

DRAFT Joint Action Plan for Carers 2013-16

Outcome 1 - All carers will be kept safe and supported to make positive choices about their mental and physical health and wellbeing

What we will do (Carers Charter Commitment)	How we will do it	Measure/Outcome	Accountable Organisation/ lead officer	Completion
We will work with GPs to increase support and information available for carers	Partner sign up to the Carers Plan through CCG/Health and Wellbeing Board	Approval of action plan by GP Reference Group/Operational Executive/Strategic Commissioning Executives/Rotherham Clinical Commissioning Group/NHS Commissioning Board/ HWBB	RCCG/ NHSCB / HWBB Julie Wisken / Kate Green	April 2013
	Review carers information sent to all GP's and update where appropriate, done via practice manager forums, GP events, newsletters, NHS Rotherham intranet site and postal services	Ensure GP's have up to date information and are promoting the Supporting Carers' document and 7 steps DVD.	RCCG/NHSCB Julie Wisken	May 2013
	Link with the heart town project to ensure the Heart Health Caring publication from BHF is offered to all carers of people with a heart condition	GP practices have access to BHF patient information brochure (online/print) which can be used as an information prescription	Public Health Alison Iliff	April 2013
	Continue to maintain and extend GP carers register within GP practices	Increased number of carers registered within each GP practice	NHSCB/RCCG Julie Wisken Karen Curren	Review end 2013
	Promote benefits of flu jabs to carers through the carers database	Increased number of carers contacted via GP's/public health to offer flu jabs	NHSCB/Public Health Kathy Wakefield	Sept. 2013

We will work with healthcare staff to continue raising the need for people to recognise themselves as carers, and therefore access the help and support they may be entitled to	Develop a plan to promote awareness to healthcare staff of accessible information at a number of events/forums and through newsletters/intranet.	Attendance at Fayre's Fair, Carers Day, Protected Learning events, practice managers forum, promotion through a number of publications including promotion of carers document.	RCCG Julie Wisken Carers Corner Richard Waring	April 2013
	Develop pack of information which can be electronically sent to all GP practices, which provides information and guidance on setting up 'virtual carers corners' within practices	Number of Patient Participation Groups who have received information Number of GP practices with 'Virtual Carers Corners'	Carers Corner Richard Waring GP Practice Managers	April 2013 Evaluate end 2013
	GP's and healthcare staff to signpost to voluntary sector for advice	Provide a link on GP systems to the voluntary sector organisations	RCCG Julie Wisken	May 2013
We will offer personalised support to carers, enabling them to have a family and community life	Monitor outcomes from personalised support and commissioning respite care from voluntary groups	Monitored through commissioning contracts	RCCG Jacqui Clark	End 2013
	The Rotherham Expert Patient Programme will offer support through the 'looking after me' programme to carers.	Number of carers attending the course will be monitored through the Expert Patient Programme Lead	RGGG Anne Robinson	End 2013
We will actively speak to carers about ensuring where possible that their own health does not suffer as a direct result of caring	All carers attending RDaSH Memory Services to be offered the opportunity to complete a self assessment of needs	Monitor through contracts the number of carers assessments carried out and their experiences	RCCG Kate Tufnell	Review March 2014
	All carers will be offered a joint assessment or a carers specific assessment on assessment and review of customers	Performance management of NI 135 (target to be confirmed)	Assessment & care mgt Service Michaela Cox	April 2013

	Promote a Family CAF to identify health needs and wider Early Help support	Monitor number and quality of Family CAFs	CYPS Paul Theaker	Evaluate end 2013
<p>We will ensure all carers are kept safe by:</p> <ul style="list-style-type: none"> • Empowering carers to speak up about abuse • Ensuring carers are clear about rights and standards • Recognising carers as “expert partners” and advocates • Recognising the impact of the caring role • Respecting carers rights 	<p>Raising awareness of what abuse is and how to report it through an appropriate communication strategy</p> <p>Timely and careful assessment will be offered to all carers</p>	<p>Safeguarding Adults Board Communication Strategy and Action plan.</p> <p>Performance management NI 135 / Carers Assessments</p>	<p>RMBC Safeguarding CYP Phil Morris</p> <p>Adults Sam Newton</p>	Review end 2013
	Carers concerns will be listened to and responded to quickly and effectively, and when abuse has occurred the safeguarding process will be person centred and carers views will be considered and represented throughout the process	Evidence in safeguarding plans – Quality Audit	RMBC Safeguarding Sam Newton	Annual Performance Outcome 2013/14

