

## Peterborough PCT Carers Strategy 2009-2011 – Action Plan

### 1. Information and advice

**Aim:** Improve carers experience by ensuring that all carers have access to clear and accurate information about what is available and how to get it

Key Objectives	Actions required	Lead	Timescale	Outcomes to be measured/evidenced	Progress to date
<b>Increased awareness and understanding by carers of the support and services currently available to them</b>	<ul style="list-style-type: none"> <li>▪ Undertake survey of carers to understand current information needs and identify areas of shortfall.</li> <li>▪ Set and agree trajectories for improvement in 2010.</li> <li>▪ Repeat survey of carers during carers week 2010 to measure impact of changes implemented from 2009 survey (test carer awareness of existing and new information sources, and whether adequate promotion of all information sources has taken place)</li> </ul>	Carers Project Manager	<b>Completed</b>	<ul style="list-style-type: none"> <li>▪ Public website reviewed and amended in response to information survey</li> <li>▪ Tailored information in place for carers at sources they advise they use</li> <li>▪ Action plan revised to include identified shortfalls from audit</li> <li>▪ Availability of easy to access local information for all carers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Carers information survey completed, analysed and reported to CPB Oct 2009</li> <li>▪ Website updated to address created and added to carers section of website <b>Nov 09</b></li> <li>▪ Carers leaflet produced <b>April 09</b></li> <li>▪ Emergency respite service published in mail out to all carers on register <b>April 09</b></li> <li>▪ All carers written to regarding right to carers assessment <b>April 09/Oct 09</b></li> <li>▪ PPCT public site carers pages updated with national sites <b>April 09</b></li> <li>▪ Newsletters produced April, July and Oct 2009</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Ensure PPCT website promotes and advertises national information help lines and has links to national website (NHS choices, DOH and Direct.gov, carers UK etc)</li> </ul>	Carers Project Manager Carers Project Manager	<b>Completed</b> June 2010		
	<ul style="list-style-type: none"> <li>▪ Use quarterly newsletters to promote new and existing services to carers and disseminate via PCT website, carers forum, PVCS and Primary care providers</li> </ul>	Carers Project Support Officer  Carers Team	<b>Completed</b>  Ongoing – Newsletters issued for April, July and Oct 2009		

	<ul style="list-style-type: none"> <li>▪ Establish links with public transport and pilot displaying information at bus and train stations</li> <li>▪ Secure additional funding (relating to enhanced information provision for carers) to address shortfall from information survey</li> </ul>	Carers IDM	Nov 2009		
		Carers IDM	Oct-Dec 2009		
<b>More carers identifying themselves year on year to relevant agencies</b>	<ul style="list-style-type: none"> <li>▪ Complete a baseline audit of the number of carers known to agencies (GPs, Access team (RAISE) and PCVS)</li> <li>▪ Agree with all agencies (GPs, Access team and PCVS) how carers register will be maintained so central register remains accurate.</li> <li>▪ Formalise this process to ensure consistent approach by all agencies which supports high data quality</li> <li>▪ Ensure processes in place to note how carer added to register – i.e. self notification or notification from agency to support future audits</li> <li>▪ Work with GP's to develop standard search criteria for identifying carers on their clinical systems</li> <li>▪ Set trajectories for 2009-2011 aiming to achieve year on year improvements to baseline and undertake annual audit to measure improvements</li> </ul>	Carers IDM	<b>Completed</b>	<ul style="list-style-type: none"> <li>▪ Number of carers identifying themselves to agencies increasing in line with expected trajectories</li> <li>▪ Formal protocol in place detailing how registers created and maintained.</li> <li>▪ Newly identified carers to be given information packs</li> <li>▪ Data quality improved and better able to assist with quality audit and performance reviews.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Baseline audits completed (saved on K Drive in Action plan folder)</li> <li>▪ Trajectories completed (saved on K Drive in Action plan folder)</li> </ul>
		Carers Project Manager	Dec 2009		
		Carers Project Manager	Dec 2009		
		Carers Project Manager	Dec 2009		
		Carers IDM	Nov 2009		
		Carers IDM	<b>Completed</b>		

