

# Appendix G - Adults Delivery Plan



					Meetings Status			
Priority	Lead [s]	Organisation	Role	Contact Details	1	2	3	4
Support for families and carers	Jill Stenton	Cheshire East Council	Commissioning Manager	<a href="mailto:jill.stenton@cheshireeast.gov.uk">jill.stenton@cheshireeast.gov.uk</a>		04/03/2021		
	Lesley Hilton	NHS	Senior Project lead	<a href="mailto:HILTON,Lesley(NHSCHESHIRECCG).&lt;lesley.hilton2@nhs.net&gt;">HILTON, Lesley (NHS CHESHIRE CCG) &lt;lesley.hilton2@nhs.net&gt;</a>				
	Julie Roberts	Cheshire East Council	Commissioning Officer	<a href="mailto:julie.roberts@cheshireeast.gov.uk">julie.roberts@cheshireeast.gov.uk</a>				
	Georgia Carsberg	Cheshire East Council	Public Health Data Analyst	<a href="mailto:georgia.carsberg@cheshireeast.gov.uk">georgia.carsberg@cheshireeast.gov.uk</a>				
	Lisa Taaffe	Making Space - CE Carers Hub	Commissioned Provider - Business D	<a href="mailto:lisa.taaffe@makingspace.co.uk">lisa.taaffe@makingspace.co.uk</a>				
	Jane Reeves	Making Space - CE Carers Hub	Commissioned Provider - Service Ma	<a href="mailto:jane.reeves@makingspace.co.uk">jane.reeves@makingspace.co.uk</a>				
Assessment	Cheshire East Carers Hub							
Education	Lisa Carden-Dorey	Cheshire East Council	Cheshire East Childrens	<a href="mailto:CARDEN-DOOREY,Lisa&lt;Lisa.Carden-Doorey@cheshireeast.gov.uk&gt;">CARDEN-DOOREY, Lisa &lt;Lisa.Carden-Doorey@cheshireeast.gov.uk&gt;</a>		03/03/2021		
Service Provision	Liz Smith	Cheshire East Council	Integrated Commissioning	<a href="mailto:&lt;Liz.Smith@cheshireeast.gov.uk&gt;">&lt;Liz.Smith@cheshireeast.gov.uk&gt;</a>		26/02/2021		
	Kelly Brighthouse	Cheshire East Council	Integrated Commissioning	<a href="mailto:kelly.brighthouse@cheshireeast.gov.uk">kelly.brighthouse@cheshireeast.gov.uk</a>				
	Lesley Hilton	NHS	Project Lead	<a href="mailto:HILTON,Lesley(NHSCHESHIRECCG).&lt;lesley.hilton2@nhs.net&gt;">HILTON, Lesley (NHS CHESHIRE CCG) &lt;lesley.hilton2@nhs.net&gt;</a>				

