

Caring for Carers' A Joint Strategy for Carers of All Ages in Cheshire East 2016 – 2018

Delivery Plan (DRAFT V5)

Our Priorities

Priority Outcome 1: Respite and Carer Breaks

The terms 'short break' and 'respite' tend to be used interchangeably. Some carers and users of services prefer the term 'short break' or 'break from caring, 'signifying a break from the routine'.

Actions to meet objective:

There has been improved uptake and quality of carers' assessments and support plans. The assessments have enhanced accessibility to carers and reinforced the participatory and collaborative approach to assessing the carer's needs and planning for the future.

| Objective | Actions | How will we know we have been successful | Who is responsible | Start by | Complete by | Benefits to carers What we have achieved |
|---|---|---|---|-----------------|--------------------|---|
| 1.1 A range of breaks are available for carers to get a break from their caring role, both as a result of assessment of needs and also | Improved uptake and quality of carers' signposting, assessments and support plans which promoting universal opportunities available in the voluntary sector and local communities for short breaks and flexible respite | Carers know how to access a Carers Assessment and they are provided with Information on carer's breaks and flexible respite opportunities in a variety of settings. | CEC Adult Social Care CEC - Children's Social Care CEC Strategic Commissioning for Adults | | | |

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| information promoting universal opportunities available in the voluntary sector and local communities | | <p>Information and signposting is included as part of carers offer and within carers informal and formal support planning</p> <p>Matching need through collecting information from carers assessments and what carers tell us through surveys, engagement, and forums</p> | <p>CEC Strategic Commissioning for Children and families</p> | | | |
| | <p>More carer break options are available to carers of all ages through working with the market to provide the range and type of carer break options that carers and those cared for would want in the future</p> | <p>Individual carers have taken up:</p> <ul style="list-style-type: none"> - Universal services within the local community. - Commissioned carers specific services - Supporting carers and their families to provide flexible self-support - Flexible breaks with the local community through Lifestyle centres, local community activities - Carers feel and report that they are respected as equal partners throughout | <p>CEC Adult Social Care</p> <p>CEC - Children's Social Care</p> <p>NHS Eastern and NHS South Cheshire CCG</p> <p>CEC Strategic Commissioning for Adults</p> <p>CEC Strategic Commissioning for Children and families</p> | | | |

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| | <p>Review Carers offer to ensure it is in line with the identified needs of carers including:</p> <ul style="list-style-type: none"> - age, - location - the range of community activities or services offered. - carers of people with dementia | <p>the care process</p> <p>The carers offer is regularly reviewed and maintains a range of short breaks and respite to meet Carer's identified needs delivered through partner organisations, community facilities and identifies any gaps in provision.</p> | <p>CEC Adult Social Care</p> <p>CEC - Children's Social Care</p> <p>NHS Eastern and NHS South Cheshire CCG</p> <p>CEC Strategic Commissioning for Adults</p> <p>CEC Strategic Commissioning for Children and families</p> | | | |
| | <p>Co-ordinate information on the range of breaks options available to carers through different organisations within the community</p> | <p>Carers who have contacted CEC and NHS Eastern and NHS South Cheshire CCG are signposted to appropriate community facilities which can support them to have a break from their caring role</p> <p>Carers who have had an assessment of their needs and are eligible for support under the Care Act receive support to</p> | <p>CEC Adult Social Care</p> <p>CEC - Children's Social Care</p> <p>NHS Eastern and NHS South Cheshire CCG</p> <p>CEC Strategic Commissioning for Adults</p> <p>CEC Strategic Commissioning for Children and families</p> | | | |

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| | | <p>access a range of community activities or a personal budget and Direct Payment where applicable, to access short breaks and respite opportunities</p> <p>Carers feel and report that they are respected as equal partners throughout the care process</p> | | | | |
| 1.3 Commissioning plans aligned across organisations to meet carers needs | Are we achieving 'value for money' from the services we commission and are they achieving positive outcomes for carers who use those services | We have reviewed contracts and specifications and are satisfied we are achieving 'value for money' from the services we commission and they achieving positive outcomes for carers who use those services | CEC Strategic Commissioning for Adults CEC Strategic Commissioning for Children and families | | | |
| | Undertake quality assessment of directly commissioned universal and carers specific services to inform future commissioning | We have reviewed contracts and specifications and are satisfied we are achieving 'value for money' from the services we commission and they achieving positive outcomes for carers who | CEC Strategic Commissioning for Adults CEC Strategic Commissioning for Children and families | | | |

