

Caring for Carers.....A Joint Strategy for Carers of All Ages in Cheshire East 2016-18

Delivery Plan

In the first year following its implementation Cheshire East Council are establishing a baseline against which future targets can be set. An Annual review of targets will need to take account of the anticipated need and annual financial allocations. Plans for an independent audit will be undertaken.

1.

Assessment of Carer Needs and Crisis Support

Improved uptake and quality of carer assessments and support plans. The assessments are accessible to carers and reinforce the collaborative approach to assessing carer needs and planning for the future. Understanding of Carer Needs and how these will be met achieved through:

| | Actions | What will we measure... | Who is responsible | CEC | ECCCG | SCCCG |
|-----|--|---|--|-------------------------------------|------------------------------|------------------------------|
| 1.1 | Work with Primary care (GP surgeries) to increase number of carers being recognised and added to the Carers register | Increased number of carers on GP registers and carer outcomes captured. Target: Every practice should have a Carers champion | CCG commissioners of primary care. Practice Engagement Managers Children's Services Commissioned Services | RW | Practice Engagement Managers | Practice Engagement Managers |
| 1.2 | Identify the support offered to carers by GPs. | | | | | |
| 1.3 | Develop Carer Champion role in GP Surgeries | | | | | |
| 1.4 | Carer awareness training to be given to community based professionals. | Increased number of carers identified on GP registers and carer outcomes captured. Increase number of services being accessed by carers. | CCG commissioners of primary care. | RW | Sarah Sewell | Amanda Best |
| 1.5 | Development of self-assessment tool | Number of carers accessing the tool | CEC Strategic Commissioning Managers | Sarah Smith/Sandra M/Nicola Philips | N/A | N/A |
| 1.6 | Work with discharge teams to implement Discharge planning to | Evidence of carer support required and plan agreed prior to discharge from hospital or | Acute Care Providers | Lesley Hall | N/A | N/A |

| | | | | | | |
|-----|---|---|--|---|-----|-----|
| | include carers assessment for support and local offer information pack on discharge. | community service. Number of carers with local offer information pack on discharge. | Community care providers Principal Manager CEC | LACS (for distribution) | | |
| 1.7 | Continuously collate identified carer needs through assessments and surveys to inform future commissioning needs of carer's services. | Carer feedback. | JCPM (Joint Commissioned Project Manager) Strategic Commissioning Managers Children's Services Commissioned Services Director of Children's Social Care / Head of Service – Preventative Services CEC | Adrian Heath (Mental Health/LD) Lesley Hall Sandra M Nicola Philips Louise Egan (performance and TLAP) Dave Caudwell (analyst) | N/A | N/A |
| 1.8 | Training to be made available for all staff providing assessments | Number of assessors receiving training Carer satisfaction feedback. Ace card feedback | Principal Manager CEC/ Principal Social Worker CEC Children's Services Commissioned Services Director of Children's Social Care /Head of Service – Preventative Services CEC | Sheila Woods | N/A | N/A |
| 1.9 | Feedback card to be created and given to carer following assessment. | Number of cards completed following assessment. | JCPM, Service Manager CEC, Director of Children's Social Care / Head of Service – Preventative Services CEC | Susan Heap (for community equipment feedback) Sue Jones (OT) Damian (feedback from providers) | N/A | N/A |

| | | | | | | |
|------------|--|--|--|--|--|--------------|
| 1.10 | Help prevent potential safeguarding incidents by Including risk assessments within: <ul style="list-style-type: none"> Carer assessments Health checks | Spot check case audits to check risks identified are dealt with appropriately Carer feedback on whether risks identified/understood and managed effectively and report they feel safe following intervention. | Health and Social care safeguarding leads | Annette Lomas Sandra Murphy | Safeguarding (Moiria/Lindsay Ratapana) | Judi Thorley |
| 1.11 | Evaluate through the pilot STAIRRS Project carers presenting needs in crisis. | Number of carers supported through the STAIRRS project. | Service Manager, Adult Social Care CEC | Susan Heap | Jacki Wilkes | N/A |
| 1.12 | Ensure carer assessment identifies advocacy needs and the resource pack includes information on advocacy services. | To be developed with advocacy services and social care assessment. Number of carers who have been offered and accessed advocacy service (Demand vs Capacity). | Principal Manager CEC Director of Children's Social Care /Head of Service – Preventative Services CEC | Damian Lally (service returns on requests for advocates) Sandra M/Nicola Philips/Lesley Hall/Adrian | N/A | N/A |
| 1.13 | Ensure carers are aware of the Ace Card. | Work with peaks and plains to understand what information is captured on registration and following crisis. | JCPM CEC Commissioning Lead CCG Commissioners of Primary care | Nicola Detheridge Diane Hutter | N/A | N/A |
| 1.14 | Ensure assessment includes information on ACE Card. | Number of new carers who are registered for an ACE card. | Principal Manager CEC | April 16 | N/A | N/A |
| 2.0 | <p align="center"><u>Information Service</u></p> <p>Timely accurate and good quality information and advice is available for someone new to caring and information which assists “Hidden Carers” to recognise that they are undertaking a caring role achieved through:</p> | | | | | |
| | Actions | What will we measure... | Who is responsible | Start by | Complete by | |
| 2.1 | Create a range of information for both Adult and Young Carers using different | Monitoring website hits. Carer feedback via survey and engagement | Corporate Commissioning Manager CEC | Nicola Detheridge | | |