<p><b>All relevant agencies are aware of the procedures for signposting Carers to appropriate support and services</b></p>	<ul style="list-style-type: none"> <li>▪ Raise awareness with all relevant agencies at every opportunity regarding the signposting of carers to information and advice by linking to national initiatives (i.e. Carers Week, Carers Rights Day).</li> <li>▪ Engage with GP and Pharmacy fora to ensure that practices and pharmacies are aware of all support services available for carers and know how to refer newly identified carers to these services <ul style="list-style-type: none"> <li>○ Work with Pharmacy colleagues to update signposting guide for Pharmacists with all pertinent carer resources</li> <li>○ Write article for Pharmacy monthly newsletter detailing all support services available and how they can be accessed</li> <li>○ Work with Local Pharmaceutical Committee (LPC) to develop carer specific links on LPC Peterborough web pages</li> </ul> </li> </ul>	<p>Carers IDM/Carers Project Manager /Deborah Gallagher</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> <li>▪ More carers identified and offered support</li> <li>▪ GPs and their practice managers, more familiar with carers resources and are signposting carers accordingly</li> <li>▪ Community pharmacists more familiar with carers resources and are signposting carers accordingly</li> </ul>	<ul style="list-style-type: none"> <li>▪ Stand at Serpentine Green Shopping Centre 12<sup>th</sup> June 2009. 29 new carers identified, all carer agencies (statutory and voluntary) present.</li> <li>▪ Signposting guide for Pharmacists now includes information regarding carer support agencies</li> <li>▪ LPC website updated for pharmacists to access</li> <li>▪ Article about carers and carers team in pharmacy newsletter July 2009.</li> <li>▪ 5<sup>th</sup> November 2009 – GP clinical governance event planned for carers</li> </ul>
		<p>Carers IDM/PCT Pharmacy Team</p>	<p>June 09, Nov 09</p>	<p><b>Completed</b></p>	
				<p><b>Completed</b></p>	
		<ul style="list-style-type: none"> <li>▪ Agree date to meet with practice managers forum to ensure they are aware of all support services available for carers and know how to refer newly identified carers to these</li> </ul>	<p>Carers Project Manager</p>	<p>Jan 2010</p>	

	<ul style="list-style-type: none"> <li>▪ services</li> <li>▪ Utilise existing clinical governance events for GPs and Pharmacists in conjunction with national initiatives in order to raise awareness of available support services for carers.</li> </ul>	Carers IDM/Primary Care team	<b>Completed</b>		
<b>Young Carers know how to access information and are aware of the services that are available</b>	<ul style="list-style-type: none"> <li>▪ Set up young carers steering group</li> <li>▪ Undertake a consultation with young carers asking them for their input into a young carers strategy</li> <li>▪ Develop and agree a joint young carers strategy between adult and children's services to ensure recommendations from the Anglia Ruskin University report are implemented</li> <li>▪ Work with Children's Services to re-specify and re-tender Young Carers project</li> <li>▪ Work with all primary and secondary schools to support and identify young carers by - <ul style="list-style-type: none"> <li>○ Developing network with named lead contacts for all primary and secondary schools</li> <li>○ Ensure named contact for each school aware of all appropriate support services and provided with</li> </ul> </li> </ul>	<p>PCC lead for young carers/IDM Carers/Carers Centre PCC lead for young carers/IDM Carers</p> <p>PCC lead for young carers/IDM Carers</p> <p>PCC lead for young carers/IDM Carers</p> <p>PCC lead for young carers/IDM Carers</p>	<p><b>Completed</b></p> <p>Oct 2009</p> <p>Dec 2009</p> <p>Jan 2010</p> <p>Jan-March 2010</p>	<ul style="list-style-type: none"> <li>▪ Named leads in all schools</li> <li>▪ Links established between school carers lead and all appropriate agencies</li> <li>▪ Increased number of young carers identified year on year</li> <li>▪ Joint young carers strategy agreed between adult and children's services.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Steering group meeting regularly, with next meeting due Nov 2009.</li> <li>▪ Consultation on young carers project taking place w/c 26.10.09</li> <li>▪ Draft transitions strategy and protocol is waiting ratification from LD partnership board</li> </ul>

	<p>information to share with young carers when first identified</p> <ul style="list-style-type: none"> <li>○ Ensure all newly identified young carers are placed on carers register</li> <li>○ Utilising National Healthy Schools Programme as an opportunity to address carers' issues</li> <li>▪ Work with Children's and Adult services to ensure that transition services are seamless and involve the carer fully in the process</li> <li>▪ Use Young Carers forums to promote 'YCNNet' as information and support resource for young carers</li> <li>▪ Add link for YCNNet on PCT website</li> <li>▪ Ensure Council website directs young carers to appropriate pages within PCT public site.</li> </ul>	<p>PCC lead for young carers/IDM Carers</p> <p>Carers IDM/Carers Centre</p> <p>Carers IDM</p> <p>PCC lead for young carers/IDM Carers</p>	<p>Oct 2009</p> <p><b>Completed</b></p> <p><b>Completed</b></p> <p>Oct 2009</p>		
<p><b>Ensure carers are made aware of changing practice and legislation that affects them</b></p>	<ul style="list-style-type: none"> <li>▪ Ensure adequate information regarding changing practice and legislation available on PPCT public site</li> </ul>	<p>Carers IDM</p>	<p>Ongoing</p>		<ul style="list-style-type: none"> <li>▪ Carers team ensure all relevant information about national and local services, legislation etc. available on website.</li> </ul>

