

Appendix 2 – Carers Strategy Priorities Progress Report

1. The below detail sets out the progress made to date regarding the Carers Strategy Delivery Plan and the agreed five priority areas.

Priority 1) Assessment of Carer Needs and Crisis Support

- During Carers' Week 2017 both CCGs will seek ways to continue to raise awareness of carers and to encourage them to register with their GPs using variety of media platforms to attract a large number of people for example via websites and "Health Matters" articles.
- Contact has been made with all GP surgeries across Eastern Cheshire and South Cheshire asking for all surgeries to complete a small questionnaire on how practices support carers. In Eastern Cheshire, out of 22 surgeries asked, 18 responses were received. In South Cheshire out of 18 surgeries asked, 16 responses were received. The results of the questionnaire have helped to identify gaps where there is no carers' champion in place at surgeries. The results have also informed how each surgery proactively promotes the registration of carers and has highlighted examples of best practice. Further engagement work will now take place in the next 6 months with carers to understand what would encourage them to register and what support they would like to see from their GP carer champion and surgeries. Engagement work will then take place with the carers' champions to embed standardised processes and ensure best practice is shared across each GP surgery.
- A "go to" carers leaflet will be produced for GPs to use and hand out when they have identified a carer. The leaflet will contain key numbers/ contacts to help sign post carers to support services.
- Currently the carer's project manager is looking at the possible delivery following a suggestion made by the Carers Reference Group to create a league table for read codes. This may help increase numbers of carers being identified. However the data needs to be quantifiable.
- Development of self-assessment tool - A digital "front door" for social services is currently being created called Live Well. This will be an online area for information and advice. Completion is due in April. Here carers will be able to access a carer assessment module. Reporting mechanisms will be in place to measure how many people have visited carer's pages and completed on line assessment.
- *Discharge planning to include carer's assessment for support and local offer information pack on discharge* A recent meeting with Jeanette Sarkar (Head of Nursing and Quality at East Cheshire NHS Trust). ECNHST has developed a 'dementia care bundle' which aims to enhance patient and carer experience by providing valuable information which allows staff to deliver patient centred care. The dementia care bundle includes 'This Is Me' passport where staff encourage completion with the assistance of their main carer who can provide valuable insight for staff about the person they are caring for e.g. preferences,

dislikes etc. It also includes a carer survey in order to gather carer's viewpoints to further improve dementia care within the acute setting. A section within the dementia care bundle specifically focuses on carers in that it provides signposting to services in the community, information about open visiting passes and the ability to be involved in their loved ones care if they would prefer is explored. The Dementia Care Bundle has been piloted on Wards 5 and 9 during the month of October 2016. Evaluation is currently in place with the aim to implement the dementia care bundle across all adult in patient acute wards during the month of November 2016. Feedback from the pilot has been requested.

- *Continuously collate identified carer needs through assessments and surveys to inform future commissioning needs of carer's services* - At the April and during Carers week events- we will collate carer feedback on what services they would like to see and in what area to inform future commissioning of carers services. Feedback of carer respite to be collated received from the new brokerage team. A revised carer's feedback questionnaire is being developed for respite service. National Carers Survey results are due in April 2017. Initial discussions have taken place regarding the development of a local carer's survey, to be conducted after the national carer's survey has been published. The Business Intelligence team have also created an assessment survey that will be piloted from September 2016 within the Wilmslow and Macclesfield teams. This survey will be for people who use the services and have had an assessment. This will help capture information on outcomes and help to inform the future development of carer's services.
- RIPFA training for SMART teams – This is currently on hold and will be rescheduled in year. (Planning is currently taking place with the purpose for carrying out training workshops during SMART team meetings, to share the RIPFA (Research in Practice for Adults) Training Tool, working around carers assessments. A carer and their care worker will be involved in leading the sessions to share their experiences of the carer's assessment process and outcomes).
- Currently piloting a carer's feedback survey with Congleton and Wilmslow. Currently return rates are low and further analysis is being undertaken to identify the causation of a poor return rate.
- Wider investigation is taking place into a new mobile application which has been launched by Carers UK called "Jointly". The new mobile application is a tool to help families manage care for loved ones. Engagement with range of carers groups will take place to identify if carers would find the app useful and to pilot this across Cheshire East. Feedback will be captured on how this assisted them in their caring role. The feedback from carers will inform how stakeholders can raise the benefits of the app to carers.
- Safeguarding carers - A review of the safeguarding process and policy in relation to carers will commence in April.

