

York Carers Strategy Action Plan 2011 – 2015 V5 Progress update August 2015

National Strategic Outcome One				
Recognised and supported as expert care partners				
Outcome	What we need to do	Achievements	Lead officer	Update Aug 2015
Information: Carers will have wider access to accurate information and advice available through a range of communication methods	Set up a robust system for update and distribution of accessible information for carers, including electronic distribution methods	Information in factsheet format and available on line. 'Universal offer' being developed to launch June 2014. New York Carers Centre website being developed.	Carers Info Group Chair York Carer's Centre (YCC)	New YCC website; Connect to Support
	Develop and distribute public information which is accessible to people who may not recognise themselves as 'carers'	As above	Carers Info Group Chair YCC	Ongoing
	NEW Monitor implementation Care Bill re duty to provide information as it affects carers. Involve GPs in the provision of information to carers	CCG continues to commission training for GPs	Frances Perry City of York Council (CYC) Sarah Kocinski Vale of York Clinical Commissioning Group (VOYCCG)	Work led by CIG group Daniel Blagdon now CCG lead

	<p>Carer identification: Carers will be recognised and valued for their unique role in supporting the cared for person</p>	<p>Enable professionals to effectively identify carers.</p> <p>Include carer awareness raising in all workforce development strategies</p>	<p>Universal offer as above</p> <p>.</p>	<p>Carers Info Grp Chair</p> <p>CYC Workforce Development Unit and health workforce</p>	<p>Universal offer launched and work continues to establish</p> <p>Frances attends CYC Workforce Strategy Group.</p>
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<p>Integrated services: Services and information will be provided in a coordinated way across and within agencies</p>	<p>Ensure carers voice is represented and heard in Health and Wellbeing Board and partnership groups.</p> <p>NEW Better Care Fund and health and social care integration (BCF)</p> <p>NEW Prevention: Care Bill implementation: monitor and review availability of 'preventative' support to carers.</p>	<p>Carers Charter and Carers Champions agreed by Health and Wellbeing Board (HWBB) July 2013. York Carers Forum and York Carers Centre sit on Older People and Long Term Conditions Partnership Board..</p> <p>Work in progress re ensuring support for carers integral to integration plans.</p>	<p>Frances Perry/Daniel Blagdon</p>	<p>New Carers Action Group – June 2015</p> <p>Better Care Fund (BCF) – links established with Integrated Teams</p> <p>'Single point of contact' key element of Carers Transformation Project</p>
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<p>Personalised services: Carers will have access to a range of flexible services that meet their individual needs</p>	<p>Adult and Children’s Social Services to provide a coordinated approach to assessment for the ‘whole family’</p> <p>NEW Engage in implementation of Care Bill guidance when issued re carer assessments and rights to services.</p> <p>City of York Council will reduce length of waiting list for Carers Assessment of Need</p>	<p>Ensure holistic approach in implementation of Care Bill changes.</p> <p>Achieved. Ensure waiting list does not develop in future.</p>	<p>TBC CYC</p> <p>TBC CYC</p> <p>Ralph Edwards, CYC</p>	<p>Whole Family approach – joint work Children’s and Adults social care</p> <p>Carers Transformation Project delivering new approach to assessments</p> <p>Waiting list high again but resource invested to reduce</p>
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<p>Carer involvement: Carers will be involved in planning and monitoring the services they receive</p>	<p>Review and increase carer involvement and take appropriate action</p> <p>Map carer involvement in local health and social care planning networks with attention to the development of Healthwatch</p> <p>NEW Liaise with Healthwatch re raising carer awareness and promoting carer involvement in monitoring services.</p> <p>NEW Support for carer led forums – review : York Carers Forum and CANDI</p>	<p>Carers Strategy Group role and membership reviewed and revised..</p> <p>Achieved and ongoing – Healthwatch Manager member of Carers Strategy Group.</p>	<p>Frances Perry CYC</p> <p>Frances Perry CYC</p> <p>Frances Perry CYC/Sian Balsom Healthwatch</p> <p>Frances Perry</p>	<p>New Carers Action Group has met</p> <p>Healthwatch engaged in Carers Strategy Group</p> <p>Ongoing</p>
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<p>Equality and social inclusion: All carers will be able to access services and support.</p>	<p>Ensure information about carers ethnicity is appropriately recorded by City of York Council, York Carers Centre and all Carers Strategy partner organisations to inform future service planning.</p> <p>Use existing contact mechanisms with Black and Minority Ethnic (BME), multi-faith and multi-cultural groups to identify the numbers of carers from BME communities and take appropriate action</p> <p>City of York Council to review its equalities framework to ensure carers become part of all equality and inclusion work</p>	<p>Carers ethnicity now recorded by CYC and York Carers Centre</p> <p>Work completed but no response to request to complete questionnaire.. Needs funding to complete targeted work.</p> <p>York Carers Centre has place on Fairness and Equality Board.</p>	<p>Frances Perry CYC</p> <p>Frances Perry CYC</p>	<p>No specific work completed.</p> <p>Community Impact Assessment completed for Carers Project under Transformation agenda.</p>
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National Strategic Outcome Two
Enjoying a life outside caring