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| | | <p>use those services</p> <p>Where services are not providing value for money or achieving positive outcomes for carers, these services have where necessary issued with a default notice to improve or decommissioned due to continued failure to meet their contractual arrangements</p> <p>Commissioned services are subject to Quality Assurance review</p> <p>Carers report that the services they access are of high quality and meet their outcomes</p> | | | | |
| | <p>Review outcome measures from commissioned services through the contract monitoring of Carers specific and Universal services commissioned to support carers</p> | <p>Analysis of carers feedback through surveys/ complaints/compliments/ customer satisfaction reports/Quality Assurance Visits informs commissioning and targeted development areas to support carers in</p> | <p>CEC Strategic Commissioning for Adults</p> <p>CEC Strategic Commissioning for Children and families</p> | | | |

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| | | <p>the community</p> <p>We have reviewed contracts and specifications and are achieving 'value for money' from the services we commission and they are achieving positive outcomes for carers who use those services or community facilities</p> | | | | |
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Priority Outcome 2: Realising Carer Potential

In Cheshire East we value the key role carers play in providing care and believe carers should get similar opportunities in all areas of life; fun and social, education, employment, safeguarding, and training. Carers who receive the training feel better supported in their caring role and more confident.

Actions to meet objective: Through undertaking a full audit of carer and workforce training provision across Cheshire East an accurate and up-to-date picture has been obtained which enables a strategic view to be taken and leading to the development of plans and identification of funding requirements to address the needs identified

| Objective | Actions | How will we know we have been successful | Who is responsible | Start by | Complete by | Benefits to carers What we have achieved |
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| 2.1 Carers will be supported to fulfil | Carers can balance their caring roles and maintain their desired quality of life | Carers have been supported to achieve their educational and employment goals through | CEC Adult Social Care | | | |

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| their own ambitions and potential outside their caring responsibilities | | effective and appropriate support from the appropriate organisations | CEC Children's Social Care | | | |
| | Identify and increase the number of carers who are supported to enter or retain their employment alongside their caring role through early support and signposting at the point of contact in health and social care settings | Cheshire East is a carer friendly community and local employers have 'Carer Friendly' policies in place to support working carers in their employ to ensure carers have a life alongside caring There has been an increase in the number of carers who are supported to retain their employment or into part time or full time work | CEC - Council wide services NHS Eastern and South Cheshire CCG NHS Acute services Community Resources, Voluntary Sector and Faith Groups DWP-Job Centre Plus | | | |
| | All Carers of working age are able to access the support to enter the workplace, remain in work or return to work and identify best practice in carers training | Carers have personal development plans for individual careers, education, training and career aspirations Improved educational achievement/attendance 'Carers specific' training programmes are in place for all carers to access Support is available to carers who are interested in sharing their skills through or wish to | CEC Business Development Team Education | | | |

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| | | take up volunteering opportunities | | | | |
| | | Carers access volunteering opportunities. | | | | |
| | Support carers to access benefits advice and maximise their income | Carers have accessed Carer's Allowance and other universal benefits where they are eligible and report that they have maximised their income to maintain a quality of life | | | | |

Priority Objective 3: Information

Carers should have access to information at the right time. All those working with families have a key role in identifying and supporting carers and in providing information and advice at the time when it is needed to support them in their caring role.

