

DRAFT Carers Strategy Implementation Plan - July 2011

In the "Strategy for Carers in East Cheshire 2011 - 2015", 6 outcomes for carers were identified as a priority. This plan shows the projects being undertaken across East Cheshire to achieve these outcomes. It is used to measure the performance of services provided and identify any gaps in provision. The Carers Interagency Group monitor and review the action plan at their meetings every two months.

Outcome 1. Carers will be helped to identify themselves in their caring role, and be treated as expert care partners

Outcomes	Action	Responsibility	Timescales / Milestones	Outputs & evidence	
1.1 There will be improved access to information for carers at GP surgeries	Have information boards at all GP surgeries, and ongoing training to keep GP and other carer link workers up-to-date. ■ Carer Development Link Worker, GP surgeries	PCT, Cheshire Carers Centre, GPs	End 2011	100% of surgeries will have carers' notice boards. There will be dedicated carer link workers, with training sessions undertaken and evaluations assessed. Verbal evidence will be recorded of individual outcomes.	
1.2 Making sure that the support carers receive is holistic and person-centred. Carers will be valued as expert care partners. Carers overall experience of services will be improved.	To increase the number of carers receiving an assessment in their own right and the quality of these assessments and outcomes ■ Carers Needs Assessments.	Cheshire East Council/Making Space	Apr-12	An increase to 35% (need to check) of community care assessments will have a corresponding Carers Assessment. Carers verbal testimony on value of this. [NI 135 Target 2010/11 was 22%].	Cheshire Esat Council, Making Space

Outcome 2. There will be access to a range of advice, health checks, support and information in easily accessible formats, and the opportunity to plan for the future

Outcomes	Action	Responsibility	Timescales / Milestones	Outputs & evidence	
2.1 Carers will be supported to look after their own health	Courses for adult carers who care for someone living with a long-term health condition or disability - relaxation, planning for the future, better communication etc. ■ Looking After Me Courses	PCT	Ongoing to end 2011	Number of carers taking up a place on courses. Verbal evidence of the value gained from the course by individual carers	
2.2 Carers will be supported to look after their own health	Carers will be encouraged to have regular health checks to protect their own health. ■ Carers' health checks	PCT, GPs, Cheshire Carers Centre	Ongoing	Number of carers taking up health checks, and the type of advice being sought by carers linking in to improved service provision.	PCT
2.3 Carers will feel supported both practically and emotionally and know where to seek help when needed. Peer-group support will be developed to complement more formal support.	Hold Carer Support Groups (including lunch groups, café groups, evening groups, new men's group) offering peer support, emotional and practical support. Some groups cater for the "carer and cared for". Also several health condition related support groups (MS, Parkinsons, Stroke Association) ■ Carer Support Groups	Cheshire Carers Centre, Crossroads Care, Making Space, Alzheimers Society, St Luke's Hospice, Neuromuscular Centre	Ongoing	Number of carers attending carer groups and the range of groups available. A verbal record of the value of services to individual carers.	