	Outcome	What we need to do	Achievements	Lead officer	Update Aug 2015
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<p>Break provision: Ensure carers have access to a range of flexible breaks</p>	<p>Continue monitor supply and demand re all carers breaks schemes</p> <p>NEW Establish plans for Better Care Funding stream highlighted for carers breaks.</p> <p>Support additional breaks through small grants to carer support groups.</p>	<p>Review of commissioned services completed summer 2013 – highlights demand for breaks is high and supply for funded breaks not met.</p> <p>See above</p> <p>Successful pilot spring 2013, further funding spring 2014.</p>	<p>Frances Perry CYC</p> <p>Frances Perry CYC</p> <p>Frances Perry CYC</p>	<p>Simplified Personal Budget /Cash payment for carers in place</p> <p>Replacement care funded support to be reviewed Autumn 2015</p> <p>Small grants now into third funding round and evidence of beneficial outcomes for carers</p>
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<p>Technology: Ensure carers have access to a range of services and support</p>	<p>Ensure telecare services are accessible to adults</p> <p>Ensure carers are aware of availability of and access to telehealth services and support</p>	<p>Warden Call aware of carers as host the Carers Emergency Card.</p> <p>Telehealth contract expired end March 2014</p>	<p>Frances Perry CYC</p> <p>Daniel Blagdon Vale Of York Clinical Commissioning Group</p>	<p>Be Independent continue to host Carers Emergency Card</p> <p>No update available</p>
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National Strategic Outcome Three <i>Not financially disadvantaged</i>				
Outcome	What we need to do			Update Aug 2015
Income: Ensure carers have access to benefits and financial advice	<p>Audit current benefits advice services available to carers</p> <p>http://www.yorkcvs.org.uk/benefitsinyork</p> <p>NEW: Review impact of welfare benefits changes and access to advice.</p> <p>Ensure carers can access financial advice when the cared for enters residential care and at end of life</p>	<p>List about how to access benefits available on YCVS website</p> <p>No specific work completed</p> <p>No specific work completed.</p> <p>York Carers Centre provides advice worker and partner with CAB advice co-ordination.</p>	<p>Sian Balsom York CVS</p> <p>Frances Perry CYC</p>	<p>Financial and welfare benefits advice work continues at York Carers Centre</p>

<p>Employment: Carers should have access to employment support and vocational training</p>	<p>Monitor City of York Council's implementation of the action plan linked to the 'Carers Friendly Employer' charter mark</p> <p>Develop links with local businesses</p> <p>Roll out information about carers employment rights to employees and employers in York - NEW YCC looking at good practice in Gateshead and roll out of similar in York. Liaison with CYC around 'Good Growth' agenda.</p>	<p>Last review March 2012 and this is no longer 'active'.</p> <p>Factsheet for employers produced York Carers Centre partner with York Employment Fair</p> <p>Ongoing</p> <p>York Carers Centre secured funding to extend work with Young Adult Carers and links with local colleges/employers.</p>	<p>Frances Perry CYC</p> <p>YCC</p> <p>YCC</p>	<p>YCC had 59 referrals from Job Centre Plus</p> <p>YCC established working relationships with York College, Askham Bryan College, and both universities in York</p> <p>Bid submitted for national funding re potential of Assistive Technology in supporting carers – unsuccessful.</p>
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National Strategic Outcome Four -Mentally and physically well; treated with dignity				Update Aug 2015
Outcome	What we need to do	Achievements	Lead officer	Action required

