






Carers Strategy 2015 - 2017 Action Plan

The content of this action plan has been compiled by the carers planning network. **The plan will be under continuous review**





Key Outcome	Ref	Action to be taken	Lead/s	Deadline Date	Measure of Success	Achievements to date	RAG Rating
Priority 1: Identification and Recognition							
Carers will be respected as expert partners, and identified at an early stage to secure comprehensive, personalised services to support them in their caring role.							
<p>Carers Strategy: Second National Action Plan 2014–2016 summary of requirements:</p> <p>Support carers to identify themselves and understand their legal entitlements; access information and advice on different elements of caring at different times; early access to information and advice to make informed decisions.</p> <p>Early engagement with new carers not labelling ‘carers’ as such (as this often alienates people), engaging with those new to the caring role need to be constantly reviewed.</p> <p>Ensuring that young carers and other underrepresented groups do not fall ‘under the radar’.</p> <p>Professionals need to value carer experience and knowledge. Recommendation that professionals should make use of carer insights from carers of all ages in order to provide good quality, efficient support.</p> <p>Carers should be involved in planning individual care packages including families and young carer involvement. Carers of all ages should be involved in strategic planning.</p>	1.1	<p>We will continuously audit and review our modes of engagement and communication via media, web pages and campaigns and use associated data to further develop these opportunities and ensure our publicity is accessible to a range of carers.</p> <p>The board agreed that this action has been successful and now just needs to be monitored. It was suggested that a KPI is being reported. AD felt that an exec board needs an oversight of this action so that the problem does not reoccur.</p> <p>It was agreed that the action can be marked as green, but ongoing. This will keep the action live and will evidence that work has been achieved. This would also give opportunity to mark it as amber again if needed.</p>	LM SB AR JD VR	On-going	Programme of engagement and communications activity. Implement any changes that have been identified.	 Carers Action plan Priority 1 2015_17.dc	Green
	1.2	Carers will be involved in care planning via their assessment.	DV	On-going	Uptake of assessments and carer feedback. Additional information sourced through redesign of CSA enabling a wider audience of carers to be reached when providing information and engaging for consultation	FACE tool pilot phase commenced 05/10/15 Promotes an equitable and transparent approach - Pilot complete and signed off by ASC Jan 2016	Green
	1.3	Family and young carer involvement in assessments and care planning will be developed.	AA/CR	March 2016	Process in place.	 Carers strategy Action plan 1.3 2015.	Amber
	1.4	We will investigate and invest in social media to secure the most effective ways to promote carers services. Second phase, Twitter, to be investigated 2017	JD SL	On-going	Communications plan Information and advice strategy.	Texting solution purchased- trial planned from 04/04/16 for business processes	green
	1.5 P	We will further develop opportunities where carers can be identified; we will identify gaps and develop identification avenues in health and community settings.	ASC	On-going	New carers identified through the MOA (contract monitoring)	All KPI's for 2015/16 have been met- end of year report to be delivered for next steps 2016/17. KPI's to be revisited in	Green