Actions to meet objective:

Through maintaining focus, timely, accurate and good quality information and advice can be provided not only when someone is new to caring but also whenever information and advice is needed.

| Objective | Actions | How will we know we have been successful | Who is responsible | Start by | Complete by | Benefits to carers What we have achieved |
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| 3.1 Provision of | Audit of specific and universal information requirements and | Carers information requirements using results from carers | CEC Adult Social Care | | | |

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| <p>co-ordinated and good quality information and advice for local carers via a number of channels to enable Carers to access the services they need to support them in their caring role at the time they need it.</p> | <p>understanding of key issues for carers through a review of current delivery methods providing Information and Advice to carers within Cheshire East</p> | <p>assessments, carers survey, carers engagement events and commissioned service monitoring information have informed the provision of information available to carers</p> <p>Information requirements and understanding of key issues for carers has informed the development of a range of media to help carers of all ages across cheshire east to access information to support them in a caring role, at the time they need it</p> <p>Carers have access to a range of information and advice relating to: legal, finance, respite, support and crisis and NHS services such as Continuing Health Care, Long Term Condition information, as well as promoting carers rights</p> | <p>CEC Children's Social Care</p> <p>CEC - Council wide services</p> <p>NHS Eastern and South Cheshire CCG</p> <p>NHS Acute services</p> <p>Community Resources, Voluntary Sector and Faith Groups</p> | | | |
| | <p>Additional support to carers via the provision of on-line support in addition to telephone and face to face support across the Borough</p> <p>Carers have access to</p> | <p>Carers who are able are accessing advice and information from the web based information available to all members of the community.</p> <p>Carers are accessing advice and</p> | <p>CEC Adult Social Care</p> <p>CEC Children's Social Care</p> <p>CEC Council wide services</p> | | | |

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| | <p>information provided to carers in a timely manner on Continuing Health Care and End of Life Planning to support them to have choice and control along with the person they care for</p> | <p>information from their local GP practice, Nursing services and recorded on the Carers Register</p> <p>Carers are accessing information through Community hubs</p> <p>New networks of peer support groups established to help carers to help themselves through skill sharing</p> <p>Community Resources, Voluntary Sector and Faith Groups are able to identify carers of all ages and support them to the resources available in a variety of settings which can support them in their caring role</p> <p>Carers know how to access the support they need and avoid crisis. This includes educating those who may not see themselves as carers as they are unaware they are performing a caring role.</p> | <p>NHS Eastern and South Cheshire CCG NHS Acute services</p> <p>Community Resources, Voluntary Sector and Faith Groups</p> | | | |
| | <p>Develop a process for continuous updating of</p> | <p>An integrated Cheshire East information and Advice resource</p> | <p>CEC Adult Social Care</p> | | | |

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| | <p>information and ensure a variety of approaches for sharing information with carers</p> | <p>for Children and Adults with a caring role has been developed</p> | <p>CEC Children's Social Care CEC Council wide services NHS Eastern and South Cheshire CCG</p> | | | |
| | <p>Review and maintain a directory of services and support in specifically for and/or which meet the needs of young and adult parent carers</p> | <p>Young carers have been involved in deciding which services and support need to be included within the directory of services and this is available in a variety of formats such as Phone Apps.</p> <p>Young carer directory is in place, which has been developed by young carers and receives positive feedback from young carers</p> <p>The local offer in children's service has specific sections on parent carers and young carers support.</p> <p>Information is available to support Young carers through transition to adulthood and the support available to enable them to have a life outside of caring</p> | <p>CEC Children's Social Care</p> | | | |

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| | <p>Increase in the identification of carers and the support they require prior to and at the point of hospital discharge planning</p> <p>Develop an exit survey for carers in Hospital Discharge experience to inform the changes required</p> | <p>All newly identified and existing carers are routinely identified and provided with a 'Local Offer' information pack prior to discharge</p> <p>Exit surveys provide information on what went well and what needs to be improved for carers in Acute Hospital settings</p> | <p>NHS Eastern and South Cheshire CCG</p> <p>NHS Acute services</p> | | | |
| | <p>Undertake review of the range of support services currently in place for carers and alignment to identified priorities to inform future commissioning</p> | <p>The range of services are in place for carers to meet the requirements of the Care Act and Children and Families Act 2014 and services are in place to support early intervention and prevention approach</p> | <p>CEC Adult social care</p> <p>CEC Childrens services</p> | | | |
| | <p>Align commissioning intentions to funding arrangements within available resources</p> | <p>Commissioned services are aligned to the priorities identified by the review and monitoring of carers specific and universal community services, feedback from carers, questionnaires and surveys, Quality Assurance reviews informs our commissioning of carers services</p> | <p>CEC Adult social care</p> <p>CEC Childrens services</p> <p>NHS Eastern and South Cheshire CCG</p> | | | |