- A Frailty service has been established at East Cheshire NHS Trust in order to identify frail elderly people by integrating other services such as therapy, social care and acute visiting service. Funding has been agreed for 17/18 and focus will be on continuing to integrate existing services, sharing skills (spreading frailty message) and training. The service will also have a strong focus on carers. The Project Manager will be involved in clinical team meetings and communication plans to ensure carers are included in all aspects of the service and planning.

Priority 2 - Information Service

- Strong links continue to be made with other organisations and carers to continually update on services available through the carers offer. Cheshire East Council, South Cheshire CCG and Eastern Cheshire CCG websites have been updated to reflect the most up to date information for carers.
- It was hoped that early 2017 the Carers Project Manager and the young carer featured in the strategy co-producing poster/information leaflet to hand out at a pilot school. The leaflet will be aimed at speaking to young people and highlighting the help and support available for young carers. However, due to the young carers commitments this has not been possible therefore contact has been made with the Children's Society to engage with a group of additional young carers in order to progress this piece of work and contact local schools across Cheshire to see which ones are willing to work with us and then pilot the idea with one school in Eastern Cheshire and one in South Cheshire.
- *Carers are provided with support plans and information on long term/end of life care support if appropriate* - work is taking place by the dementia end of life practice development team including dementia training and end of life training.
- Following a recommendation at the December 2016 Health and Social Care Overview and Scrutiny committee to provide information to carers through the Council Tax booklet which will be delivered to residents across the borough, a section of the *Caring in Cheshire* has been used provide information to carers.

Priority 3- Respite and Carer Breaks:

- This year we have used the information we received from carers about what was important to them and what was reflected in the Joint Carers' Strategy delivery plan to inform 'The Carers' Breaks Fund Grant Awards' bidding criteria for 2016/17. A full list of the services that were awarded funding, through the Better Care Fund, can be seen in Appendix 3. Funding was made available to support the delivery of services that enable and facilitate a range of carer breaks, where one or more of the following key objectives must be met:
 - ✓ **Realising and Releasing Potential**
Enabling those with caring responsibilities to fulfil their potential by removing barriers to opportunity and promoting access to learning.
 - ✓ **Supporting Carers to Stay Healthy**
Supporting carers to remain mentally and physically well by offering services that provide positive outcomes to an individual's health and wellbeing.
 - ✓ **Life Outside of Caring**
Support to carers which enables them to have a family and community life, alleviating the impact of the caring role.
- The Carers Project manager is working with the Head of Carers Services, Local Solutions in Liverpool to understand a successful project "MyTime" with the hope it can be replicated in Cheshire East. The project enables carers to spend a night away in a local hotel and use their spa facilities if available and gives carers an opportunity to relax and have a break from their caring role.

Priority 3 - Realising Carer Potential:

- *Ensure our own organisations are carer friendly* - Dementia Friends training taking place at Eastern Cheshire CCG in March. All policies being looked into for working carers. The project mentioned below (Supporting working carers) will feed into this workstream.
- Through the North West Carer Leads Network expressions of interest were requested to take part in a two year pilot Supporting Working Carers Project organised and funded by TLAP, ADASS Y&H and ADASS NW.
- The aims of the project are to;
 - ✓ Raise the profile of working carers in the regions, the difficulties they encounter and the impact this has on them, their families, employers and the economy.
 - ✓ Develop evidenced based approaches to supporting working carers which will enable them to remain in employment and continue with their caring role.