Ref	Aim	Actions to achieve this	Responsibility	When by	RAG	Notes	Action Log Ref:
A11	Accessibility to information advice and support: Carers Week/Carers Rights Day/Young Carers Awareness Day Development of Carer Champions to increase awareness: Forensic Carers/Identification of carers/ Complementary work with Dementia Workers/Care Navigators Continued awareness with Health: Local Practices and Hospital/ Communities and neighbourhoods Peer Led Support: Being with liked minded people	1.1	Scope carer training being undertaken in organisations across education, health and care in Cheshire East, and identify any gaps . Work with health and Mobilise ( digital provider supporting hospitals linked to carers)	Support & Training Working Group Lisa Carden-Dory Julie Roberts Jill Stenton			Various members collating specific details: SENDING in the News Commissioned Providers
		1.2	Identify which staff groups need which level of training (e.g. describe local Tier 1-3) - similar to Safeguarding training approach	Support & Training Working Group: Julie Roberts - CEC Lisa Carden-Dory - CEC Lesley Hilton - health			Linked in with all schools vis LCD.
		1.3	Devise the training offer for different tiers of staff	Support & Training Working Group: Task and Finish Group (including Learning & Group)			Link in with Mobilise E-learning package developed and available for staff in different settings
		1.4	Review offers in other areas - what available, how managed	Jane Reeves, Cara Fullove, Graham Phillips (cheshire young carers)			Making Space training offers for carers hub staff - training matrix set up following TUPE & induction to review gaps. They will also look at training that can be offered to carers.
		1.5	Contract and quality requirements agreed within Contract meetings	CEC Contract Management Kelly Brighouse contract manager	Ongoing		
A12	Ensure that an e-learning programme or digital programme	2.1	scope what carer awareness sessions are out there. Work with schools to support teachers	Julie Roberts Jill Steton - Adult carers			Review Scoping exercise review scoping from adults - provider
		2.2	Identify (or develop) a mandatory e-learning module for Autism for all professionals across LA education and care professionals and Health professionals (where another mandatory e-learning is not already available within the organisation).	Support & Training Working Group: T&F group including Learning & Group			
A13	Develop Care Ambassadors in schools, hospitals a network of knowledgeable carer individuals, their families to promote consistency and clarity	3.1	Define the role of an Care Champion across Cheshire East	Jill Stenton			
		3.2	Identify which groups need/ have Carer Champions				
		3.3	Identify the named individuals within each sector and create a network that links care Ambassadors				
A14	Maintain the Live Well pages ensuring that there is clear transparent information for all carers	4.1	Ensure access to information for Adult, parent, older and young carers	Jill Stenton, Julie Roberts, web team			On-going updated. Session held with stakeholders to map information available and how/where/when carers can access it
		4.2	Identify which Live Well Pages to be linked carers.	Jill Stenton, Web team			Scope inclusion of adults
		4.3	Consult with Carers forum, children & young people and adults carers. what do they want to see reflected within the Live Well Pages e.g. providers, resources, training resources?	Julie Roberts and Jill Stenton			Develop a focus group around what carers want to have available on the live well site. Use the Ice creates report that gives solutions following the YC and professional event.
		4.4	Ensuring Commissioned providers have accurate information on the Live Well Pages				Mobilise the digital platform provider re hospital discharge.
A15	Ensure support and information is available for carers and their families to access as soon as it is needed	5.1	Recommissioning of the carers hub service to include innovative ways around communicating a including a digital offer	Liz Smith, Jill Stenton, Kelly Brighouse			Service specification for recommission included need for digital solutions & dedicated website for information.
		5.2	Refresh and circulate a comprehensive Carers Information Pack for carers within all settings. Ensure all current information for carers are available in hospital and health settings including G.P practices	CECH, Lesley Hilton			Check with providers that they are sharing the information Pack
		5.3	Revisit the transition around young carers	Julie Roberts and Jill Stenton			Existing hard copy Transition Pack is available

Early support for carers

Our Strategy aims to ensure that carers are identified, supported, and empowered to manage their caring role, and are able to have a life outside of caring. When professionals understand the importance of carers and the role they play, the positive effects on the individual, their families, and carers can be immense