Outcome 2 - Accessible information about the services and support available will be provided for all carers in Rotherham

What we will do (Carers Charter Commitment)	How we will do it	Measure/Outcome	Accountable Organisation	Completion
We will make sure that all carers are able to access information, advocacy, advice and support.	Review current systems of communications in place and devise a strategy to ensure we are reaching as wide an audience as possible through a range of methods	Better distribution of information to more carers and better use of communication methods such as social media/website/texting services	Carers Steering Group	Review End 2013
	Ensure that Carers are included within the Communication, Information and Engagement Strategy for Connect to Support Rotherham.	Carers aware of the CtS website	RMBC Tanya Palmowski	March 2013 Review end 2013

	<p>This will involve:</p> <ul style="list-style-type: none"> • Attending existing support groups • The promotion of Connect to Support at Carers events • Displaying information in Carers Corner 			
	All carers receiving an assessment to be sign-posted to information, advice and support	Monitored through carers assessments and monitoring NI 135	RMBC Assessment and care management Service	Annual performance outcome 2013/14
	Establish a voluntary forum group to provide information for carers going through transition between children's and adult services	More support available for parent carers going through transition period – reviewed by Carers Corner	Carers Corner Richard Waring	March 2013
We will ensure information is provided to prevent carers experiencing financial hardship as a result of their caring role	<p>Carers Corner to provide information and a facility for voluntary sector to provide benefit advice to support carers to maximise their income where possible, through:</p> <ul style="list-style-type: none"> • Weekly drop-in session • Leaflets available in the centre <p>Delivery of Carers Rights Day and Carers Week activities to provide information and advice to carers in relation to finance, benefits and employment</p>	More carers accessing information through Carers Corner and annual activities	Carers Corner Richard Waring	<p>Review June 2013</p> <p>Annual events June / November</p>
We will improve the offer of information and support to young carers	<p>Raise awareness in schools and in other young peoples settings of support for Young Carers and of the Young Carers Service</p> <p>Support the Rotherham UK Youth Parliament Members in developing a Young Carers Card</p>	More young people accessing information and in receipt of support	CYPS (lead to be determined)	Sept. 2013

We will make sure appropriate and up to date training is undertaken by all staff that work with carers to ensure information can be shared	Workforce development programme to be put into place, to ensure appropriate awareness training is available to all staff that require it (statutory and voluntary sector)	Increased number of staff taking-up training	NAS L&D service Claire Tester	Sept. 20313
We will continue to review the Carers' Handbook to ensure the right information is available and it is widely accessible to all carers	<p>Booklet to be reviewed annually to ensure information remains up to date and fit for purpose</p> <p>Booklet to be distributed to all carers through a number of ways and feedback to be sought from carers to establish how well this works:</p> <ul style="list-style-type: none"> • Hard copy of the booklet to be taken out by all Carer Support Officers when carrying out Carers Assessments • Booklet available for all carers calling into Carers Corner • On-line version available on RMBC/RCCG/RFT websites • booklets to be available in all GP surgeries across Rotherham 	<p>Annual review of booklet</p> <p>More carers receiving the booklet either through support officers, GP practice or Carers Corner</p>	Carers Corner Richard Waring	<p>Booklet reviewed end 2013</p> <p>June 2013 (as part of carers corner review)</p>

Outcome 3 - All carers will be offered and supported to access a range of flexible services that are appropriate to their needs