<b>2. Having a break from caring</b>					
<b>Aim:</b> Deliver more flexible short breaks and respite packages that are available at the appropriate level, when needed, supporting both the prevention agenda and supporting individuals to remain at home					
<b>Key Objectives</b>	<b>Actions required</b>	<b>Lead</b>	<b>Timescale</b>	<b>Outcomes to be measured/evidenced</b>	<b>Progress to date</b>
<b>To ensure that carers are able to take regular breaks when requested</b>	<ul style="list-style-type: none"> <li>▪ Work with contracting team to review current monitoring/performance data and look to re-specify services (where necessary) to assure high quality and cost effective commissioned services for carers.</li> </ul>	Carers IDM/Contracting	Oct 2009	<ul style="list-style-type: none"> <li>▪ Respite report produced and action plan updated where necessary</li> </ul>	<ul style="list-style-type: none"> <li>▪ PCT public pages updated with information regarding carers breaks</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Review use of carers grants/personal budgets/opportunity funds in 2008-09 to identify whether this route is an effective use of money in procuring breaks/respite services for carers.</li> </ul>	Carers Project Manager	Oct-Dec 2009		
	<ul style="list-style-type: none"> <li>▪ Any subsequent commissioning / decommissioning of existing service provision is managed effectively to ensure no risks to service provision during any transition</li> </ul>	Carers IDM	Oct-Dec 2009		
	Actively promote via the PCT public website information about the current range of carers breaks which are available, as well as the use of personal budgets to purchase breaks	Carers Project Support Officer	<b>Completed</b>		

<p><b>To increase the range of planned breaks for carers</b></p>	<ul style="list-style-type: none"> <li>▪ Consult with service users about the types and ranges of planned breaks they would like to see commissioned by PCT</li> <li>▪ Procure new 'carers breaks' from additional funding allocation to PCT's in 2009/10 and in 2010/11 review the current model to ensure that learning from pilots has been fully integrated into final service specification.</li> <li>▪ Work with PCT contracting colleagues to ensure new contract will have robust monitoring systems in place, with annual contact review to ensure the service is delivering on all commissioned objectives.</li> </ul>	<p>Carers IDM/Carers Project Support Officer Carers IDM/Carers Project Manager</p> <p>Carers IDM/Contracting</p>	<p>Oct-Dec 2009</p> <p>Jan 2010</p> <p>Jan 2010</p>	<ul style="list-style-type: none"> <li>▪ Commissioned services in place to increase the number of planned breaks available in line with the National Strategy</li> <li>▪ Robust contracts in place</li> <li>▪ Annual contract reviews conducted and documented</li> <li>▪ Increase in the number of carers/service users accessing breaks year on year</li> </ul>	<ul style="list-style-type: none"> <li>▪ Carers consultation formally launched at Bi-annual event in Oct 2009.</li> </ul>
<p><b>Achieve a year on year % increase in the total numbers of breaks provided</b></p>	<ul style="list-style-type: none"> <li>▪ Use 2009 Social care return to complete a baseline audit establishing the uptake of planned breaks/respite services by carers during 2008-09</li> <li>▪ Set trajectories for increases in the number of planned breaks/respite services that will be provided during 2009-11 and monitor the uptake of these services by carers.</li> <li>▪ Monitor the proportion of carers receiving a 'carer's breaks or a specific service for carers as a percentage of clients receiving community based services</li> </ul>	<p>Carers IDM</p> <p>Carers IDM</p> <p>Carers IDM</p>	<p><b>Completed</b></p> <p><b>Completed</b></p> <p>June 2010</p>	<ul style="list-style-type: none"> <li>▪ Uptake of planned breaks by carers increasing in line with expected trajectories</li> <li>▪ Uptake of respite services by carers increasing in line with expected trajectories</li> </ul>	<ul style="list-style-type: none"> <li>▪ Baseline audits completed (saved on K Drive in Action plan folder)</li> <li>▪ Trajectories completed (saved on K Drive in Action plan folder)</li> </ul>