<p>Prevention: Carers should have access to appropriate medical advice, and support about their own health needs</p> <p>NHS: Carers needs should be addressed in hospital admission and discharge procedures</p> <p>Primary Care and GPs: Primary care professionals should identify carers ensuring appropriate support, signposting and referrals</p>	<p>Health commissioners and providers ensure greater consistency around identifying and addressing the needs of carers</p> <p>Health commissioners will work towards ensuring that all care pathways provide guidance on the information and advice carers will need</p> <p>To engage with the new NHS Commissioning bodies (Clinical Commissioning Groups) as they develop to promote carers issues and build on existing work in Primary, Community and Acute Care</p> <p>NEW Draft strategic communications and engagement and involvement plan states that actively involving patients and carers in discussions about proposed service changes ensures that we better reflect the needs, priorities and aspirations of users in our commissioning decisions.</p>	<p>Vale of York CCG actively promoting carer awareness in GP surgeries.</p> <p>Back care project developed factsheets and a DVD: www.youtube.com/watch?v=dHxzxXoEeyM to support carers around back care and moving and handling</p> <p>Information provided for 2014 Joint Strategic Needs Assessment</p> <p>No success in identification of Carers Lead in acute trust.</p> <p>Active engagement with Vale of York CCG. Decision in 2013 that health task group does not meet as current projects overseen by Carers Information Group.</p>	<p>Daniel Blagdon VOYCCG</p> <p>York Carer's Centre and YCF</p> <p>Daniel Blagdon VOYCCG</p>	<p>Daniel Blagdon, CCG lead actively promoting carer awareness with GPs.</p> <p>Carer Awareness courses for GP practices planned for 2015. Daniel to visit all GP practices.</p> <p>Successful links between Daniel and Patient Experience Team at York Teaching Hospital</p>
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<p>Emotional Support: Carers should have support to maintain their well being and reduce stress</p>	<p>Continue to monitor local sources of emotional support</p> <p>NEW Establish partnerships across local organisations to maximise potential of carers accessing support</p> <p>NEW Continue to monitor small grants scheme for Carer Support Groups 2014 and impact on carers' emotional wellbeing</p>	<p>Gap analysis did not produce useful information.</p> <p>Work completed to confirm carer access to Mental Health Support line and clarify referral process.</p> <p>York Carers Centre and MIND partners in hosting regular meetings re Mental Health</p> <p>Stress management workshops provided by substance misuse worker at York Carers Centre</p> <p>Carer Support Worker appointed at York Carers Centre spring 2014 to provide emotional support to carers</p>	<p>Daniel Blagdon VOYCCG</p>	<p>YCC sent out Assessment Quality Of Life (AQOL) survey and followed up by providing support to carers in most need. Temporary additional funding from CYC to employ Carers Support Worker</p> <p>Grants for support groups continues into 3rd round.</p>
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National Strategic Outcome Five <i>Children thriving, protected from inappropriate caring roles</i>				
Outcome	What we need to do	Achievements	Lead Officer	Update August 2015
Universal services: Children have access to the support they need to learn, develop and thrive	<p>Set up the Young Carers task group and action plan NEW Identify new lead from Children' Services and review membership of Task Group.</p> <p>Ongoing development of the work now established in schools which supports young carers</p> <p>http://ycrtinytreasures.wordpress.com/ Information about Primary School Project</p> <p>Task group to consider York LINK report (March 2011) recommendation: 'Young carers should be given help to get home access to computers'</p> <p>NEW Support Young Carers Revolution to continue and develop</p>	<p>Task Group set up September 2011 but not met since 2012 due to long term sick leave of lead officer.</p> <p>Carers Card rolled out in X secondary school and Young Carers Revolution engaged in active work re Primary School Project.</p> <p>Not achieved.</p> <p>York Carers Centre maintains support to YCR</p>	<p>TBC CYC</p> <p>CYC</p>	<p>Judy Kent lead officer in Children's Services.</p> <p>Whole Family workstream started across Adults and Children's services</p> <p>Carers Card in place in 7 of 9 secondary schools and 'Tiny Treasures' work in Primary Schools</p>

<p>Whole family support: Children and young people are protected from inappropriate caring.</p> <p>Young adults have access to appropriate advice in relation to their transition into adulthood.</p>	<p>NEW Ensure strategic links to implementation of Children and Young People’s plan action: <i>‘(25) Further identify, and respond to, the needs of young carers’</i></p> <p>Implement the Common Assessment Framework (CAF) as the assessment tool for Young Carers Assessment: PRIORITY</p> <p>NEW ensure successful monitoring of FEHAs and young carers</p> <p>Ensure adult services identify young carers in their assessment processes and paperwork</p> <p>NEW Monitor guidance re implementation of Children and Families Bill and Care Bill in young carers accessing assessments and support of whole family approaches.</p>	<p>CAF – ‘Family Early Help Assessment’ is the assessment tool. Monitoring initially not recording young carers</p> <p>Agreement that question to identify young carers is included in Children’s Advice and Assessment Team (CAAT) team first contacts</p>	<p>Judy Kent CYC</p> <p>Ralph Edwards CYC</p>	<p>Report on Young Carers presented to YorOK Board</p> <p>Family Early Help Assessment (FEHA) in place for young carers</p> <p>Question to identify young carers in place on Adult Social Care Assessment form</p>
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		<p>Ensure effective sources of advice are available to young carers aged 16-18+</p> <p>Promote support to all young adult carers</p>	<p>Successful development of young adults service at YCC and young adults network for professionals</p>		<p>Young Adult Carer work grown at YCC and gained national recognition</p>
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