What we will do (Carers Charter Commitment)	How we will do it	Measure/Outcome	Accountable Organisation	Completion
We will review the Rotherham Carers' Centre to ensure existing services meet the needs of carers	<p>Undertake an evaluation of the centre to include:</p> <ul style="list-style-type: none"> • review of the numbers of carers who have accessed the centre to from 2010 • review and cleanse of the centre's database • evaluation of the outcomes and targets 	<p>Evaluation reporting to Adults Board</p> <p>Review to provide a benchmarking to enable future evaluation of outcomes and equality analysis</p>	RMBC NAS David Stevenson	June 2013

	<p>achieved since 2010</p> <ul style="list-style-type: none"> • equality analysis of the centre; reviewing monitoring forms to understand where users of the service are coming from across the borough (whether reaching carers out of the town centre) and whether the centre is reaching carers from BME communities • review the current location of the centre (taking into consideration the relocation of other council buildings) 	National Carers Survey		
We will raise awareness of staff to identify and support young carers	<p>Assessment & care management to actively promote services available for Young Carers</p> <p>Review data from Lifestyle survey 2012, which shows an increase in young people identifying themselves as young carers, and put in place appropriate actions to identify and support these young carers</p>	Increased number of young carers identified and accessing information	<p>Adult services Michaela Cox</p> <p>(CYP lead to be determined)</p>	<p>Review Nov. 2013</p>
We will explore potential for low level preventative services to support carers, including carers of people with dementia	<p>Identify best use of investment to increase the availability and choice of carers support services available in Rotherham.</p> <p>Involve carers in the development of Carers Service Specifications, procurement and evaluation of tenders and established carers services.</p> <p>Review in house and contracted carers services</p> <p>Implement a small grants scheme which will increase the capacity in the community to</p>	<p>Monitoring the investment committed to new projects.</p> <p>Surveys, Consultation Sessions</p> <p>Evidence reported to NAS DLT/Health and Wellbeing Board</p> <p>Contract monitoring to evaluate outcomes</p>	<p>RMBC Commissioning and Contracting Team Jacqui Clark</p>	<p>April 2014</p> <p>Sept 2013</p> <p>Dec 2013</p> <p>March 2014</p>

	provide low level support for people with dementia, of which carers will be a beneficiary			
	Ensure carers are considered and involved in the development of the local Dementia Strategy	Consult with carers and identify services needed via the Dementia summit	RCCG Kate Tufnell	March 2014
We will make sure carers are referred to preventive services at an earlier stage to help prevent them from reaching crisis point	Put in place systems to ensure Assessment Direct signposts carers to appropriate services and activities	More carers identified early and signposted to appropriate services	RMBC, NAS Darren Rickett	April 2014
	Case Management Pilot to identify patients and carers and signpost to early support	Monitor the number of carers identified and offered support	RCCG Dominic Blaydon	Monitor end 2013/14

Outcome 4 – All Carers will be able to take part in education, employment and training where they wish to do so

What we will do (Carers Charter Commitment)	How we will do it	Measure/Outcome	Accountable Organisation	Completion
We will support carers to identify their personal goals in work	Specialist Carers Advisers (Job Centre Plus) to work with carers to develop personalised plans to support them to achieve their careers / training goals and potential benefit take-up Job Centre Plus to provide replacement care costs and childcare costs to those who are eligible, to help with attending interviews/JCP approved activities.	More carers taking up employment opportunities and receiving advice to prevent financial hardship Numbers of carers referred to JCP	Job Centre Plus Simon Freeston	On-going
We will actively support all carers, including young carers, to remove barriers to education, training and employment	Consult with carers on their training needs and work jointly with Learning and Development Teams in NAS and CYPS to deliver appropriate training	Increase in the range of learning and development opportunities available	NAS L&D Team Claire Tester	L&D plan in place April 2013

