

Rotherham's Joint Action Plan for Carers 2013-2016

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

No	How we will do this	Outcome measure	Key Milestones	Lead officer / Organisation	Completion / Review Date
1.0	Charter commitment: we will work with GPs to increase support and information available for carers				
1.1	Gain approval of the plan from all Committees, Boards, Groups including the Health and Wellbeing Board/GP Reference Group/Operational Executive/Strategic Commissioning Executives/ Rotherham Clinical Commissioning Group/ NHS Commissioning Board	All partners signed up to the delivery of the plan	End March 2013	RCCG/ NHSCB / HWBB Julie Wisken	Complete
1.2	Review carers information sent to all GP's and update where appropriate, including: <ul style="list-style-type: none"> Distributing new/updated information to all GP's via newsletters and internet/intranet Reviewing information sent via practice manager forums, GP events, newsletters, NHS Rotherham intranet site and postal services 	GP's have up to date information and are promoting the Supporting Carers' document and 7 steps DVD	Ongoing throughout the plan Quarterly update	RCCG/NHSCB Julie Wisken	May 2013 Completed for this period.
1.3	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 by: <ul style="list-style-type: none"> Distributing brochures to all GP practices to display in surgeries Adding information to the intranet/internet 	GP practices have access to BHF patient information brochure (online/print) which can be used as an information prescription	End April 2013	Public Health Alison Iliff	Complete

No	How we will do this	Outcome measure	Key Milestones	Lead officer / Organisation	Completion / Review Date
1.4	Encourage GP practices to continue to maintain and extend their carer registers through communication with practices	<p>Encourage practices to increase number of carers registered within each GP practice.</p> <p>CCG confirmed that they do ask the question of the person supporting “if they are a carer” and ask them to complete a form to be added to the register,</p> <p>This question is also asked in the over 75’s health check assessment</p>	Ongoing throughout the plan Quarterly update	NHSCB/RCCG Julie Wisken Karen Curren	Do not record numbers monthly informed practice managers regarding their forum about increasing number on carers register.
1.5	<p>Promote benefits of flu jabs to carers through the carers database by:</p> <ul style="list-style-type: none"> • Asking GP’s to proactively contact carers to offer flu jabs and vaccination to be recorded on GP clinical system • GPs to review and update carers register/status on clinical system to ensure new carers are identified and the denominator is accurate. • Collate data through ImmForm data capture system and report yearly (at end of flu season) • Vaccination to carers to be promoted by RMBC through carers networks/carers corner • All independent care providers to promote vaccination to private/personal carers. 	<p>Increased number of carers contacted via GP’s to offer flu jabs.</p> <p>Increased uptake of vaccination within this group.</p>	September 2013	NHSE/ Public Health/RMBC Kathy Wakefield	March/ April 2014

No	How we will do this	Outcome measure	Key Milestones	Lead officer / Organisation	Completion / Review Date
2.0	Charter commitment: 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:				
2.1	<p>Promote awareness to healthcare staff of accessible information available for carers by:</p> <ul style="list-style-type: none"> • Attending events including Fayre's Fair, Carers Day, Protected Learning events and promote awareness to healthcare staff • Attending practice managers forum to keep them up to date with new information that is available • Distribute information to all GP practices promoting carers week 	<p>All healthcare staff have a good understanding of what is available and are promoting this to all carers they come in contact with.</p> <p>Measured through Carers Survey and NI 135</p>	<p>Ongoing throughout the plan</p> <p>Quarterly Reporting</p>	<p>RCCG Julie Wisken</p> <p>Carers Corner Richard Waring</p>	<p>On-going</p> <p>Attended practice managers forum as above.</p>
2.2	Develop the carer information and resources available in GP practices by producing a pack of information which can be electronically sent to all GP practices, providing information and offering guidance on setting up 'virtual carers corners' within practices	<p>Number of Patient Participation Groups who have received information</p> <p>Number of GP practices with 'Virtual Carers Corners'</p>		<p>Carers Corner Richard Waring</p> <p>GP Practice Managers</p>	<p>Review end 2013</p> <p>Complete</p>
2.3	GPs to promote services for carers offered by the voluntary sector by including a link on RCCG intranet for professionals to signpost carers to voluntary sector services	Link to voluntary sector organisations on GP systems		RCCG Julie Wisken	Completed
2.4	Partners and professionals to ask relevant questions to determine the position of those who act in a caring capacity.ie:	View from current carers (carers groups)	Identified from scrutiny report		Further work to be