						negotiation of being fit for purpose.	
1.6 P	Continue with focussed work programmes, linking in with established groups and training opportunities for carers from underrepresented groups; this will specifically include sensory impairment, end of life and autism spectrum disorder. It was suggested that Green items have an embedded document with evidence that has been gathered. The board agreed that action 1.6 should be split into sub actions that focus on particular minority groups such as ethnicity, sensory impairment autism etc.	MM	On-going	Through contract monitoring	 Carers strategy Action plan 1.6 2015. Focus on : Ethnic minority Autism Sensory impaired Adult mental health Veteran	Green	
1.7	Understand the local picture around carers becoming carers and then ending their caring responsibility and compare local and national carer comparative demographics to inform how we develop future services. Action agreed to be removed from the Action Plan as directed by AD 21/07/16 Carers centre report expected for Sept 2016 reflecting back on findings for project work undertaken to enable a local picture of ex-carers and their needs				1:10 people are carers at any one time both nationally and locally but this changes by 30% per year which means that every year there are over 5,500 new carers in Portsmouth. More research needs to be undertaken to enable a stronger local picture of the carers journey.		
1.8	Training for professionals will be continuously reviewed to ensure themes and current issues are embedded in training and that training methods are accessible.	RB	On-going	A review to come to planning network in Autumn 2015	 Carers strategy Action plan 1.8 2015.	Amber	
1.9 P	Identification in GP settings will be further encouraged	CR/VR	On-going	Number of carers identified through contract management	 Ben action plan Sept 2016.docx	Green	
1.10	Solent NHS Trust has committed to developing a system for identifying carers (including young carers) who are alongside patients who are accessing their services, and patients who are also carers. They will initially focus on adult mental health, substance misuse and those with long term conditions.	Solent		System for flagging carers in place on electronic CRS (records system) Solent	Discussions are taking place with our systems clinical record project team on how this can be achieved Logarithm for use with electronic record system to identify carers and record on electronic record system in draft form. This remains a work in progress	Amber	
1.11	Carer Awareness raising training for Solent NHS Trust staff to be rolled out, starting mandatory	Solent		Updated section on corporate induction. Project plan in place	Initial meeting has taken place with Carers Self-	Amber	

		induction and then rolling out to current staff				Assessment Development Officer and proposal for working with 2 specific clinical teams are in planning stage. Corporate induction for all new staff includes carers awareness training. LD to support development of E-learning package for professionals in H&SC settings. Focus for all staff during carers week and update of information on intranet for all staff	
	1.12 P	Solent NHS Trust will strengthen working partnerships between carer delivery services to secure effective signposting into services.	Solent			Reflected in the above	Green
	1.13	Consult on the Solent NHS Trust patient experience strategy which includes specific objectives related to carers.	Solent		Consultation complete and strategy finalised with underpinning work plan in relation to carers.	Strategy due for publication 26/01/16	Green
	1.14 P	Model of delivery	LM MM Planning group		Peer review to be undertaken recommendations to inform Action Plan	Structure review starting 04/04/16	Green
	1.15	Supporting carers council to achieve recommendations from review	MM JC			Newsletter currently being developed to support Portsmouth carers Carers council renamed as Portsmouth Carers Voice Ongoing work to deliver a carer focused event later in the year Action Portsmouth working at full resource capacity at this time Carer centre formally invited to PCV meetings <ul style="list-style-type: none"> • CC supported open day; Stuffed 200 envelopes • Produced newsletter for 1800 emails through carers professionals and sharing 	Amber

Priority 2: Realising and Releasing Potential

Making sure that a carer is not disadvantaged by their caring status and able to have a life of their own alongside caring.



<p>Support for young carers and young adult carers – understanding young carer demographics and the impact of caring on attainment at school and college.</p> <p>One in 20 young carers miss school due to caring. Young carers achieve the equivalent of nine grades lower at GCSE.</p> <p>Promoting and providing support for carers of working age. There is evidence that employers are not meaningfully flexible despite the Equality Act 2010 and that Carers are significantly worse off financially as a result of having to give up work.</p> <p>There is statutory guidance in Children and Families Act around young carer assessments and the need to consider the risk of young carers becoming NEET (not in education, employment, or training).</p>	2.1	<p>A new carers young assessment, in line with the Care Act 2014. We expect an increase in the number of assessments which will help us gain a clearer idea of young carers needs with regards to training, education and employment.</p>	CR	September 2015	IT System in place. Contract Monitoring	<p>1)Assessment at development stage- too early for information gathering for direction</p> <p>2)Pilot to test about to start</p> <p>3)There is a separate project plan in place for implantation of the assessment and any outcomes</p>	Amber
	2.2	<p>Support to employers to ensure they are aware of the number of employees with caring responsibilities and how best they can support them to stay in employment. Through making links with employers we also hope to identify ways of engaging with them as a group e.g. Chamber of Commerce events.</p>	MM Planning Group	On-going	Number of employers engaged.	 Carers strategy Action plan 2.2.2.doc	Amber
	2.3	<p>A partnership approach to our work with the Department for Work and Pensions to improve support for carers employability and access to employment.</p> <p>The board agreed that the record of regular engagement has been developed and is successfully ongoing; therefore the action can be changed from Amber to Green.</p>	MM/MS	On-going	Record of regular engagement.	 Carers strategy Action plan 2.2.3 201	Green
	2.4	<p>Increase welfare benefit uptake to reduce the risk of poverty among carers.</p> <p>No data can be sourced to measure the outcome of this action. AD said that this should be changed from Amber to Green, as it is not likely that more progress will be made against the objective.</p> <p>It was suggested that targets should be reviewed so that success can be shown easier.</p>	MM/MS	On-going	Report from DWP (data tool online to show carers allowance uptake)	 Carers strategy Action plan 2.2.4 201	Green
	2.5 P	<p>A 'peer network' of ex-carers to offer advice and support to current carers and support them in the transition from their caring responsibilities.</p>	MM	On-going	Numbers of volunteer carers	 Carers strategy Action plan 2.2.5 201	Green