Ref	Aim	Actions to achieve this	Responsibility	When by	RAG	Notes	Action Log Ref.
SU1	Embed Think Carer throughout services and Continue to strengthen Person Centred Planning	1.1 Ensure we are actively promoting the carer views, and that these have helped to shape the development of service specifications	Jill Stenton	Apr-21		Carers Forum - 5 sessions held. Next meeting to be face to face and will include intro to new provider Making Space	
		1.2 We all have appropriate mechanisms for identifying carers in primary and secondary care?	Jill Stenton	Oct-21		Template - GP's every carer is registered	
		1.3 Signposting to local support services and providing advocacy support to carers. Local and national organisations should continue to work in partnership to raise the profile of carers within their networks and use volunteers as a way to reach unidentified carers	Commissioned Service	Ongoing		Carers HUB	
		1.4 Work collaboratively with health to ensure a clear pathway is in situ for appropriate hospital discharge	Jill Stenton	Ongoing		Fragility team - working towards Carers Champions Hospital discharge pilot scheme - 15k from hospital discharge fund allocated to support. Scheme to be developed with dedicated team.	
		1.5 Emergency plan for the carer is completed and used and shared	Jill Stenton	Ongoing		Op Team / Commissioned Service/ Health / Carer emergency cards in development by new provider	
		1.6 The carer is registered on the G.P register and all information is formally inputted onto Emiss	Jill Stenton	Ongoing			
		1.7 All commissioned services ensure they recognise and support carers	Jill Stenton	Completed			
SU2		2.1 Work to ensure person-centred approach remains central to forward planning	Louisa Joyce			Statutory carers assessment redesigned and being used by carers hub - using to inform outcomes reporting	
		2.2 Ensure the voice of the carer informs ongoing treatment and care planning approaches throughout key points in transition between services	Operations / Jill Stenton / Provid	Ongoing		JS has supported operations with 58 cases where carer has been involved	
		2.3					
		2.4					
SU3	Promote Respite provision, develop a database of Respite requests	3.1 Work collaboratively with operations team and ensure they are aware of the respite offer	Commissioning	Ongoing		JS has supported operations with 58 cases where carer has been involved	
		3.2 Continue to update and ensure any changes to respite offers that informs all teams and services	Commissioning				
		3.3 Have a flexible respite offer - Carer Sitting Service	Jill Stenton	Dec-23		Take a Break service included in service specification - Making Space looking at options for delivery. Incentivised indicator in performance management framework	
		3.4 Promote e-brokerage for self-referrals for respite	Commissioning / Contracts			4 more officer: Dan Mc	
		3.5 Capture the views of the self-advocates and their carers on the respite offer to identify gaps / concerns	Jill Stenton	Complete Apr 21		Carers Survey 31 March	
		3.6 Monitor and evaluate	Kelly Brighthouse / Jill Stenton				
SU4	Development of a clear communication strategy for carers and their families	4.1 Clear communication pathways between services.	Jill Stenton	Apr-23		Pathways to be developed by Making Space - incentivised indicator in performance management framework	
		4.2 Availability of information and signposting to support needs of carers and individuals including information in multiple translations and formats to accommodate diverse needs	Livewell				
		4.3 Accessibility and improved user experience of Live Well website	Health version - link on CCG (Katy)			CQC -look at weblinks / Health Watch	
		4.4 When gaps in information and advice are identified, clear escalation and complaints processes are in place to support carers	CEC: Compliments				
		4.5 Availability of service delivery updates and changes to working patterns, e.g. Covid-19	Monitoring / Eval of commissioned Services	Ongoing		Within Contracts	
		4.6 Ensure right information and advice is updated and shared with all relevant stakeholders	Monitoring / Eval of commissioned Services	Ongoing		Updates for Livewell / E-brokerage / Commissioned Service / GP's	
SU5	Set standards of self-advocacy	5.1 Voice of the individuals and carers prioritised and invited to inform service development and co-production	carer awareness and support	Ongoing		Carers Forum - 5 sessions held. Next meeting to be face to face and will include intro to new provider Making Space. Making Space held pre-launch engagement event to hear carers feedback on previous delivery.	
		5.2 Emphasis on human rights and recognition of value and worth across all organisations and providers	Jill Stenton	Ongoing			
		5.3 Equal access to education and employment opportunities	Jill Stenton	Ongoing			
		5.4 Co-produce the carers strategy	Jill Stenton	Ongoing			

Ref	Aim	Actions to achieve this	Responsibility	When by	RAG	Notes	Action Log Ref:
AS1	Health & Wellbeing • We will work across the place to ensure a diverse offer is available for our carers of all ages to stay healthy, well active and to have fun • We will ensure carers are supported to have a life outside the caring role, including employment, training, volunteering, keeping in touch with family and friends, relaxation and leisure activities.	1.1	Agree in the recommission of the all age carers service there is a dedicated programme in supporting well being of carers. Revisit the purpose of the live well fund to prevent carer breakdown.	Jill Stenton, health, contract manager	Completed	All Age Carers Hub recommissioned July 22 - service specification included emphasis on carer wellbeing and prevention of carer breakdown. Carers invited to be part of evaluation panel and score presentations. Making Space awarded the contract and new service started 01/01/23.  LiveWell updated with new service provider details  Informal Carers to be registered as such in each practice.  Scoping exercise - look at local, regional & national information. Meeting planned with Lorraine.	
		1.2	Scope all carer networks across CE, ensure the Live well site is updated and offer current information				
		1.3	Carers will have access to MOT checks via GP.	Annual healthcheck/ Carers MOT via GPs	On request.		
		1.4	Working group to look into suicide amongst male carers	Jill Stenton, Adult Safeguarding	Ongoing		
AS2		2.1					
		2.2					
		2.3					
		2.4					
AS3		3.1					
		3.2					
		3.3					
AS4		4.1					
		4.2					
		4.3					
		4.4					
AS5		5.1					
		5.2					
		5.3					