<p><b>Carers offered greater choice and control regarding breaks from caring</b></p>	<ul style="list-style-type: none"> <li>▪ Publish clear information in line with development(s) of short breaks and respite services</li> <li>▪ Produce letter promoting emergency respite services and send to all carers on register</li> <li>▪ Distribute letter to all carers organisations, GPs, Citizen Advice Bureau etc.</li> <li>▪ Publish clear information regarding carers breaks on PCT webpage</li> </ul>	<p>Carers Project Manager</p> <p>Carers Project Manager</p> <p>Carers Project Manager</p> <p>Carers Project Support Officer</p>	<p>Jan 2010</p> <p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p>	<ul style="list-style-type: none"> <li>▪ Greater choice and control evidenced through annual qualitative carer surveys from 2009 onwards</li> </ul>	<ul style="list-style-type: none"> <li>▪ Letter distributed to all carers promoting ERS (<b>April 2009</b>)</li> <li>▪ PCS continue to promote service by sending with any requested carers assessment</li> <li>▪ Public website updated to include information about emergency respite service.</li> </ul>
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<b>3. Work, Leisure &amp; Lifelong Learning</b>					
<b>Aim:</b> Increase the provision of help and advice to carers who wish to access employment, learning, leisure and transport services that support them to have a life of their own					
<b>Key Objectives</b>	<b>Actions required</b>	<b>Lead</b>	<b>Timescale</b>	<b>Outcomes to be measured/evidenced</b>	<b>Progress to date</b>
<b>Carers holistic needs are being identified in the care management processes</b>	<ul style="list-style-type: none"> <li>▪ Initiate a steering group to ensure carers employability, learning and leisure status and aspirations are included in the assessment, care planning and review processes and that these are recorded and outcomes monitored.</li> <li>▪ Undertake annual survey of carers experience of assessments, and use feedback where necessary to amend carers assessment.</li> </ul>	Carers IDM/PCS Carers lead	Nov 2009	<ul style="list-style-type: none"> <li>▪ Annual quality audits of carers assessments carried out from April 2010 onwards. Findings reported to relevant management</li> <li>▪ Awareness raising and promotional work with staff and managers is in place both internally and externally</li> <li>▪ Redrafted carers assessment</li> <li>▪ Redrafted documents for care planning and carer reviews</li> </ul>	<ul style="list-style-type: none"> <li>▪ Steering group structure agreed, 2 carers to be involved.</li> </ul>
		Carers IDM/PCS Carers lead	Oct 2009		
<b>Processes are in place with local employers to ensure that, where possible, carers are supported to work flexibly and are able to combine work and learning with caring if they wish to do so</b>	<ul style="list-style-type: none"> <li>▪ Include a question in future annual staff surveys to identify employees of Peterborough City Council and NHS Peterborough with caring responsibilities. Widen to other local employers</li> <li>▪ Work with Human Resources department to implement support services for employee carers</li> <li>▪ Work with ASP to include carers topics in induction programmes so that awareness of PPCT and</li> </ul>	PCT HR team/Carers IDM	May 2009	<ul style="list-style-type: none"> <li>▪ Annual staff surveys in place to identify carer employees. All employees identified are offered access to information and support</li> <li>▪ Number of carers supported into employment, or assisted to sustain employment or referred for training support captured in and reported via</li> </ul>	<ul style="list-style-type: none"> <li>▪ Meeting with Job Centre plus October 2009, where initiatives discussed. Carers team to promote in quarterly newsletter, Job-Centre plus to work closely with carers team to support carers wishing to return to work.</li> <li>▪ Induction process now includes direction to protocols which apply</li> </ul>
		PCT HR team/Carers IDM	June 2009		
		Carers IDM/ASP	<b>Completed</b>		

	<ul style="list-style-type: none"> <li>▪ PCC carers policies is achieved</li> <li>▪ Explore what initiatives exist and engage with providers e.g. Learning and Skills Council, Job Centre Plus to promote these more fully to employers and carers (dedicated online carer's portal at Job Centre Plus, developing personalised plans based on individual needs of carers, national skills accounts etc)</li> <li>▪ Undertake an awareness-raising campaign for employers and carers around the right to request flexible working</li> <li>▪ Share and disseminate good practice guide for all employers on the benefits of employing carers/supporting carers and integrating them into the workforce.</li> <li>▪ Work with Jobcentre Plus and others to implement systems that measure carers supported into employment, or to sustain employment and those referred for training support.</li> </ul>	<p>Carers IDM/Carers Centre</p> <p>Carers IDM</p> <p>Carers IDM</p> <p>Carers IDM/Carers Centre</p>	<p><b>Completed</b></p> <p>Oct-Dec 2009</p> <p>Resource from national strategy – when ready</p> <p>Ongoing</p>	RAISE	to working carer
<b>Greater awareness of the rights to flexible working practices by employees who are carers and by carers wishing to access</b>	<ul style="list-style-type: none"> <li>▪ Actively engage in the Government's awareness raising campaign for employers by working with up to 5 large local employers around the right to request flexible working.</li> </ul>	<p>Carers IDM/Carers Project Manager</p> <p>Carers IDM</p>	<p>Oct –Dec 2009</p>	<ul style="list-style-type: none"> <li>▪ All employees combining caring with work have been identified and offered access to information and support</li> </ul>	<ul style="list-style-type: none"> <li>▪ Resources available to use when rolling out local awareness campaign from 'Employers for Carers'</li> </ul>

<b>employment by linking into the new Job Centre Plus Carers Programme</b>	<ul style="list-style-type: none"> <li>▪ Investigate working with 'Employers for Carers' as supportive resource for employers and carers</li> <li>▪ Roll out to up to 5 further employers during the following 12 months</li> </ul>	Carers IDM/Carers Project Manager	<b>Completed</b>  Oct 2010		
<b>Improved access to leisure and transport services for all carers</b>	<ul style="list-style-type: none"> <li>▪ Work with / negotiate with partners to enable carers to access a range of leisure and learning opportunities at a lower financial cost and for public transport concessions for carers</li> </ul>	Carers IDM/Carers Project Manager	Dec 2009	<ul style="list-style-type: none"> <li>▪ Carers satisfaction rates with improved range of leisure and transport services measured annually through carers experience survey</li> <li>▪ Survey demonstrates a year on year improvement in satisfaction rates.</li> </ul>	
<b>Young Carers are well supported and have the opportunity to fulfil their ambitions</b>	<ul style="list-style-type: none"> <li>▪ Ensure young carers learning and career aspirations are included in the assessment, care planning and review processes and that these are recorded and monitored</li> <li>▪ Undertake annual survey of carers experience of assessments, and use feedback where necessary to amend.</li> </ul>	PCC Young carers lead/Carers IDM  PCC Young carers lead/Carers IDM	Aug 2009  Aug 2009		