	<p>Ensure learning and development is offered flexibly at a time and venue to suit the needs of carers ie mid morning, evenings.</p> <p>Promote training and development opportunities through a range of places and in different formats</p> <p>Ensure Learning and Development information/representation is available at all roadshows/events for carers to ensure the take up of training is optimised.</p>	<p>Improved flexibility in training delivery to meet the needs of carers</p> <p>More carers accessing training</p> <p>Increased access to learning and development</p>		<p>Review end 2013</p>
	<p>Identify what support Integrated Youth Support (IYS) offer young carers</p>	<p>Understanding of support offered and developed if needed</p>	<p>CYPS Paul Theaker</p>	<p>April 2013</p>
<p>We will actively promote flexible and supportive employment policies that benefit carers</p>	<p>Flexible working arrangements and HR procedures for staff (RMBC/NHS) who are also carers</p> <p>RMBC 'Support for Employees who are Carers' document to be reviewed and promoted on an annual basis</p>	<p>More staff who are carers aware of the support available to them, and feel able to balance their caring role with employment</p>	<p>CCG Julie Wisken</p> <p>RMBC Tracey Priestley</p>	<p>On-going</p>
	<p>Voluntary sector to develop employment policies that support carers and feedback on what is in place</p>	<p>Voluntary sector organisations offering support for carers to enable them to continue working</p>	<p>VAR</p>	<p>Sept. 2013</p>

Underpinning actions

We acknowledge that a number of actions will be needed to underpin all of the four priority areas. These will ensure we are able to meet the requirements of the Care and Support Bill and work with all carers to coproduce services to ensure the best quality of life for them and the people they care for.

What we will do	How we will do it	Measure/Outcome	Accountable Organisation	Completion
We will improve how we identify and work with carers by increasing the number and quality of carers' assessments in Rotherham	All carers to continue be offered a joint assessment or a carers specific assessment at the point of assessment and review with customers We will involve carers in individual care packages and make sure they are a valued care partner	More carers identified and receiving an assessment in Rotherham / Performance management NI 135 National Carers Survey	RMBC Assessment and care management Service Michaela Cox	March 2014
We will involve carers in the design and commissioning of services for both themselves and the people they care for	Additional carer (s) representative to be recruited to the Learning Disability Partnership Board	Carer representative on Partnership Board	LD Service John Williams	June 2013
	Promote continued Young Carers Voice and Influence within Barnados Young Carers Service and wider Voice and Influence work	Evidence of Young Carers involvement in service design and wider V&I work	CYPS Paul Theaker Barnardos Lindsey Hallatt	Review end 2013
We will take steps to ensure carers from groups with protected characteristics under the Equality Act 2010, who may have different needs to other carers (such as Black and minority ethnic,	We will develop a clearer understanding of protected characteristics and equality issues in relation to carers, for the development of future plans	Review of Carers Action Plan Equality Analysis	Carers Steering Group	May 2013
	Work in partnership with Voluntary and Community groups to explore opportunities to set up a BME male carer's group in Rotherham to support their needs	Male carers group established	RMBC Mohammed Nawaz	Dec. 2013

male and lesbian, gay, bisexual and transgender carers), are increasingly identified, supported to access services and contribute to service design and commissioning	Put in place a plan to identify hard-to-reach and disadvantaged carers i.e. Pakistani / Kashmiri, Yemeni, Chinese, African-Caribbean, Refugee and Asylum seeker, Eastern European communities, to provide the right advice and information so they can continue to provide the care to their family	More BME carers accessing information and services, including through Carers Corner	Carers Corner Richard Waring	Sept. 2013
We will review and evaluate the Care and Support Bill when it becomes an Act and put in place appropriate actions to ensure we can implement the changes required	Establish a task and finish group to review the legislation and government response to the Bill's consultation (expected early 2013)	Revised action plan in place	RMBC/CCG multi-agency task group	Sept. 2013

Key:

RMBC – Rotherham Metropolitan Borough Council
NHSR – NHS Rotherham
NHSCB – National NHS Commissioning Board
RCCG – Rotherham Clinical Commissioning Group
NAS – Neighbourhoods and Adult Services
LD Service – Learning Disability Service
L&D – Learning and Development
IYS - Integrated Youth Support