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	Should we work on the presumption that close family members / friends will at some point be a carer?	and forums) The CCG have engaged with GPS to establish if carers are flagged on the GPs system. It has been established that carers are registered and coded which would enable us to obtain numbers of carers registered with each GP practice.			undertaken as part of care act
3.0	Charter commitment: we will offer personalised support to carers, enabling them to have a family and community life				
3.1	Monitor outcomes from personalised support and commissioning respite care from voluntary groups to improve offer of personalised support to carers	Monitored through commissioning contracts More detail required.	In the first 6 (Jan – Feb) months of 2012-13	RMBC Jacqui Clark	End 2013
			An additional 208 carers have been referred to the Dementia Support Service provided by the Alzheimer's Society	RMBC Jacqui Clark	
			669 – episodes of support have been delivered – Telephone/Home	RMBC Jacqui Clark	

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			Visits/email contact - Dementia Support Service provided by the Alzheimer's Society		
			Carers have attended the Dementia Café Service 455 times – (total of new Carers attending is 45)	RMBC Jacqui Clark	
			719 Carers are accessing Dementia Support Service within 6 month period (new and existing) The client totals are only counted once even if they may have accessed the services on multiple occasions for a variety of services.	RMBC Jacqui Clark	

No	How we will do this	Outcome measure	Key Milestones	Lead officer / Organisation	Completion / Review Date
			Crossroads Carers Support Service – In the first 6 months of the year – 67 Carers have received respite totalling 13,073 hours of support = 33 hours of support per month per carer	RMBC Jacqui Clark	
			750 Carers are registered on the Carers Emergency Scheme – offering peace of mind to carers should they suddenly be unable to care in an emergency situation	RMBC Jacqui Clark	
			Outcomes regards the Alzheimer's Society – Dementia Support Service are recorded Quarterly – available in a	RMBC Jacqui Clark	

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			separate report		
3.2	The Rotherham Expert Patient Programme to offer support through the 'looking after me' programme to carers <ul style="list-style-type: none"> A bid has been submitted to social prescribing for 3 caring with confidence courses 	Number of carers attending the course will be monitored through the Expert Patient Programme Lead	2013/14 Quarterly	RCCG Anne Robinson	2013/2014 Funding was granted but no uptake.
4.0	Charter Commitment: We will actively speak to carers about ensuring where possible that their own health does not suffer as a direct result of caring				
4.1	All carers attending RDaSH Memory Services to be offered the opportunity to complete a self assessment of needs - Stepping In will be formally launched 20th May to coincide with Dementia Awareness Week.	Monitor carer experience through contracts	2013/14	RCCG Kate Tufnell	Review March 2014 Further update required
4.2	All Assessors will continue to offer individual carers assessment or joint assessment in accordance to current policies and procedures. <ul style="list-style-type: none"> This includes an increase in the number if carers assessments 	Performance management of NI 135 Complete – in 2013/14 2673 carers assessments were carried out – an increase of 2% in a year		Assessment & care mgt Service, RMBC Michaela Cox	
4.3	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 Evaluation