<b>4. Health and Well Being</b>					
<b>Aim:</b> Development of emotional and practical support services for carers in order to maintain and improve their own health					
<b>Key Objectives</b>	<b>Actions required</b>	<b>Lead</b>	<b>Timescale</b>	<b>Outcomes to be measured/evidenced</b>	<b>Progress to date</b>
<b>An increase in the range of services that support the physical and mental wellbeing of carers</b>	<ul style="list-style-type: none"> <li>▪ Review and evaluate existing emotional / psychological support services provided across the city</li> <li>▪ Develop plans that will ensure emotional / psychological support services are routinely offered to carers</li> <li>▪ Promote existing support services to carers when new IAPT service launched in 2010</li> <li>▪ Delivery of Caring with Confidence training programme for Peterborough Carers via external providers</li> </ul>	Carers Project Manager/IAPT Project Manager	April 2010	<ul style="list-style-type: none"> <li>▪ New emotional and psychological services in place by April 2010</li> <li>▪ Number of carers participating in the Caring with Confidence programme increases year on year and quantifiable benefits reported through regular satisfaction surveys</li> </ul>	<ul style="list-style-type: none"> <li>▪ IAPT joint communication plan in partnership with Cambs/Peterborough NHS Trust in development</li> <li>▪ Caring with Confidence programmes underway with carers reporting via carers partnership board good levels of satisfaction with programme.</li> </ul>
		Carers Project Manager/IAPT Project Manager	<b>Completed</b>		
		Carers Project Manager/IAPT Project Manager Crossroads/Carers Project Manager	April 2010 Nov 2009-March 2010		
<b>Effective working practices in place across all health and social care professionals and the voluntary sector that help prevent ill health in carers</b>	<ul style="list-style-type: none"> <li>▪ Pilot work with up to 5 community pharmacies to – <ul style="list-style-type: none"> <li>○ Identify hard to reach/hidden carers</li> <li>○ Support self help/self care for carers</li> </ul> </li> <li>▪ Put plan in place to roll out to all remaining pharmacies by 2011</li> <li>▪ Work with up to 5 GP practices to pilot offering the annual flu jab to carers who cant access flu vaccinations clinics</li> </ul>	Carers Project Manager /Pharmacy team	June 2010	<ul style="list-style-type: none"> <li>▪ Year on year increase in the number of carers having the flu jab</li> <li>▪ Year on year increases in the number of carers accessing health checks via primary care</li> </ul>	
	Carers Project Manager Carers IDM/Pharmacy team	2010-11 June 2010			

	<ul style="list-style-type: none"> <li>▪ Roll out with all remaining GP practices by 2011</li> <li>▪ Disseminate good practice and learning regarding annual health checks for carers based on learning outcomes from NHS Pilots</li> <li>▪ Establish a baseline and set trajectories in accordance with outcomes from the pilot to achieve year on year increases in uptake of flu jab by carers</li> <li>▪ Establish a baseline and set trajectories in accordance with outcomes from the pilot to achieve year on year increases in the number of carers accessing health checks via primary care.</li> </ul>	<p>Carers IDM</p> <p>Carers IDM</p> <p>Carers IDM</p> <p>Carers IDM</p>	<p>June 2011</p> <p>Oct 2011</p> <p>May 2010</p> <p>Awaiting outcomes from national pilot</p>		
<p><b>Young carers are aware of and are able to access emotional and practical support services when appropriate</b></p>	<ul style="list-style-type: none"> <li>▪ Work with Education to ensure schools are providing support and guidance relating to the emotional health and wellbeing needs of young carers as set out in the Healthy Schools Programme</li> </ul>	<p>PCC Young carers lead/Carers IDM</p>	<p>Jan 2010</p>	<ul style="list-style-type: none"> <li>▪ 100% of all schools in Peterborough are involved in Healthy Schools by Dec 2009 and 80% are achieving National Healthy School status</li> </ul>	