| | | | | | | |
|------------|--|--|---|----------------------------------|---------------|--------------|
| | media: Resource pack developed age/context specific Evidence of multimedia information services Signposting to information on benefit entitlement | events | Director of Children's Social Care/Head of Service – Preventative Services CEC | | | |
| 2.2 | Carers are provided with support plans and information on long term/end of life care support if appropriate. | Support plans in place (if required) to manage long term care. Number of people who make an advanced decision. | Principal Manager CEC End of Life Partnership (South Cheshire CCG). | Guy K (living well dying well) | Tracey Wright | |
| 2.3 | Increase the numbers of carers who have been signposted to benefits advice. | Total number of carers signposted Numbers of carers maximising their income. Carer feedback. | Business manager CEC Service manager Client finance CEC | Liz Hopper/Alison McCudden | N/A | N/A |
| 3.0 | <u>Respite and Carer Breaks</u> Flexible, personalised short breaks provision, leading to better outcomes for carers and the people they care for through: | | | | | |
| | Actions | What will we measure... | Who is responsible | CEC | ECCCG | SCCCG |
| 3.1 | Increase the number of carers who access a break/respite from their caring role. | Number of Adult/Young and Parent carers who need a break/respite(Inc. Relaxation vouchers) identified via: <ul style="list-style-type: none"> Adult social care and children's services 3rd sector organisations: numbers for carer breaks to help measure demand (initial number vs number taking up the service) Number of carers accessing the carer breaks/carers relaxation vouchers/service - Adult/Young carers and 3rd sector providers | Principal Manager CEC Children's Services Commissioned Service – Young Carers | RW | N/A | N/A |
| 3.2 | Capture information on capacity and demand. | | JCPM CEC Performance team | Louise Egan | N/A | N/A |
| 3.3 | A wide ranging menu of choices published in the local offer. | | (JCPM) | Include Care choices directory | N/A | N/A |
| 3.4 | Establish processes (for example feedback/reviews) to evaluate the quality of respite services currently commissioned and re-commission | | Commissioning Manager Contracts & Quality Assurance CEC | Kate Philips (Quality Assurance) | Cath Jarvis | Jo Vitta |

| | | | | | | |
|------------|---|--|---|--|---------|----------|
| | /decommission services. (To occur annually – April 16 and April 17) | <ul style="list-style-type: none"> Carer feedback on quality of break/service Personal Health Budgets <p>Target: an increase of 10% in the number of carer's assessments completed.</p> | | Sandra M (PDPs and challenge sessions) | | |
| 4.0 | <p align="center"><u>Realising Carer Potential</u></p> <p>Improved access to education, employment and Health and Wellbeing outcomes for Children and Adults in caring role in Cheshire East through:</p> | | | | | |
| | Actions | What will we measure... | Who is responsible | CEC | ECCCG | SCCCG |
| 4.1 | Ensure our own organisations are carer friendly. | Carry out survey with staff (CEC and CCGs) to find hidden carers/their perceived needs / whether their needs are being met/whether they have accessed carer services or a carers assessment and quality of life. | Cheshire East Council Commissioning Manager JCPM Commissioning Support Unit Survey team. | Sheila Woods / HR / Ruth O'Brien | JW / MC | Jo Vitta |
| 4.2 | Work with the Cheshire East Council Business Development Team to ensure new businesses in Cheshire East are 'Carer Friendly' (pilot). | Pilot scheme measures to be developed through scheme | JCPM CEC Carers Commissioning Lead | Rob Walker | N/A | N/A |
| 4.3 | Research the demand and opportunities for carers to share skills and undertake voluntary work. | Increased numbers of carers who have been supported to retrain, gain confidence and retain or enter employment. | JCPM CEC Carers Commissioning lead Director of Children's Social Care/Head of Service – Preventative Services CEC CEC | Louise Egan Damian Lally Jill Greenwood (Digital Champion training) | N/A | N/A |
| 4.4 | Ensure carers have the opportunity to access education, training and employment in Cheshire East. To link the Carers strategy with the proposed Cheshire East Council Skills and Growth company and the services | <p>Capturing the demand for volunteer work and the opportunities available to meet this demand.</p> <p>Improved educational outcomes and those entering post school full time education seen in improved NEET Statistics (not in education, employment or training).</p> | JCPM CEC Carers Commissioning Lead Director of Children's Social Care/ Head of Service – Preventative Services CEC | | | N/A |