No	How we will do this	Outcome measure	Key Milestones	Lead officer / Organisation	Completion / Review Date
					required
5.0	Charter commitment: We will work with carers to help them to keep safe				
5.1	Raise awareness of what abuse is and how to report it through development of an appropriate communication strategy	Performance management NI 135 / Carers Assessments Change to Carers Surveys	Safeguarding Adults Board Communication Strategy and Action plan in place Annual.	RMBC Safeguarding Phil Morris (CYP) Sam Newton (Adults)	Review end 2013
5.2	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

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

	How we will do this	Outcome measure	Milestones	Lead officer / Organisation	Completion / Review Date
1.0	Charter commitment: we will make sure that all carers are able to access information, advocacy, advice and support				
1.1	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	
1.2	Ensure that carers are included within the Communication, Information and Engagement Strategy for Connect to Support Rotherham by: <ul style="list-style-type: none"> • Attending existing support groups • The promotion of Connect to Support at Carers events • Displaying information in Carers Corner 	Carers aware of the CtS website		RMBC Tanya Palmowski	Review end 2013 This action has been considered via the information and advice working group and plans are in place to relocate the carer's corner and create a more flexible service for carers which will be based out in the

	How we will do this	Outcome measure	Milestones	Lead officer / Organisation	Completion / Review Date
					community.
1.3	Ensure all carers receiving an assessment are sign-posted to information, advice and support including Connect to Support and voluntary services	Monitored through carers assessments and monitoring NI 135 Quality Audit.		RMBC Assessment and care management Service Michaela Cox	Annual performance outcome 2013/14
1.4	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	Complete
1.5	Review of carers assessment tool - ensure that this is fit for purpose. Consideration to be given to this been an enablement process rather than an assessment	To be reviewed via carers steering groups Awaiting further guidance		M Cox	October 2014 – Jan 2015
2.0	Charter commitment: we will ensure information is provided to prevent carers experiencing financial hardship as a result of their caring role				
2.1	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: <ul style="list-style-type: none"> • Weekly drop-in session • Leaflets available in the centre • Delivery of Carers Rights Day and Carers Week activities to provide information and advice to carers in relation to finance, benefits and employment – to include links with advice in Rotherham partnership and DWP regarding 	More carers accessing information through Carers Corner and annual activities		Carers Corner Richard Waring	Review June 2013 Annual events June / November

	How we will do this	Outcome measure	Milestones	Lead officer / Organisation	Completion / Review Date
	specific information that carers need to access benefits			Carole Haywood	
3.0	Charter commitment: we will improve the offer of information and support to young carers				
3.1	<p>Raise awareness in schools and other young peoples settings of support for Young Carers and of the Young Carers Service by:</p> <ul style="list-style-type: none"> Updating the Barnardos/Young carers information in the Curriculum Support and Health Events document and promote this to schools via HS leads and the HS newsletter Promote curriculum input to PSHE Leads (NA as no longer available) Update and promote the good practice guide for schools in order to support young carers Promote referrals to Barnardos for individual young carers (if still offering this service) Support the promotion of the use of the Young Carers Cards to secondary schools after initial launch. 	More young people accessing information and in receipt of support	<p>HS Discussion with Barnardos to clarify service available</p> <p>E-mail sent to HS Coordinators inc Leaflet, poster and good practice guide to promote support for young carers.</p> <p>Summer 13 HS Newsletter contains items relating to Carers</p> <p>PSHE Leads made aware of Barnardos input for the curriculum.</p> <p>No longer part of the service</p>	CYPS Kay Denton	<p>Review Sept. 2013</p> <p>Meeting taken place; offer to schools re curriculum input no longer available. KD to attend launch of Young Carers Card for use in schools and to support promotion to schools.</p>

	How we will do this	Outcome measure	Milestones	Lead officer / Organisation	Completion / Review Date
3.2	Support the Rotherham UK Youth Parliament Members and Barnados in developing a Young Carers Card			CYPS Showkat Ali	18 th Sept. 2013 launch of the carers card at my place.
4.0	Charter commitment: 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				
4.1	Workforce development programme to be put into place, ensuring 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. 2013
5.0	Charter commitment: we will continue to review the Carers' Handbook to ensure the right information is available and it is widely accessible to all carers				
5.1	<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>		<p>Carers Corner Richard Waring</p>	<p>Booklet reviewed end 2013</p> <p>June 2013 (as part of carers corner review)</p>