<b>5. Person Centred Planning</b>					
<b>Aim:</b> Improve care management processes to ensure that individuals are placed at the centre of the assessment and care planning process through engagement with both them and the people around them (including young carers) to input into their care plan					
<b>Key Objectives</b>	<b>Actions required</b>	<b>Lead</b>	<b>Timescale</b>	<b>Outcomes to be measured/evidenced</b>	<b>Progress to date</b>
<b>Delivery of seamless integrated services that support carers at high risk times</b>	<ul style="list-style-type: none"> <li>▪ Develop Carers Information packs to support carers and the cared for detailing the range of services/support that are available to them at the point of admission / discharge.               <ul style="list-style-type: none"> <li>○ Set up pilot with up to 5 hospital wards.</li> <li>○ Evaluate pilots.</li> <li>○ Roll out to further hospital wards</li> </ul> </li> </ul>	Carers Project Support Officer/ Carers IDM	Oct – Dec 2009	<ul style="list-style-type: none"> <li>▪ Information pack developed and issued to all carers of people admitted / discharged from hospital</li> <li>▪ Carers Resource Allocation System (RAS) in place</li> <li>▪ New Carer Support Worker(s) recruited</li> <li>▪ The annual carers experience survey will demonstrate carer satisfaction with access to better co-ordinated services for carers at high risk times</li> </ul>	
	<ul style="list-style-type: none"> <li>○ Set up pilot with up to 5 hospital wards.</li> <li>○ Evaluate pilots.</li> <li>○ Roll out to further hospital wards</li> </ul>	Carers IDM	Jan 2010		
	<ul style="list-style-type: none"> <li>▪ Ensure plans are in place to implement integrated support for carers via the Carer Support Worker role</li> </ul>	Carers Project Manager	Dec 2009		
	<ul style="list-style-type: none"> <li>▪ Work with ILSS team to contribute to the development of the Carers Resource Allocation System (RAS) as the vehicle for delivery of carers individual budgets</li> </ul>	Carers IDM	Dec 2009		
	<ul style="list-style-type: none"> <li>▪ Work closely with Self directed support team to offer real choice to carers so they are supported at high risk times.</li> </ul>	Carers IDM	Dec 2009		
<b>Increased control – more Direct Payments and Individual Budgets for carers</b>	<ul style="list-style-type: none"> <li>▪ Set up working group to review number of carers receiving grants or direct payments for 2008/09 and identify funding streams these grants/payments</li> </ul>	Carers IDM	Dec 2009	<ul style="list-style-type: none"> <li>▪ Baseline audit completed and trajectories</li> <li>▪ Uptake of direct payments and</li> </ul>	

	<p>were paid from.</p> <ul style="list-style-type: none"><li>▪ Establish the baseline for the number of Direct Payments issued to carers and set trajectories for 2009/10 onwards</li></ul>	Carers IDM	Dec 2009	individual budges for carers increasing in line with expected trajectories	
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<b>6. Equality of Access</b>					
<b>Aim:</b> Increase the provision of services to ensure carers have access to culturally, age and lifestyle appropriate services to meet their needs.					
<b>Key Objectives</b>	<b>Actions required</b>	<b>Lead</b>	<b>Timescale</b>	<b>Outcomes to be measured/evidenced</b>	<b>Progress to date</b>
<b>Achieve a year on year increase in the take up of services by carers from previously under-represented groups</b>	<ul style="list-style-type: none"> <li>▪ Undertake a review of the current uptake of services by under represented groups to establish a baseline for carers accessing services</li> <li>▪ Use review to set trajectories for 2009 – 2011 to achieve year on year increases where necessary</li> <li>▪ Work with key community leaders to develop a plan of initiatives that will have an impact on hard to reach community (BME and carers of people with substance misuse) and deliver these through appropriate engagement programmes</li> <li>▪ Work closely with the Substance Misuse Commissioning colleagues and the National Treatment Agency (NTA) to set up specific family and carer services.</li> </ul>	Carers IDM	<b>Completed</b>	<ul style="list-style-type: none"> <li>▪ Baseline audit of take up of services by carers from previously under-represented groups completed</li> <li>▪ Number of carers from under represented groups increasing in line with expected trajectories</li> <li>▪ Views of BME carers are captured via the annual carers experience survey and inform the development of future services</li> <li>▪ Robust contracts are in place for any new service commissioned</li> <li>▪ Family and Carer services in place for substance misuse service users and families</li> </ul>	<ul style="list-style-type: none"> <li>▪ Review completed and reported to partnership board in Aug 2009.</li> <li>▪ Trajectories completed (saved on K Drive in Action plan folder)</li> <li>▪ Letter written to all community leaders requesting a meeting to discuss ways in which hard to reach carers can be contacted (Sept 09)</li> <li>▪ Meeting with NTA lead to discuss new service (PACE). Service promoted in carers newsletter (Oct 09)</li> </ul>
		Carers IDM	<b>Completed</b>		
		Carers IDM/Public Health	Sept – Dec 2009		
		Carers IDM/Mental Health IDM	<b>Completed</b>		





<b>7. Effective Carers Assessments</b>					
<b>Aim:</b> To increase carers awareness of their rights to an assessment and reviews and that we make these a priority					
<b>Key Objectives</b>	<b>Actions required</b>	<b>Lead</b>	<b>Timescale</b>	<b>Outcomes to be measured/evidenced</b>	<b>Progress to date</b>
<b>Achieve year on year increases in the number of new carers assessments completed</b>	<ul style="list-style-type: none"> <li>▪ Establish the baseline for the number of new carers assessments completed and set trajectories for 2009-2011 to achieve year on year increases where necessary</li> </ul>	PCS Carers lead/Carers IDM	<b>Completed</b>	<ul style="list-style-type: none"> <li>▪ The numbers of Carers receiving services following assessment will have Increased.</li> <li>▪ Increased numbers of stand-alone carers assessments and total carers assessments to eligible carers.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Baselines for carers assessments and trajectories completed (saved on K Drive in Action plan folder)</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Set trajectory to achieve continuous improvements against National Indicator 135 (carers receiving services following an assessment) from 2009 -2011</li> <li>▪ Agree timescale after new carer has been identified that new carer assessments are offered</li> </ul>	PCS Carers lead/Carers IDM	<b>Completed</b>		
<b>Achieve year on year increases in the number of completed carer reviews</b>	<ul style="list-style-type: none"> <li>▪ Develop a plan to roll out carers assessments to a wider range of professionals via the Single Assessment Process (SAP)</li> <li>▪ Review local policy and guidance on carers assessments/ referral pathways and ensure clear guidance is communicated to all staff and made publicly available via the public websites.</li> </ul>	PCS Carers lead/Carers IDM	In line with roll out of SAP	<ul style="list-style-type: none"> <li>▪ Agreed integrated local policy between PCT and provider arm on carers assessments and referral pathways.</li> <li>▪ Policy put on intranet for access by all staff</li> <li>▪ Policy included in training/induction plans for newly appointed staff involved with carers</li> </ul>	<ul style="list-style-type: none"> <li>▪ All ASP induction programmes now include specific reference to carers and direction to the appropriate protocols which pertain to carers on e-way</li> </ul>
		PCS Carers lead/Carers IDM	Nov 2009		