	2.6 P	Peer support groups across the whole carer population, building on existing provision and developing new ones where this is needed.	MM	On-going	Number of new groups	 Carers strategy Action plan 2.2.6 201	Green
	2.7	Continue with our work to support young carers and young adult carers in schools, Further Education and Higher Education	AA	On-going	Reported through contract monitoring.	All Secondary schools have a group in place and work continues to support young carers in both Primary and further education settings	Green
	2.8	Improved identification of Young carers and ongoing monitoring of their educational achievements to be achieved through gaining consent to share information at the earliest opportunity.	AA CR	On-going	Contract Monitoring	This area has now become very much tied up with the new young carers assessment process and PH are developing for the wider young carers offer. Sept2016 This was an area that Richard Harvey was driving but he has since left, we have developed individual health profiles as a wider Public Health offer in partnership with education and will pick up monitoring through this process.	Amber




Priority 3: A Life alongside Caring

Personalised support both for carers and those they support, enabling them to have a family and community life.

<p>There is a drive to personalise support for carers and the people they support. One size does not fit all. More evidence is provided around caring demographics.</p> <p>Availability of good quality information, advice and support is key to help carers in their caring roles. Need to improve information provision both for people engaged with services and those who are not. The universal information and advice offer is highlighted in the Care Act.</p>	3.1 P	Provide good quality information and advice at the right time and in the right way to help people make informed decisions, maintain independence and manage a life alongside the caring role.	Planning Group LM	March 2017	Monitor through carers survey and customer feedback	ASC Survey in 2 nd year Ratified results due in October 2016	Amber
	3.2	Work towards information being provided at first contact whether that be with a GP, employer, school/college or other professional.	Planning Group LM/SL	On-going	Carer Feedback through contract monitoring	Information Advice and guidance strategy developed. Next steps currently in flight to support implementation. In addition to that work has commenced to produce a toolkit for professionals enabling identification and support Enhanced relationships under BCF and with the roll out of locality teams bringing vast skills and knowledge together	Amber

3.3	Information on what to expect at each part of the process and what to do if things change.	AR SB	On-going	Carer Feedback through contract monitoring	 Action 3.3.3.docx	Amber	
3.4	Signpost to additional sources of advice and support including other services and peer support.	LM JD	On-going	Communications plan	Support from planning group Already utilised: Flagship, Facebook, Network forum, Web, partnerships Update required 27/10	Green	
3.5	Support digital inclusion, to ensure that carers can benefit from the increased opportunities available online, including information, social contact, employment and skills development.	Planning Group LM	On-going	Communications plan	Additional- Training to improve skills, use of technology, Tablets, for peer groups, texting solutions being investigated Update required 27/10	Green	
3.6	Supported assessment flexible to carer needs.	CR/DV	On-going	Carer Feedback through contract monitoring	FACE- enables RAS-supports and informs carers needs-currently a Pilot	Green	
3.7 P	Empowering approach from trained and skilled professionals (across all disciplines) VR said that this is probably wide than just ICS services. This is embedded into Framework; however contracts can't be updated until they expire. AD said that this objective should remain orange as this should be achieved to more than just PCC commissioned services. Solent do this by embedding into a patient experience/quality section. This may be signed off by the end of the year.	Carers Executive Board VR	On-going		Carer awareness in all commissioned services. Carers have been included in all areas of the ICS Operating Framework to ensure the consultation and engagement is embedded in ICS practice. More accountability from ICU	Amber	
3.8	Support to access sources of specialist training and skills development to improve self-management e.g. good employment practice, self-advocacy training, understanding what health and social care services are available and how to access them.	RB DV MM Solent PHT	On-going	Uptake of training opportunities	 Carers strategy Action plan 3.3.8 201	Green	
3.9	A light touch review process which enables people who are managing well to self-review and provides scalable support as required.	DV	On-going	Contract Monitoring	32% increase on returned CSA compared to 2014/15 -- 118% increase on target set by CCG	Green	