2.4 Carers will be better informed about the health condition of the person they care for and have strategies for dealing with this now and for the future.	Deliver carer training aimed at informing the carer of the implications of the health condition of the person they care for, both now and for the future ■ Carers Training on Health Conditions (of the person they care for)	Alzheimer's Society, Making Space, NeuroMuscular Centre, St Luke's Hospice	Ongoing	Number of carers attending carer training on health conditions. Verbal feedback on the value of this to individual carers.	
2.5 All carers given accurate, timely and up to date information to help them in the caring role.	Free helpline for Cheshire East Carers. Drop-in sessions, one to one casework, home visits with carers, outreach sessions and events. All organisations contribute to information and awareness raising (both general and specialist information) ■ Information and Advice to Carers	Cheshire Carers Centre, Alzheimers Society, Making Space, Crossroads Care, NeuroMuscular Centre, St Luke's Hospice	Ongoing	Number of carers accessing the service. Verbal feedback on the value of this to individual carers	Job Centre +, Neuromuscular Centre
2.6 Carers who use the CEC website will have access to full and clear information on services available and where to go for more information.	Give all relevant information, making sure it is up-to-date. Making linkages to national sources of information as well as local partners, who in turn will make linkages as appropriate and make sure that their information remains up-to-date. Linking to the CEC Information Gateway project. ■ Cheshire East Information Gateway	Cheshire East Council Carers Team, Strategic Commissioning, All	March 2012	All information on the website is up-to-date. Carers are supplied with links to timely information for all stages of caring.	Cheshire East Council
2.7 Carers will be supported to stay out of financial hardship	Welfare rights advice is available at the Cheshire Carers Centre, carers training courses, workers undertaking Carers Assessments, articles written in newsletters, reporting of benefits and targeted activity for carers regarding their rights. ■ Promoting the provision of information to carers of the benefits they are entitled to. ■ Providing good quality information, advice and support to maximise carers' incomes.	Cheshire Carers Centre, Job Centre Plus, Individual Commissioning, , Citizen's Advice Bureau, Disability Information Bureau, All	Ongoing	Carers will have full access to the range of Job Centre activities, programmes and replacement care. Gather evidence from Carers courses, Carers centre and maximise income, report number of benefits appeals etc Number of carers assisted, individual evidence of support given. Evidence of work done to promote this service to carers.	Job Centre +
2.8 Physical and emotional wellbeing will be promoted and carers will have opportunities to be involved in wellbeing activities as part of their support plans.	Find opportunities to open up the Options card to all carers for affordable leisure activities, vouchers and access to sport to promote wellbeing. ■ Options card to access leisure and wellbeing activities	Cheshire East Council Strategic Commissioning, Cheshire Carers Centre, PCT	March 2012	Availability of the Options card to all carers. Take up from carers of Options card vouchers / sporting and leisure activities to promote wellbeing.	
2.9 Carers will gain advice and information as well as peer support from other carers. There will be opportunities to have complimentary therapies, try out new activities and enjoy a well deserved break from their caring role.	To hold a Carers Day event for carers annually	Cheshire Carers Centre, Cheshire East Council Carers Team.	May 2012	Number of carers attending the event and the geographical spread of carers to ensure we reach a wider spread of people as possible. Testimonies from carers on the day.	