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

	How we will do this	Outcome measure	Milestones	Lead officer / Organisation	Complete
1.0	Charter commitment: We will review the Rotherham Carers' Centre to ensure existing services meet the needs of carers				
1.1	Undertake an evaluation of the centre to include: <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 achieved since 2010 • 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) • Review of the Triangle of Care approach to roll out approach 		Evaluation reporting to Adults Board National Carers Survey	RMBC NAS	June 2013 Review to provide a benchmarking to enable future evaluation of outcomes and equality analysis RDaSH achieved gold start in respect to Triangle of Care.
2.0	Charter commitment: We will raise awareness of staff to identify and support young carers				
2.1	Managers to raise awareness of services available to Young Carers and support assessors to actively promote services available.	Increased number of young carers identified and accessing information		RMBC Adult services Michaela Cox	Complete
2.2	Ensure appropriate actions are developed to support the Government plans for school nurses to champion young carers			Carers Strategy Steering Group to evaluate once plans have been	Review end 2013

				published	
3.0	Charter commitment: We will explore potential for low level preventative services to support carers, including carers of people with dementia				
3.1	Identify best use of investment to increase the availability and choice of carers support services available in Rotherham.	Monitoring the investment committed to new projects. Evidence reported to NAS DLT/Health and Wellbeing Board	Remaining available investment not yet committed in view of LA savings targets to be met Increased investment committed to the Dementia Service of which Carers are a beneficiary – this has increased the capacity and efficiency of the service resulting in improved outreach to carers – Carers accessing service for the first time has increased by 25% in the first 3 months of the financial year (Q1 - April – June) compared	RMBC Commissioning and Contracting Team Jacqui Clark	April 2014 Sept 2013 Dec 2013 March 2014

		To include agreement from H&WB board in April 2014 to review existing investment – better care fund	with the previous three months prior to investment.	J Parkin	Complete
	Involve carers in the development of Carers Service Specifications, procurement and evaluation of tenders and established carers services.	Surveys, Consultation Sessions	As Above	RMBC Commissioning and Contracting Team Jacqui Clark	
	Review in house and contracted carers services		Crossroads – Domiciliary Support to Carers Reviewed – service to carers now sustained on the Community and Home Care Services Framework of which Rotherham	RMBC Commissioning and Contracting Team Jacqui Clark	

			Crossroads Carers Service is a provider on Carers Emergency Scheme Service Reviewed – Register cleansed.		
	Implement a small grants scheme which will increase the capacity in the community to provide low level support for people with dementia, of which carers will be a beneficiary	Contract monitoring to evaluate outcomes	Small Grants Scheme commenced - 6 small groups and/or organisations awarded grants to support people with dementia - outcomes reported so far in the first quarter demonstrate benefits for carers (i.e. lady with dementia previously aggressive with partner has become less so as a result of intervention of activity).	RMBC Commissioning and Contracting Team Jacqui Clark	
			Awaiting further reports	RMBC Commissioning and Contracting Team	

			regarding Small Grants Programme outcomes for this year and any services sustained as a result of previous years seed funding investment.	ng and Contracting Team Jacqui Clark	
3.2	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	Completed
4.0	Charter commitment: We will make sure carers are referred to preventive services at an earlier stage to help prevent them from reaching crisis point				
4.1	Put in place systems to ensure Assessment Direct signposts carers to appropriate services and activities			RMBC, NAS Darren Rickett	April 2014 More carers identified early and signposted to appropriate services
4.2	Case Management Pilot to identify patients and carers and signpost to early support	Carers are considered in the specification of the care plans.		RCCG Dominic Blaydon	Monitor end 2013/14 Regarding collation of statistics for number of