<p><b>Increased training and awareness for all Key Professionals from Health to Housing to support carers</b></p>	<ul style="list-style-type: none"> <li>▪ Use annual Carers Week / Carers Rights Day to develop a coordinated approach to raise carer awareness</li> <li>▪ Carer awareness to be included in the PCT and Adult Social Care induction programmes</li> </ul>	<p>Carers Project Manager</p> <p>Carers IDM</p>	<p>Ongoing</p> <p><b>Completed</b></p>	<ul style="list-style-type: none"> <li>▪ Staff induction programmes include carer awareness</li> </ul>	
<p><b>Deliver against the 2008/11 LAA Outcomes (N135 – Carers receiving needs assessment or review and a specific carer’s service or advice and information)</b></p>	<ul style="list-style-type: none"> <li>▪ Work with PCS to review the current content of the carers assessment aiming to improve (where required) the quality and quantity of completed carers assessments, particularly around recording unmet need</li> <li>▪ Review guidance and process documents to ensure these clearly reflect any changes made to the carers assessment</li> <li>▪ Launch the guidance and process documents to Adult Social Care staff, partner agencies and carers through a variety of mediums – i.e. newsletter, PPCT and PCC websites</li> <li>▪ Identify good practice from other areas and share locally</li> <li>▪ Use 2009 Social care return to complete a baseline audit for the number of carers assessments/reviews completed between 2008-09.</li> <li>▪ Use 2009 Social care return to complete a baseline audit for the number of carers assessments completed</li> </ul>	<p>PCS Carers lead/Carers IDM</p> <p>PCS Carers lead/Carers IDM</p> <p>PCS Carers lead/Carers IDM</p> <p>Carers IDM</p> <p>Carers IDM</p> <p>Carers IDM</p>	<p>Nov 2009</p> <p>Nov 2009</p> <p>Jan 2010</p> <p>Ongoing</p> <p><b>Completed</b></p> <p><b>Completed</b></p>		<ul style="list-style-type: none"> <li>▪ Baselines for carers assessments and trajectories completed (saved on K Drive in Action plan folder)</li> </ul>

	<p>between 2008-09 with recorded outcomes (Direct Services, use of Opportunity Fund, referral to PCVS etc)</p> <ul style="list-style-type: none"> <li>▪ Set trajectories for 2009-2011 to achieve year on year improvements in the numbers of a) carers completing an assessment and b) carers receiving services</li> <li>▪ Use 2009 Social care return to complete a baseline audit establishing the uptake of direct services by carers between 2008-09</li> <li>▪ Set trajectories for 2009-11 to achieve year on year increases in the numbers of Carers receiving direct services as a result of a carers assessment.</li> <li>▪ Ensure robust data collected by agencies to support annual audit of uptake of services by carers</li> </ul>	<p>Carers IDM</p> <p>Carers IDM</p> <p>PCS Carers lead/Carers IDM</p> <p>PCS Carers lead/Carers IDM</p>	<p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p> <p>Ongoing</p>		
<p><b>Achieve a year on year improvement against the National Performance Assurance Framework (PAF) indicator for services for carers</b></p>	<ul style="list-style-type: none"> <li>▪ Establish PALS as point of contact for carers to raise concerns/complaints about services</li> <li>▪ Ensure PCT PALS systems record all contacts with carers and establish quarterly PALS reports detailing the types and quantity of contacts for performance monitoring of</li> </ul>	<p>PALS/Carers IDM</p> <p>Carers IDM</p>	<p><b>Completed</b></p> <p>Quarterly</p>	<ul style="list-style-type: none"> <li>▪ Baseline audit for uptake of services completed</li> <li>▪ Uptake of services by carers increasing in line with expected trajectories</li> <li>▪ Baseline audit for carers assessments collected</li> </ul>	<ul style="list-style-type: none"> <li>▪ PALS now established as point of contact and promoted in Carers newsletter (Oct 2009)</li> <li>▪ Commissioned providers have undertaken annual satisfaction reviews for 2009-10, copies saved on K Drive.</li> </ul>