Priority 4: Assessment of

Carer Needs and Delivery

Carers want to have more control over the services developed and delivered to the person they care for, and over support for themselves in line with their individual needs. The voice of the carer and the person they care for to be paramount in the assessment of their care package, this is especially important in cases where people, young and old, don't recognise themselves as carers

Actions to meet the priority:

Improvements have been made to the uptake and quality of carer's assessments and support plans. The assessments enhance accessibility to the carers and reinforce the participatory and collaborative approach to assessing the carer's needs and planning for the future

| Objective | Actions | How will we know we have been successful | Who is responsible | Start By | Complete By | Benefits to carers What have we achieved |
|---|---|--|---|-----------------|--------------------|---|
| 4.1 To develop public facing 'self-assessment' tools | Develop a tool which enables carers to self-assess their needs and identify the support available to them from a variety of community resources which can support them in their caring role | Carers in Cheshire East are able to access web based self-assessment tools to enable them to make informed choices about what support is available to them within their local community and how to access support | CEC Adult Social Care CEC Children's Social Care NHS Eastern and South Cheshire CCG | | | |
| 4.2 To increase the number of carers who have an assessment of their needs | The assessment of need enhances accessibility and reinforces the participatory and collaborative approach to assessing the carer's needs and planning for the future | Carers feel able to request a Carers Assessment and the quality of carer's assessments and support plans reflect the equity carers have with those they care for There has been an increased uptake of people who have had a carers assessment and Carers feel and report that they are | CEC Adult Social Care CEC Children's Social Care | | | |

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| | | respected as equal partners throughout the care process | | | | |
| 4.3 To review the carer's assessment process and to link needs and unmet needs to inform commissioning. | <p>To review the process for conducting carers' assessments to identify the best options for ensuring all carers who request an assessment of their needs are identified and that existing carers who had a joint assessment with their cared for person are offered an assessment in their own right following the implementation of the Care Act and the Children and families Act 2014 to inform future commissioning</p> <p>The carers GP identifies all carers within their practice and provide appropriate support to maintain or improve the carers health and wellbeing</p> | <p>The carer's assessment process has been reviewed following the implementation of the Care Act and the Children and families Act 2014 and has informed future commissioning requirements for carers of all ages</p> <p>GP surgeries make it common practice to proactively identify Adult carers, young carers and parents carers and they monitor their health and wellbeing and provide appropriate support and information to support the carer</p> <p>Carers are offered annual "carer's health checks" at GPs' surgeries or in the community/at home if needed</p> <p>NHS service providers and District nursing staff are informed and recognise the potential impact of a caring role and the effects on their patients and be aware of how/ where they can signpost them to</p> | <p>CEC Adult Social Care</p> <p>CEC Children's Social Care</p> <p>CEC Strategic Commissioning for Adults</p> <p>CEC Strategic Commissioning for Children and families</p> <p>NHS Eastern and South Cheshire CCG</p> | | | |

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| | | services. | | | | |
| 4.5 To review the 'Carers ACE Card' Crisis Support Plan | Review of the current service model through feedback from carers and contract monitoring to establish if the current delivery model supports carers crisis planning and adds to improvements in their health and wellbeing | The current model of supporting carers to crisis plan has been reviewed and has identified if the service supports carers in times of crisis and adds to improvements in their health and wellbeing to inform future commissioning | CEC Strategic Commissioning for Adults | | | |
| 4.6 To develop within the Caring Together and Connecting Care Integration Programmes single points of access for carers. | Develop within the Caring Together and Connecting Care Integration Programmes single points of access for carers | <p>Carers are routinely identified within GP practices through carers champions, GP/Surgery staff promotional information, packs and carers sign-posting cards within each GP surgery in Cheshire east</p> <p>There is more effective intelligence gathering on admission and discharge from acute services to inform support for carers.</p> <p>"Tell Us Once" - Carers should only have to explain their situation once.</p> <p>A person's information should be available to all social workers, hospital teams, GPs and carers so there don't have to repeat anything each time someone</p> | NHS Eastern and South Cheshire CCG | | | |