	3.10	Solent NHS Trust will join up with partners to make effective use of resources for example web pages, promotion campaigns etc.	Solent	On-going	Evidence of Campaigns reporting to planning group	Solent- resources and signposting information available on trust intranet for clinicians.	Green
Priority 4: Supporting Carers to Stay Healthy Supporting carers to stay mentally and physically well.							
<p>The negative impact of caring on health and well-being is now well understood and evidenced. Professionals must acknowledge carer stress, and understand health demographics within the caring population.</p> <p>Prevention and early intervention for carers within local communities to help carers stay physically and mentally well.</p> <p>Supporting carers to look after their own health and well-being. Support to attend appointments, information and advice to stay well, understanding the condition of the person who is cared for, support to cope at end of life and bereavement.</p>	4.1	<p>Include an offer of a health check for carers in a revised GP Enhanced Service for dementia.</p> <p>Recommendation to remove action from plan agreed at carers executive and to look at options of other ways to support carer's health in partnership, e.g. Solent Mind dementia services, GP outreach with volunteers?</p>	IR	On-going	Take up of health checks.	<p>Link with public health Update requested 27/10</p> <p>Director of Primary care reports the National Enhanced service for Dementia has been dropped from the national GP contract for 16/17 with the funding incorporated into the Global sum on the basis the nationally practices are now routinely identifying and diagnosing dementia so inclusion in carers health checks is an option. Alternative options are not being pursued.</p>	
	4.2	Repeat the survey of bereaved people to measure quality of care provided to people at end of life and their relatives and carers.	SB ICU	TBC	Survey completed	<p>PHT started work this (financial year) and is a key piece of work throughout 2016/17 as part of our overall EoLC quality improvement work being undertaken by the hospital.</p> <p>PHT has also participated in the national end of life care audit this year which involved exploring the experience of bereaved relatives. The full audit results have been reported to the End of Life Care Steering Group and a plan developed to share best practice and make improvements where required.</p>	Amber

	4.3	Include carers in health and social care integrated locality teams (Better Care Fund initiative).	CR	March 2016	Staff in place	Locality team attendance commenced 06/09/16 with south being the first.	Green
	4.4	Embed joint working in a range of health settings and seek sustainable funding for this work.	CR AR SB	March 2017	Increased carer identification in health settings monitored through contract.	 Carers strategy Action plan 4.4.4 201	Amber
	4.5	Trial new and innovative approaches with GPs and other community health providers. Recommendation to Executive to change measures in line with changes to KPI's for CCG???	CR	March 2017	Increased carer identification in health settings monitored through contract.	Volunteers in place at GPs and Pharmacies- growth plan TBC Post card referrals from Pharmacies and district nurses.	Green
	4.6	Improve access to acute hospital services via the Portsmouth Hospitals NHS Trust equalities work.	SB	March 2017	Regular updates to exec and Final report to Carers Exec.	Quarterly reports provided and interim reports from variety of events demonstrate increased access by carers.  Carers strategy Action plan 4.4.6 201	Green
	4.7	Improve training provided to adult mental health staff to ensure carers are engaged as expert partners in care.	AR CR MM	On-going	Number of training sessions delivered	 Carers strategy Action plan 4.4.7 201	Amber
	4.8	Focus on male carers aged 18–24 years and young carers to understand the health needs and how to meet them.				Action removed from ASC plan into YC work stream as a cohort factored into the YC service review- Exec board agreement 21/04/16	
	4.9	Ensure carers are able to access the new Public Health wellbeing service.	AA CR LM	March 2016	Contract Monitoring	Established a link with Mumena Begum within the wellbeing team. WBT have attended team meetings to raise awareness as the CC staffs have to the WBT. Early indication to positive working relationships.	Green
	4.10	Ensure young carer's needs are considered in the new Healthy Child Programme.	AA	March 2017	Programme in place	No change, programme is being designed and going into schools from September, initially as a pilot, young carers will be representative in this.	Amber
	4.11	Further explore opportunities around replacement care both to ensure carers have access to a break and to enable attendance at medical appointments.	DV	On-going	Annual report	MOA shows data capture- Quality of service measured via ASC survey? Preliminary results from	Green