	<p>commissioned service providers</p> <ul style="list-style-type: none"> <li>▪ Work with commissioned services to develop and carry out carers surveys measuring carers experience of that service.</li> <li>▪ Use the results of the 2009 carers experience survey to inform discussions with services to achieve year on year improvement in carers satisfaction (where necessary).</li> <li>▪ Work with contracting colleagues to include annual patient experience survey in all contracts, issuing a contract variation if required.</li> <li>▪ Set trajectory for the national indicator for services to carers to shift from a baseline of 6.5% (2007-08) and achieve year on year improvements to 2011</li> </ul>	<p>Carers Project Manager /PCS Carers lead</p> <p>Carers Project Manager</p> <p>Carers Project Manager</p> <p>Carers Project Manager</p>	<p><b>Completed</b></p> <p>Nov 2009</p> <p>Nov 2009</p> <p><b>Completed</b></p>	<ul style="list-style-type: none"> <li>▪ Number of carer assessments increasing in line with expected trajectories</li> <li>▪ Annual carers survey results demonstrate and year on year improvement on carers experiences</li> <li>▪ Carer satisfaction with services and support increasing in line with expected trajectories.</li> <li>▪ Improved performance against the national indicator year on year.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Trajectories set and saved on K Drive.</li> </ul>
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<b>8. Delivering Quality Carers Services</b>					
<b>Aim:</b> Deliver quality services to all Carers through the implementation of the strategy, effective partnership working, meaningful management information and feedback from Carers					
<b>Key Objectives</b>	<b>Actions required</b>	<b>Lead</b>	<b>Timescale</b>	<b>Outcomes to be measured/evidenced</b>	<b>Progress to date</b>
<b>Increased choice - range, diversity and volume of services</b>	<ul style="list-style-type: none"> <li>▪ Set up a steering group to work with partners to map all current carers pathways in order to develop more integrated services so that Carers have simpler routes into services and less gaps or overlaps in the way services are provided</li> </ul>	Carers IDM/Carers Project Manager	Jan-March 2010	<ul style="list-style-type: none"> <li>▪ External funding secured</li> <li>▪ Year on year increase in the numbers of carers who are registered with the emergency support service and who have an agreed contingency plan in place</li> <li>▪ Continuous improvement in performance against both the national and comparator group for the indicator (more carers receiving services following an assessment)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Emergency Respite service launched in Aug 2009.</li> <li>▪ Evaluation completed in June 2009</li> <li>▪ Baseline and trajectories set for improvement in numbers of carers registered for ERS</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Complete mapping exercise to establish/identify and evidence gaps in current services and unmet need.</li> </ul>	Carers IDM/Carers Project Manager	March 2010		
	<ul style="list-style-type: none"> <li>▪ Launch a 2-year Emergency Respite Service (ERS) pilot.</li> </ul>	Carers Project Manager	<b>Completed</b>		
	<ul style="list-style-type: none"> <li>▪ Undertake a baseline assessment of the number of carers who are registered with the emergency support service and who have an agreed contingency plan in place.</li> </ul>	Carers Project Manager	<b>Completed</b>		
<ul style="list-style-type: none"> <li>▪ Using baseline, set trajectories to achieve year on year increases in the number of carers who are registered with the emergency support service and who have an agreed contingency plan in place where necessary.</li> </ul>	Carers Project Manager	<b>Completed</b>			

	<ul style="list-style-type: none"> <li>Complete evaluation of ERS pilot and use results to support future commissioning decisions regarding service.</li> </ul>	Carers Project Manager	<b>Completed</b>		
<b>Review undertaken of all commissioned carers services to ensure appropriate world class commissioning frameworks are in place ensuring high quality services are in place.</b>	<ul style="list-style-type: none"> <li>Work with PCT contracting colleagues to review how services are currently delivering against agreed contracts/SLAs</li> <li>Work with PCT contracting colleagues to renegotiate contracts where review has shown areas for development and improvement</li> </ul>	Carers IDM/Contracting  Carers IDM/Contracting	March 2010  March 2010	<ul style="list-style-type: none"> <li>Services for carers are of suitable high quality and deliver best value for the PCT.</li> </ul>	
<b>Increased involvement of carers in service development</b>	<ul style="list-style-type: none"> <li>Include a service user when conducting annual contract reviews of commissioned services for carers</li> </ul>	Carers IDM/Contracting	Annually	<ul style="list-style-type: none"> <li>Involvement of carers in service development can be fully evidenced</li> <li>Carers insight gained from this process will ensure more responsive services commissioned by CT</li> </ul>	
<b>Identify / maximise opportunities for external funding opportunities</b>	<ul style="list-style-type: none"> <li>Ensure any new sources of funding from Government for Carers is allocated towards the agreed strategic priorities for Carers</li> </ul>	Carers IDM/ Partnership Board	During period of 2009 - 2011		

<b>Improved data to inform commissioning priorities – financial, performance and unmet needs</b>	<ul style="list-style-type: none"> <li>▪ Research and implement guidance around good practice in recording work with Carers including minimum data and information standards</li> </ul>	Carers IDM	Ongoing		
<b>Carers and partners are actively involved in ensuring implementation of the strategy</b>	<ul style="list-style-type: none"> <li>▪ Develop and agree a plan for the Carers Partnership Board to oversee delivery of the carers strategy</li> </ul>	Carers IDM	Ongoing		