upon outcomes of her research and recommendations.
6.2	Develop accessible information for carers about their rights and entitlements	Information produced and circulated.	Wiltshire Council NHS Wiltshire		G NHS to RAG	Information on partner websites

Ref.	Action	How will this be measured	Organisation	Timescale/ Target	Progress (RAG)	Comment
6.3	Equality Impact Assessments are completed where appropriate (these are assessments to look at whether individuals from different groups have fair access to services and support).	Equalities Impact Assessment document completed	Wiltshire Council NHS Wiltshire	Document completed	G	
6.4	Ensure that services are accessible to carers of all client groups, for example, learning disabilities, older people, physical/sensory impairment, mental ill health, substance misuse, etc. (Ensure that public sector duty is met and that good practice is demonstrated).	Number of carers accessing services according to client group	Wiltshire Council NHS Wiltshire Carer Support Wiltshire	Annual	G	Contracts with service providers require the monitoring of this information
6.5	Continue to develop links with the military population in Wiltshire	Update report on links made	Wiltshire Council Carer Support Wiltshire Youth Action Wiltshire		G	Links have been forged with Help for Heroes at Tedworth Garrison. Work being undertaken to improve links by Carer Support Wiltshire and Youth Action Wiltshire for joint family work and support
6.6	To set up a system for the identification of carers of people with problematic substance misuse	Number of carers identified	Swindon & Wiltshire Alcohol & Drug Service and Wiltshire Addiction Support Project Wiltshire Council	September 2012	R	This will require close liaison with GP surgeries and providers working with the cared-for person. It can link with Investors in Carers GP scheme.
6.7	To identify an Equalities Champion within the Wiltshire Carers Action Group	Equalities Champion in place	Wiltshire Council	By September 2012	R	