						survey are currently being ratified and will be available from May 2016 onwards 200% increase against same period (April - Aug 2015/16) for carers undertaking replacement care opportunities for general and acute health needs	
4.12	Reduce poverty among carers, which is associated with a range of health inequalities and poor outcomes. Action is dependent on 3.7 being delivered	MS	March 2016	Explore options for capturing this information and report to planning network Carers Survey	<ul style="list-style-type: none"> As above, Carers review could evidence uptake and impact of debt advice Carers Centre use fuel poverty checklist for sign-posting, so again could Carers review be used to measure impact, including home improvements and tariff switching Other actions not discussed - Record any skills and employability support that is provided to carers, including any evaluation/feedback/outcome measures; Provide information on alternatives to high cost credit, ie Hampshire Credit Union; understand more about the risk of poverty for carers and what help is needed, including through the 2 yearly survey 	Amber	
4.13	Reduce fuel poverty among carers to reduce the risk of excess winter death among carers and those they care for. Action is dependent on 3.7 being delivered	MS	On-going	Reporting to planning group	Ensure Carers Centre are included in the referring agencies for Keep Warm Keep Well grants. Provide copies of the Keep Warm Keep Well checklist for use by the Carers Centre. Support the Carers Centre to develop a fuel poverty outreach approach to target vulnerable clients.	Amber	

KEY OF INITIALS

AA- Andy Ames
AR - Ann Rice
CR - Clare Rachwal
DV - Doreen Vallander
IR - Innes Richens
JD - Julie Dean
LM - Lisa Mundy
MM- Marina Martin
MS - Mark Sage
RB - Roland Bryant
SB - Sarah Balchin
SH- Sharon Hollins
VR - Vicky Rennie
SL- Sara Langston
JC- Jackie Chalmin Action Portsmouth
ICU - Integrated Commissioning Unit
ASC - Adult Social Care

P- Recommendations of focus from Peer review October 2015

Short term: 0-6 months

- Carers assessment staff to be co-located with integrated locality teams as part of phase 1 not phase 2.
- Prioritise greater engagement with the voluntary sector facilitated through the work of the ICU to capitalise on resources already available.
- Assessment for young carers needs to be developed.
- Review carers information on website and accessibility.
- Programme of 'move on' support for former carers to be developed.

Key Messages – Longer Term

- Assessment and development work/staff should be retained in house, and integrated with ASC teams.
- Consideration should be given to carers support services e.g. activities, training, support groups, being delivered by the voluntary sector through a 'hub' model.
- Presence at the hospital needs to continue
- Resources need to be aligned to priority groups/settings, risk of trying to do everything.
- Move away from a building based service to outreach and integration with other voluntary sector services.
- Maintain single point of access for carers.
- Work needs to be tied up with other areas of development e.g. review of what the voluntary sector provide and current funding available.
- Need to take a whole systems approach – changes to the carers service cannot be viewed in isolation from other work.
- Exploration of the development of a virtual hub for carers – minus the carers assessment and development function.
- The PCC website requires redesigning as it is not particularly user friendly and if we are wanting to encourage carers to use social media then we should make it as easy as possible.