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| | | <p>different interacts with them.</p> <p>There is a seamless service between hospital, social care and community services. The number of transfers between care teams has been reduced</p> | | | | |
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Priority 5: Evaluation, Co-Production and Commissioning

Carer involvement and participation in commissioning, design and procurement of services is essential to empower carers, and to ensure that services properly take account of carers' needs.

Actions to meet objective: Carers continue to be involved in the planning, shaping and delivery of services and support. Carer's involvement is seen as crucial to ensuring that the best quality services and support are delivered in a personalised way

| Objective | Actions | How will we know we have been successful | Who is responsible | Start By | Complete By | Benefits to carers What we have achieved |
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| 5.1 A 360 degree | Undertake a 360 degree review of | A 360 degree review of Health | CEC Adult Social | | | |

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| <p>review of Health and Social Care in Cheshire East using the NHS 9 principles Model to establish a baseline on Carers commissioned services</p> | <p>Health and Social Care for carers in Cheshire East using the NHS 9 principles Model to establish a baseline on carers services from information received from carers and staff across Social care and Health</p> | <p>and Social Care for carers in Cheshire East using the NHS 9 principles Model to establish a baseline on carers services has been undertaken and the information gained has informed the future requirements of carers services in Cheshire East</p> | <p>Care CEC Children's Social Care CEC Strategic Commissioning for Adults CEC Strategic Commissioning for Children and families NHS Eastern and South Cheshire CCG</p> | | | |
| <p>5.2 Establish a robust engagement framework to capture the view and experiences of a wide range of carers</p> | <p>Establish a range of carers forum's which enable carers of all ages to engage with Social care and Health services and share their stories</p> | <p>Carers feel and report that they are respected as equal partners throughout the care process and their contribution and involvement in the design, procurement and commissioning of services is empowering and inclusive</p> <p>We work with carers to develop co-produced material for carers which is timely, clear and concise to assist with the navigation of services available in the instances of immediate or gradual caring responsibilities</p> <p>There is increased access and</p> | <p>CEC Adult Social Care CEC Children's Social Care CEC Strategic Commissioning for Adults CEC Strategic Commissioning for Children and families</p> | | | |

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| | | <p>engagement with hidden Young Carers</p> <p>We meet the costs of some out-of-pocket expenses and care support that will release carers from their caring role to attend meetings</p> | NHS Eastern and South Cheshire CCG | | | |
| 5.3 To establish training for assessors based on the principles of co-production across health and social care | Staff in Health and social care will receive training in principles and application of co-production to inform their practise. | Staff in Health and social care have received training in the principles and application of co-production and are applying this within their role and as part of the personalisation agenda | CEC / NHS Eastern and South Cheshire CCG Workforce development | | | |
| 5.4 To develop a Joint Co-Production strategy for Cheshire East | Develop a Joint Co-Production strategy for Cheshire East that refers to a way of working whereby decision-makers and citizens, or service providers and users and their carers, work together to create a decision or a service which works for them all. The approach is value-driven and built on the principle that those who are affected by a service are best placed to help design it. | <p>A Joint Co Production strategy has been developed and we view carers and those they care for as assets, with inherent abilities, competencies and resources and the strategy seeks to build upon these strengths</p> <p>Social care and health professionals role is one of empowering individuals to enable them to make decisions about social support, health, care and treatment and</p> | <p>CEC</p> <p>NHS Eastern Cheshire CCG</p> <p>NHS South Cheshire CCG</p> | | | |

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| | | recognises the importance of networks in bringing about and supporting change is based on equality and at its centre is a relationship of mutual respect | | | | |
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