- ✓ Promote the positive outcomes which can be achieved through the provision of appropriate support to working carers and the business cases for businesses to support their working carers.
- ✓ Provide solutions which will assist in culture change and promote positive attitudes towards working carers by employers, including the health and social care sectors.
- Cheshire East Council as the lead authority for carers in have been successful in selection to take part in the pilot and this will enable this initiative to further enhance the collaboration of Cheshire East Council, NHS Eastern Cheshire and South Cheshire CCG's in reviewing each organisations policies and procedures that support working carers staff group.
- Cheshire East Council currently has a range of policies which give flexibility within how working carers can balance the demands of caring and employment:
 - ✓ Retirement and severance policy
 - ✓ Carers page on internal Cheshire east Council website
 - ✓ Right to Apply to work Flexibly Policy
 - ✓ Flexi time policy
 - ✓ Leave and Time Off policy
 - ✓ Flexible and \Mobile working policy
 - ✓ Work Life balance policy
 - ✓ Supervision policy
- The Council has previously commissioned as one of carers services support for carers to enter the workplace which has received very positive outcomes for carers who have accessed the service. This will also be used as part of the pilot to demonstrate good practice

Priority 4 - The 'Umbrella' Employers for Carers membership model

- In addition to the Supporting Working carers Project the Council has also been successful in an expression of interest to be part of the Carers UK and Employment for Carers 'Umbrella Organisation' model. This works as follows:
- The 'umbrella' member organisation (i.e. the local authority or chamber, trade association) acts as a co-ordinating body by **extending its EfC membership** to its own member SMEs (organisations with less than 250 employees).
- **Free access** to EfC membership and resources is then provided for all SMEs in the locality.
- This model therefore benefits both the 'umbrella' organisation and local businesses. It is essentially a **block membership arrangement**

- SMEs benefit from ‘umbrella’ membership in the following ways:
 - ✓ accessing **member resources** on the EfC website, including relevant legal information, practical case studies and template leaflets/workplace surveys;
 - ✓ invitations to EfC **member events**; **connecting with other employers** and benefitting from peer support;
 - ✓ being part of an **employer network** within the locality which could also host local employer networking sessions.
- Meetings are planned with the Executive Director –Place to scope how contact can be made with the business community within the borough to progress this workstream
- Carers Week 2017 theme is Supporting Working Carers and officers are currently scoping how this will be promoted across the borough in an event format. The Event will be planned and a steering group will be organised with members representing health and social care and third sector organisations. The provisional date set for the event is 15th June 2017.
- Barclays Bank, Radbroke Hall, Knutsford have been approached by CEC to once again work in partnership to support and facilitate their annual “Barclays Working Carers Forum”. The aim of the forum was to enable employees based at Radbroke Hall who also care for a relative or friend, young carer or parent carer, to talk to care providers, find out what help is available and understand the changes for carers following the implementation of the Care Act 2014 or talk informally to other carers. Last year this proved to be an exciting opportunity to work with Barclays who have a strong commitment to customers and staff who have caring responsibilities. Officers from Adult commissioning and Operational Adult Social care have been working with Barclays staff on an ongoing basis and will be supporting the development of the forum in 2017. Further work is being undertaken by CEC Local Area Co-ordinators in developing additional links following the event with Barclay’s staff to facilitate targeted support to staff and also to carry out possible volunteer work. The delivery plan seeks to encourage all local employers to be carer friendly. The learning from last year’s event and the partnership workshop will be used for planning this year’s forum and in future with other employers.

Priority 5 - Engagement and Co-Production

- There is a new working group led by Cheshire and Wirral Partnership (CWP) supporting the ongoing implementation of 'The Triangle of Care' principles across the Trust. The 'Triangle of Care' is an alliance between service user, staff member and carer that promotes safety, supports recovery and sustains well-being. The Group shares current best practice in all CWP localities. More recently all localities within CWP came together with the aim of starting a process to create a Person Centred Framework. The outcome goal was to come away with the first set of principles for the Person Centred Framework for wider consultation. There are six key elements suggested as good practice examples required in 'The Triangle of Care' to achieve better collaboration and partnership with carers and the service user and carer's journey through a typical acute episode. The learning from this working group will provide valuable information to support the principles being standardised across other services as the strategy develops.
- Engagement Events – Throughout the months of February and March 2017, engagement events have taken place every Tuesday at the Independent Living Centre, Wilmslow. The purpose of these events is to showcase services, support and information as well as promote the health, wellbeing, independence and self-help opportunities for the residents of Cheshire East. The events are also open to staff and families and carers.
- April 25th 2017 will see another engagement event at Crewe Lifestyle Centre which will bring all carer services in a market place. This event has been funded by Crewe Town Council with support from Care4CE, Eastern Cheshire CCG, South Cheshire CCG and Cheshire East Council Local Area Co-Ordinators.