2.10 Carers will be signposted to information and services relevant to them. Carers issues will be highlighted. There will be an opportunity for people working with carers to meet one another and make common connections in their work.	To hold an annual Information/ health event	All	Carers Week annually	Evidence of publicity for the event. Numbers attending and evidence from feedback forms.	Care4CE
Outcome 3. Flexible, affordable and personalised services will be available to all carers at times which suit them					
Outcomes	Action	Responsibility	Timescales / Milestones	Outputs & evidence	
3.1 Carers will be enabled to have individual choice over specific services or essential items that will help them in their caring role.	Carers are able to apply to the Carers Fund which allows carers a one off payment for specific services or essential items and relaxation vouchers. ■ Carers Fund	Cheshire Carers Centre	To end 2011/12 financial year	Number of carers receiving a grant from the fund each year. Verbal testimony of the impact on individual carers. Evidence of the promotion of the fund.	
3.2 Carers will be provided with the means to have a break from the caring role, which is beneficial to health and wellbeing as well enabling the carer to have a life and interests outside of the caring role.	Promote and deliver breaks for carers allowing them to pursue leisure and wellbeing activities while their cared for person is looked after. ■ Carer Breaks	Crossroads Care, Making Space, Neuromuscular Centre, Alzheimer's Society, Cheshire East Council Individual Commissioning, St Luke's Hospice	Ongoing	Number of breaks provided, number of carers supported, number of new carers joining schemes, verbal reports/case studies on the benefit to individual carers. Evidence of the promotion of these schemes through Carer Assessments and support plans as well as other avenues.	Making Space, Care4CE, PCT
3.3 Carer peace of mind to live a life of their own, knowing that their preplanned fallback support for a given period in case of emergency.	To provide a responsive service to carers in an emergency using established systems. The project will also identify carers who may only have emergency cover at the moment, but who may need further services in the future. ■ Carers Emergency Response Service (CERS)	Crossroads Care	Mar-12	In 2011/12 approximately 600 carers will be signed up for this service across the borough. A total of 975 carers had registered with the service to March 2011. A responsive service will be provided to carers in an emergency and details of emergencies responded to will be recorded	Neuromuscular Centre
3.4 Carers will be able to choose the support which is most appropriate to their situation and to buy it through their personal budget. * Pilot project limited to Crewe/Nantwich Local Independent Living Team area	Pilot the development of Personal Budgets to enable carers to buy services which support them in their caring role. ■ Personalised services for carers.	Cheshire East Council Carers Team, Strategic Commissioning, Individual Commissioning, Cheshire Carers Centre, PCT	To end 2011/12 financial year	The number of carers receiving a personal budget. A target of a minimum of 200 carers of adults/older people to receive a personal budget over 15 months. Evidence of concrete outcomes from carer assessments. Verbal/written reports from individual carers.	
Outcome 4. Learning and personal development opportunities will be available to all carers					
Outcomes	Action	Responsibility	Timescales / Milestones	Outputs & evidence	
4.1 Carers will be supported to cope with the caring role as well as being encouraged to have a life and interests outside caring. Enabling the family unit to continue longer.	Promote and deliver carer training, both in formal sessions commissioned to help in the caring role as well in as non carer-related training to assist carers have a life of their own. ■ Carers Training ■ Caring at Home and Educational Workshops	Cheshire Carers Centre, Making Space, Alzheimer's Society	Ongoing	Number and range of training courses available. Evidence of the promotion of the courses. Number of carers attending. Verbal testimony from individual carers. Improve coping strategies which delay access to long term services.	Making Space

4.2 Financial wellbeing and quality of life will be improved by supporting carers to have a life outside their caring role.	Assisting carers and former carers into employment, offering advice and guidance on vocational training and activities as well as signposting to funding sources and assistance. Carers and former carers can remain in or return to work, through the development of carers employment policies and the provision of good quality information, services, advice and support to carers and employers. ■ Supporting carers to stay in work/helped into work/education/voluntary	Commissioners, strategic / individual commissioning teams. Job centre plus/ Making Space	3 year review, links to funding streams and influenced by them.	Number of carers supported. Individual outcomes. Carer testimony on the impact of services provided.	Making Space
Outcome 5. A whole family approach will address the needs of young carers and parent carers					
Outcomes	Action	Responsibility	Timescales / Milestones	Outputs & evidence	
5.1 Young Carers will be identified and supported in their caring roles. They will receive practical and emotional support "to achieve and reach their full potential" in all areas of their lives.	The Young Carers Project provides ongoing emotional and practical support which facilitates peer support, recreational and social opportunities. Regular group sessions tackle issues such as bullying, negative self esteem and isolation. YC's spend time in a fun, informative and relaxing environment. Support with education, family life, finances and coping with their caring role. Attending any relevant meetings on behalf of the young carer. The well being of the Child and Young Person is paramount. ■ Crossroads Care Cheshire East Young Carers Project	Crossroads Care Cheshire East	Mar-12	Number of breaks Young Carer received. Number of Young Carers supported. Evidence by consultation and feed back. Annual reviews.	
5.2 Young carers will be considered as a part of the whole family, making sure that they do not fall into inappropriate caring roles	The Council and its partners will work together towards a whole family approach to carers, providing joined up support across adults and children's services, health and social care. ■ Whole family approach	Cheshire East Council / all	Ongoing		Cheshire East Council
Outcome 6. Awareness of carers' issues and needs will be developed so that carers are supported, respected and fully involved					
	Action	Responsibility	Timescales / Milestones	Outputs & evidence	
6.1 There will be better awareness of carers' needs at GP practices	Implementing best practice guidance around identifying carers and providing information and signposting ■ Carer Development Link Worker (Primary Care)	PCT, Cheshire Carers Centre, GPs	End 2011	Increase in number of carers registered with Cheshire East practices and increase in referrals to other organisations by Carer Link Worker. Carers' perceptions of how they are treated and signposted appropriately	