Ref	Aim	Actions to achieve this	Responsibility	When by	RAG	Notes	Action Log Ref.
ET1	To have a fair and equitable offer for carers who wish to continue and thrive in their development and to ensure all employers understand and identify a working carer	1.1 Carer E Learning Programmes: Carer Aware for Young Carers and Adults	Cheshire East Council Front line Work Placement Officers	On-going	Green	E-Learning module Cheshire All Age carer awareness for all health and social care staff based at the 3 hospitals. Further availability offered for social care staff.	
		1.2 Through discussion with employers in the Council-arranged Employable events. (Events focused specifically at raising awareness to employers about the positives of employing carers	HR department and CE employers	On-going	Green	Working Carers Policy A presentation is being drafted to share at EDI group of the progress so far Coffee and chat with Lorraine planned for working carers on 7th March at Westfields	
		1.3 Through discussion with partner organisations in Cheshire East's Welfare to Work partnership to coordinate awareness raising to employers	HR	On-going	Yellow		
Specific workshops for Carers to enhance well-being :i.e. Safeguarding workshops: Carer led							
ET2	Specific workshops for Carers to enhance well-being :i.e. Safeguarding workshops: Carer led	2.1 Links with Schools and Education		On-going	Yellow		
		2.2 Collaborative Care Partnership: Carers Centre leading on developments to Carers to gain practical skills in their caring role:		On-going	Yellow		
		2.3 Ensuring Carer provision is innovative effective and efficient		On-going	Yellow	Working group to produce a toolkit to support staff and parent carers and their young adult around challenging / violent behaviour to wards their parents who have a SEND	
		2.4 Contribute to and influence the shaping of the local Carer Offer.	carers forum				
Recognition of Carers: Carers are listened to, valued and respected as people with lived experience.							
ET3	Recognition of Carers: Carers are listened to, valued and respected as people with lived experience.	3.1 Any commissioned provider will ensure that they have an offer for carer, a support mechanism to identify carers	HR, commissioners,		Green	All Age Carers Hub recommissioned July 22 - service specification included emphasis on carer wellbeing and prevention of carer breakdown. Service offer includes more community based support, carer support worker to work across the two hospitals, as well as 1 to 1, peer support, carers assessments, breaks and training opportunities.	
		3.2 Carers partnership forum			Green	5 meetings held - next meeting to be face to face at Sandbach Town Hall on 5/3 and will also celebrate YC week. Making Space to attend & introduce service.	
		3.3			Green		
		3.4			Green		
ET4					Yellow		
		5.1			Yellow		
		5.2			Green		
		5.3			Red		
ET6					Yellow		