| | | | | | | |
|------------|---|--|---|--|---|--------------|
| | they will deliver supporting access to education, training and employment in Cheshire East. | | | | | |
| 4.5 | Develop carer outcomes (capturing what outcomes carers want to achieve). | Outcome measure to be developed/ongoing. | Principal Manager Director of Children's Social Care/ Head of Service – Preventative Services CEC | Sheila Wood | Jane Stairmand | Jo Vitta |
| 4.6 | Promote training to carers on how to be a carer. | Quarterly monitoring reports | Principal Manager | RW (Bill Swan) | N/A | N/A |
| 4.7 | Ensure carers are supported by Community Occupational therapy staff and at discharge from hospital with the use of equipment, interventions such as, tube feeding. | Sample a group of carers who are supported through the district nursing service/Speech and Language Therapist. | Occupational Therapy Team manager Speech and Language Therapists/ District Nurses. | Sue Jones | Gill Pickford Head of Therapies for MDGH and MCHFT | |
| 5.0 | Engagement and Co-Production Carers will be further involved in the planning, shaping and delivery of services and support with increasing evidence of personalisation through: | | | | | |
| | Actions | Success Measures | Who is responsible | CEC | ECCCG | SCCCG |
| 5.1 | Work with carers to help develop the role and purpose of carer champions across health and social care. | Measure to be developed once the role is agreed. | Principal Manager CEC Head of Service – Preventative Services CEC | RW | N/A | N/A |
| 5.2 | Provide education and training on co-production. | Number of staff attending training. Number of carers attending training. Carer feedback (feedback card to include question on whether included in decision making about support and care plans for carer and cared for). | Workforce Development Manager CEC | Sheila Wood | JW | Jo Vitta |
| 5.3 | Hold engagement events with carers. | Numbers of carers attending the events. Number of events held. Carer's feedback. Using the events sessions to find out whether carers feel they are valued and involved in service development and delivery. | Workforce Development Manager CEC JCPM Communications and Engagement Teams CCG Director of Children's Social | Katie (engagement Team) RW LACs (Jill Greenwood) | Nicola Detheridge | |

| | | | Care/Head of Service – Preventative Services CEC | Louise Egan (TLAP) | | |
|-----|---|---|---|---|-----|-----|
| 5.4 | Ask a young and adult carer to join a panel of people (adult and young person in an advisory role) that allocate funds to third sector organisations who provide carer break services. | All carers feedback | JCPM MST Programme Manager | RW | N/A | N/A |
| 5.5 | Develop: <ul style="list-style-type: none"> local carers surveys feedback cards (pilot scheme) Develop a communication plan to engage with schools, colleges and key partners which promotes a better appreciation for the support that young carers may need to be able to get to school on time. | Data measure and evaluation of the results of the survey/feedback cards. The number of schools and colleges who have been contacted and have made reasonable adjustments for young carers. | JCPM | RW Nicola Detheridge | N/A | N/A |
| 5.6 | Promote the Expert Patient Programme amongst carers. | Increased numbers of carers aware of programme <ul style="list-style-type: none"> Engagement events Survey Review number of carers involved Target: Deliver a minimum of 7 engagement events annually | JCPM Existing groups and channels – Patient Participation Group and Expert Patients via CCG Communications and Engagement Team | RW Nicola Detheridge Karen Porter (safeguarding in schools) Lucy Heath Katie | N/A | N/A |