6.2 The carers agenda in Cheshire East will be strengthened by having direct carer involvement. Carers will feel valued in their position as expert partner.	Operation of the Carers Reference Group. They will be recognised and given the opportunity to raise issues and provide carer views. The group will recruit new carers and make contact with other related groups. Continued financial support will allow the ongoing viability of the group. ■ Carers Reference Group	Carers Reference Group, Cheshire East Council Carers Team and Strategic Commissioners, All	End 2011	The group will aim to recruit 12 new carers to represent the diversity of the caring population. Number of carers as representatives on groups, providing a voice for carers and involved in developments across CEC Health and Third Sector partnerships.	
6.3 The carers agenda in Cheshire East will be strengthened by having direct carer involvement. Carers will feel valued in their position as expert partner.	Some third sector organisations run their own Carer Reference Groups and consultation arrangements to enable carers to express their views and issues. Carers are also invited to give personal testimony of their experience as carers and of the services provided to them. ■ Organisation's own individual Carer Reference groups	Individual organisations e.g. Crossroads Care	Ongoing	The individual carer reference groups will aim to make links to the Cheshire East wide Carers Reference Group.	
6.4	Making Space will continue with this work with care link workers, though protected time needs to be agreed by senior management for care link workers ■ Carer Link Training for professionals	Making Space			
6.5 Minority groups will be represented in planning and provision of services to ensure that they are relevant to the needs of all.	Working jointly to ensure that carers services are available to all in Cheshire East. Picking up issues from the Cheshire East Council Participation and Consultation Team events, targeting actions to address identified issues. Service providers to monitor take-up of services among whole spectrum of the population, and address any inequalities.	Cheshire East Council Carers Team / Equality & Participation Teams, All	Jan-12	Working with partners and other CEC departments to ensure that services, help and information are available to all carers who need them. Take up of services among minority groups monitored, and remedial action planned	
6.6 Support will be available for all carers in Cheshire East	There will be a requirement for services for carers funded by Cheshire East Council to monitor who is using their services.	All	April 2012	Figures on the amount of carers from different strands of the Single Equality Scheme accessing services and information for carers.	
6.7 Carers working for Cheshire East Council will feel supported at work and able to continue in this side of their life. This will also give increased financial stability.	Work alongside Human Resources and Policy to ensure that conditions for carers working within CEC are fair and that carers issues are understood. Promote and implement workplace policies which support carers in their caring role.	Carers Team, Policy, Human Resources	December 2011	Work with Job Centre Plus and CEC Policy department to agree a policy regarding carers working for Cheshire East Council	
6.8 The role and number of carers working within Cheshire East Council will be monitored.	Monitor staff by equality group to ascertain representation of those recruited, trained, promoted, disciplined and those that leave the Council. Any employee grievances should also be monitored. This includes carers working within Cheshire East Council. n Cheshire East Council Staff Monitoring	Cheshire East Council Human Resources	September 2011	Existing staff monitoring information will be refreshed. An appropriate process for gathering this information will be established.	

6.9 Stronger links will be forged with future GP Commissioners, and awareness of carers' issues will be highlighted for them.	The PCT, Council, third sector partners and carer volunteers will run a series of training workshops at GP surgeries to raise awareness of carers issues and the benefits to GPs of identifying and supporting them. ■ Carers Awareness Training for GP surgeries	All	End March 2012	Number of GPs / practices training sessions. Evaluation forms. Individual feedback.	
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