Prevention – Carer breaks/Respite

Ref	Aim	Actions to achieve this	Responsibility	When by	RAG	Notes	Action Log Ref:
SP1	Engage with and stimulate the provider market to increase and enhance the range of available provision to support all carers and the cared for	1.2	Contribute and influence the CEC Commission Market Position Statement	LA and CCG Commissioning Teams			
		1.3	All carers are fully involved at all levels in both individual planning and planning for wider service developments. Work separately with our YC offer for respite and breaks				Carers were invited to be part of evaluation panel and score presentations during the recommission of the carers hub service. Making Space awarded the contract and new service started 01/01/23.
		1.4	Devise an engagement and comms plan				
SP2	Explore the range of community breaks available and offer emergency respite when required either in the carers own home or a place of their choice.	2.1	Take a Break' included in new service specification for recommission	Commissioned service	Dec-23		Take A Break offer to be finalised by Carers Hub - currently looking into options available including previous pilot providers, using own supported living staff, employing specific staff to provide sitting service
		2.2					
SP3	work with our providers and carers to provide a range of Carer breaks and respite opportunities. look at how we can offer regular respite in different environments that are suitable to the carer and the cared for	3.1	revisit the community respite offer	care at home commissioners			
		3.2	work closely with the care at home recommissioning	care at home commissioners			
		3.3	ensure local data and surveys are used to influence the decision making on carer respite offer	Jill Stenton , Julie Roberts			
		3.4	Young carers request a different offer - use the ice creates report following on from the YC and professional event	Julie Roberts			
SP4		4.1	Work collaboratively with operations team and ensure they are aware of the respite offer				
		4.2	Continue to update and ensure any changes to respite offers that informs all teams and services				
4.3	Have a flexible respite offer - Carer Sitting Service	Commissioners					
4.4	Promote e-brokerage for self-referrals for respite	Brokerage, health					

Further additions following consultation with carers and impact assessment review							
Further Additions	Aim	Actions to achieve this	Responsibility	When by	RAG	Notes	Action Log Ref:
Age	Information needs to be offered in a variety of formats other than digital and online.	Easy read format, to meet the needs of the individual.					
		Variety of language options on request.					
Marriage and civil partnerships	Limited information on the impact of the caring role on the relationship.	Further consultation work needs to be carried out through the carers partnership board to assess the impact of the caring role.					
		Respite options to be little and often.					
		Respite to be flexible.					
		Ability to take a break reduces risk of relationship breakdown.					
Race	The consultation has flagged that people from different ethnic minority groups may not seek the support they need. We need to offer information for carer support in an accessible format, tailored to the individual need. This is required to raise awareness.	Raise awareness of care support in these communities.					
		Information available in multiple different languages on request.					
		Further engagement with carer partnership board.					
Social economic status	The consultation flagged that the caring role can have an impact on life chances and presents substantial barriers and inequalities of access.	Flexibility for employment					
		Support for employees and employers. Targetting advice and information is needed.					Further research on the impact of the carer responsibility.
		Further work is needed for consultation. Impact on finances. Carers not supported in workplace, stress, mental health and finance issues.					
Mental Health	Explore the impact of COVID-19 on carers mental health. Awareness of the impact on carers mental health when the caring role ceases Mental health carers have feedback that the respite at present is inadequate	Healthwatch and the carers partnership board to review. Loss bereavement and counselling.					
Faith Sector	We need to improve communication with faith groups. We need to reach out and raise awareness of carers issues and support available.	Carers awareness training to assist identification. Inform support available.					
Sex/Gender	Consultation tells us that women are disproportionately impacted by Covid due to the increase in their caring role. We require further information re age profiles, percentage split and male and female carers.	Further consultation is required, referral to wellbeing board. Carers Partnership Board.					
LGBTQ+	Consultation has raised awareness of the caring needs.	Training to be provided.					
Migrants, refugees and veterans.	Migrants, refugees and veterans need information and trained professionals to signpost.	Caring awareness training. Support for professionals					
Disabilities	Consultation has flagged lack of recognition on the impact of caring as age increases of the carer.	Information on a variety of format that is tailored to the individuals need. Support around end of life and palliative care and related impact on mental health. Further consultation on whether the carer has had to pick up futher workload due to COVID-19.					
Pregnancy and maternity	There is a need for awareness of caring roles in maternity services.	Further consultation is needed due to limited engagement with this group with carer partnership board Respite needs to be little, often and flexible.					
End of life and palliative care	Carers need to be included in sharing of information and support. Seen as a member of the team carers to be involved in all aspects of the advance care planning, transition and discharge.	Access to financial and benefit support Choice and control over the level of care Transport issues considered Understanding of the significant emotional burden Carers wish to be included earlier, need more information and help to make decisions Carers asesments, fast track access to mental health for life limited illness and links in to care for practitioners.					