					<p>carers. Although there is a question on the assessment of next of kin/carer we wouldn't be able to collate these statistics. Also most of the carers would probably have already been identified by the GP so it would be double-counting.</p>
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Outcome 4 – All Carers will be able to take part in education, employment and training where they wish to:

	What we will do	Outcome measure	Milestone	Lead Officer / Organisation	Complete
1.0	Charter commitment : We will support carers to identify their personal goals in work				
1.0	<p>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</p> <p>Job Centre Plus to provide replacement care costs and childcare costs to those who are eligible, to help with attending interviews/JCP approved activities.</p>	<p>More carers taking up employment opportunities and receiving advice to prevent financial hardship</p> <p>Numbers of carers referred to JCP</p>		<p>Job Centre Plus Simon Freeston</p>	On-going
1.2	<p>Support given to staff who have caring responsibilities – promoted via training and induction programmes</p>	<p>A report was presented to the chief executives meeting in August 2014. The discussion that followed confirmed that all representatives were currently committed to supporting staff who are also carers and that they would ensure that the report was shown at Board level to ensure this continued.</p>		Phil Howe	On-going

2.0	Charter commitment: We will actively support all carers, including young carers, to remove barriers to education, training and employment				
2.1	<p>Consult with carers on their training needs and work jointly with Learning and Development Teams in NAS and CYPS to deliver appropriate training</p> <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>Increase in the range of learning and development opportunities available</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>NAS L&D Team Claire Tester</p>	<p>L&D plan in place April 2013</p> <p>Review end 2013</p> <p>All actions in place and will be reviewed quarterly</p>
2.2	Identify what support Integrated Youth Support (IYS) offer young carers	Understanding of support offered and developed if needed		<p>CYPS Paul Theaker</p>	April 2013
3.0	Charter commitment: We will actively promote flexible and supportive employment policies that benefit carers				
3.1	<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</p>	<p>More staff who are carers aware of the support available to</p>		<p>CCG Julie Wisken</p>	On-going

	be reviewed and promoted on an annual basis	them, and feel able to balance their caring role with employment		RMBC Tracey Priestley	
3.2	Voluntary sector to develop employment policies that support carers and feedback on what is in place	Voluntary sector organisations offering support for carers to enable them to continue working		VAR	Sept. 2013

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	Outcome measure	Milestone	Lead Officer / Organisation	Complete
1.0	We will improve how we identify and work with carers by increasing the number and quality of carers' assessments in Rotherham				
1.1	All carers to continue be offered a joint assessment or a carers specific assessment at the point of assessment and review with customers Carers where appropriate will continue to contribute to support planning and decision making process regarding individual care packages.	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
1.2	Additional carer (s) representative to be recruited to the Learning Disability Partnership Board	Carer representative on Partnership Board		LD Service John Williams	
1.3	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 Barnados Lindsey Hallatt	Review end 2013
2.0	Charter commitment: 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, male and lesbian, gay, bisexual and transgender carers), are increasingly identified, supported to access services and contribute to service design and commissioning				

2.1	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
2.2	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	Complete. Joint (BME) Kashmiri and Yemeni older people and Carers male group has been established at the Unity centre.
2.3	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
3.0	Charter commitment: 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				
3.1	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	Meeting June 2013	RMBC/CCG multi-agency task group	On-going
4.0	Charter commitment: Continue to review the action plan to ensure it is on track and refresh as required				
4.1	On-going monitoring of the action plan will be done through the Carers Strategy Steering Group (on a quarterly basis)	To ensure the continued implementation and success of the plan,		Carers Strategy Steering group	July 2013

	An annual review of the plan will be reported to Cabinet Member for Adult Social Care and appropriate CCG boards.	and to ensure it remains fit for purpose			December 2013
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Key:

RMBC – Rotherham Metropolitan Borough Council
 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
 VAR – Voluntary Action Rotherham