Current Carer Offer			
Service	Main Aims	Funded by	Cost / Budget
1. Cheshire East Integrated Carers Hub (Delivered by Making Space).	Cheshire East Carers' Hub provides a single point of access for all Carers including both young and adult Carers. The hub will ensure that Carers of all ages will have access to information, advice and a wide range of support services. These support services are designed to help Carers continue in their caring role for as long as they choose and to reduce the impact the caring role can have on a Carers own health and wellbeing. Support could include: <ul style="list-style-type: none"> <li>•Statutory Carers Assessments</li> <li>•B-2-1 or group based support</li> <li>•Beer support</li> <li>•Support to take a break</li> <li>•Information, advice and guidance</li> <li>•Support to access community, health and wellbeing services</li> <li>•Access to activities, training, living well fund and much more</li> </ul>	CEC/NHS/Better Care Fund	Core Budget 2022/23 - £751,000 (this includes the LWF breakdown below – points 1.2-1.5). Modification to include hospital discharge funding £15,000 and LD/A carers cost of living funding £21,000. Total for £22/23 £787,000
1.2 Carers Living Well Fund	The Carers Living Well Fund allows for innovative interventions and solutions that promote the health and well-being of the Carer as identified within their support plan. The Carers Living Well Fund will allow Carers to access activities and support that enable the Carer to have relief/ a break from their caring responsibilities. Options may include (but are not limited to) <ul style="list-style-type: none"> <li>oShort break;</li> <li>oLeisure activities (may include access to sports and exercise facilities/ classes);</li> <li>oHobbies and interests;</li> <li>oAccessing universal services;</li> <li>oMusic, relaxation and alternative therapies;</li> <li>oTime with friends/ family;</li> <li>oAssistive technology and IT solutions.</li> </ul> The Carers Living Well Fund may be used for individual, whole family or group based/ cohort interventions or solutions as identified within individual support plans.	Better Care Fund	2022/23 total (as allocated during tender) £110,854 - for both group & individual grants
1.3 Carers Living Well Fund Grants	The Carers Living Well Fund Grants are intended to enable Carers of any age to look after their own health and wellbeing and continue in their caring role for as long as they choose. If a Carer meets the eligibility criteria, up-to £350 could be awarded dependant on the Carers circumstances.	Better Care Fund	Included in above
1.4 Take a Break	Service for carers not eligible for social care respite support - to allow them to have a break with a support worker/carer looking after the cared for for a short period of time	Better Care Fund	2022/23 total (as allocated in tender response) £110,854
1.5 Hospital discharge	Grant support to carers identified as being able to support pathway D-1 patients and enabling hospital discharge	Better Care Fund (ICB hospital discharge funding)	2022/23 £15,000
2.0 Commissioning Staffing Costs	Senior Commissioning Manager x 2 Contract Manager x 1 Commissioning Officer x 1 (Temp Post)	Cheshire East Council	
3.0 CEC Carers Bed Based Respite		Cheshire East Council	£360,000.00 annually
4.0 CEC Community Respite		Cheshire East Council	£157,500 annually
5.0 Refresh of CEC Carers Strategy		Cheshire East Council	
6.0 Children's Short Breaks		Cheshire East Council	
7.0 Hospital Discharge Programme for Carers (An email course to support carers preparing for patient discharge, pre, during and, post-discharge)	Decrease in readmission rates (average cost £1,700 per admission) Increase in cost efficiency of existing carer support services (through increased usage) Increased carer wellbeing Increased patient wellbeing (reduction in readmission) Increased carer confidence in their caring role Improved communication with carers Increased carer identification	Cheshire East Council	£30,000 (+ VAT) for delivery FEB 22 -APR 22. This includes: EBk tech costs, plus £17k staffing costs (Project management, implementation, training and awareness engagement, creation of resources and tech maintenance), £5,000 outreach and digital marketing.

**Future Carer Offer**

Service / Offer	Main Aims	Funded by	Cost / Budget
Integration with ICP / ICS			
Community Respite Offer (Delivered by the Carers Hub)			
Development of a Social Care Assessor role within the Carers Hub			
Carer Training for Social Care Staff			