

THEME 1: I recognise myself as a carer, as do others, and I know who to turn to when I need help

Outcome	Why are we doing this?	What will we do?	How will we know we have been successful?	Who will lead?
<p>Service providers, employers and the wider community are aware of carers, their needs and the barriers they face.</p>	<p>As caring can affect anyone, at any age, it is important that we raise awareness and understanding of carers' needs in wider society.</p> <p>Identifying carers and supporting them is everybody's business and everyone has a role to play.</p>	<p>Carer awareness information and training will be provided to a wide range of:</p> <ul style="list-style-type: none"> a) Private sector employers (from larger companies such as Aviva, Hiscox & Network Rail to the many small & medium sized firms in the city); and b) Public sector employers (including the Council, TEWV, York Hospital Trust, FE & HE institutions, GP Practices and schools) <p>Employers and health and social care professionals will be trained to better recognise and understand the challenges faced by carers, and to cascade this knowledge to their colleagues, friends and families. Employers will be encouraged to make this training mandatory.</p> <p>This will be supported by an ongoing awareness raising campaign with the general public, utilising various media channels to educate and inform the wider population about the issues and challenges faced by our carers.</p>	<p>A broad cross-section of the population of York understand what caring is, and actively assist carers by helping to break down barriers to employment, education and other services such as leisure and housing.</p> <p>Many of the outcomes in this theme will be monitored through the Survey of Adult Carers in England (SACE) which asks carers, on a biennial basis, their opinion about the services and care they receive from local authorities and other providers. The survey also asks carers about their health, happiness and wellbeing. Responses to the 2018-19 survey in York will be used as a baseline against which to measure improvement.</p>	<p>Whole city approach.</p> <p>Led by York Carers Strategy Group, actively supported by all private and public sector partners, and citizens of York.</p>

Outcome	Why are we doing this?	What will we do?	How will we know we have been successful?	Who will lead?
		<p>Promote York Carers Centre Carers Online training. (The training covers young carers, young adult carers, and adult carers and enables participants to print a certificate of achievement).</p> <p>The nationwide Carers Week and Carers Rights Day events will be widely promoted throughout York, actively engaging the media.</p>		
<p>People recognise themselves as carers and know where to go to for support.</p>	<p>Caring is a natural part of family relationships and people see themselves as sons, daughters, partners or parents rather than carers. It can take people up to 3 years to identify themselves as a carer, and during this time many carers miss out on vital information, advice and assistance.</p> <p>We want people to recognise themselves as carers at an early stage of their caring journey and register with appropriate services for support. This will help services to intervene early.</p>	<p>Members of York Carers Strategy Group will adopt new and innovative approaches to actively seek out carers and engage with them once they are identified.</p> <p>We will undertake outreach work and awareness campaigns in local communities and neighbourhoods and will work together to build on initiatives such as Carers Week & Carers Rights Day.</p> <p>This goes far beyond the provision of information and advice about carers services. It is about reaching out to people and making them aware that they are a carer in the first place.</p>	<p>Increased numbers of carers of all ages and from all backgrounds registered with York Carers Centre.</p>	<p>York Carers Strategy Group - member organisations will (both individually and collectively) set out specific strategies to reach out to individuals of all ages and backgrounds who do not realise they are carers.</p>

Outcome	Why are we doing this?	What will we do?	How will we know we have been successful?	Who will lead?
<p>Carers can get out and about in their communities, meet with friends and support each other.</p>	<p>Caring can be very rewarding and fulfilling but at times it can also be physically and emotionally overwhelming. It can be difficult to maintain friendships and carers often say they feel lonely and isolated.</p> <p>Creating carer friendly communities and neighbourhoods (where there are opportunities for carers to get out and about, meet with friends and support each other) helps to maintain carers' physical and emotional health and wellbeing.</p>	<p>We will encourage the creation of new neighbourhood and community based support groups to complement those groups already in existence, so that carers have easier access to peer support.</p> <p>We will ensure that new groups and networks are established in areas where there is limited existing provision. These peer networks will include voluntary sitting, listening and befriending services.</p> <p>We will also reach out to carers and encourage them to attend the many existing groups and activities that are thriving within communities across York.</p> <p>Activities, peer groups, events, training and carer breaks will be widely promoted through the York Carers Centre Carers Newsletter Calendar of Events.</p>	<p>More carers are aware of opportunities to socialise and access information, advice and support, through York Carers Centre Hubs at venues throughout York.</p> <p>Hubs and peer group sessions demonstrate carer engagement and respond to carers' identified needs</p> <p>Fewer carers feel lonely and isolated.</p> <p>More carers feel that their quality of life has been improved.</p>	<p>York Carers Centre</p> <p>City of York Council - Local Area Co-ordinators, Communities & Equalities Officers, Housing Neighbourhood Managers etc.</p> <p>York Explore Libraries</p> <p>VCS groups, particularly grassroots local organisations.</p> <p>York CVS</p> <p>Talking Points</p>

Outcome	Why are we doing this?	What will we do?	How will we know we have been successful?	Who will lead?
<p>Carers can make informed choices about access to care, support, health and wellbeing.</p>	<p>Carers are very concerned about timely access to support.</p> <p>We know that getting the right information and support in the right place, in the right format and at the right time is vitally important – not only in reaching out to hidden carers, but in keeping existing carers informed and updated.</p> <p>We recognise access to timely support is vital if carers are to maintain their caring role and avoid crisis interventions.</p>	<p>We will make information for carers is readily available and accessible in a range of formats: paper based, online, via social media.</p> <p>We will make sure that there is consistency of message when designing information and advice materials for carers.</p> <p>Carers searching for information will receive the same accurate, up-to-date information irrespective of where they start their enquiry.</p> <p>We will continue to promote York Carers Centre (YCC) as the first point of contact for carers. (YCC will in turn co-ordinate effective routes to support from other service providers).</p> <p>We will fully utilise the new Live Well York website to promote information, advice and support for carers.</p> <p>We will work closely with all branches of our Explore Libraries, children's centres, community and leisure centres to provide consistent information and advice for carers within community settings</p>	<p>Positive feedback from carers about the quality, consistency and timeliness of information and advice in York.</p> <p>More carers will register with York Carers Centre.</p> <p>More carers will say they have found it easy to access information and advice about support services.</p> <p>More carers will say that the information and advice they have received has been helpful.</p>	<p>All members of the York Carers Strategy Group will work collectively to develop agreed co-production standards.</p> <p>Other key partners will include:</p> <p>Healthwatch York York CVS York Explore Libraries Talking Points Children's Centres Community centres Leisure centres Places of worship and faith based groups.</p>

THEME 2: I am supported in my caring role, and am able to live a life of my own.

Outcome	Why are we doing this?	What will we do?	How will we know we have been successful?	Who will lead?
<p>Provide personalised and timely support for carers and the cared for so that their quality of life is improved</p>	<p>We know that many carers find it easier to continue in their caring role if they can get some assistance. Timely interventions can make a huge difference to carers and help maintain people's independence.</p>	<p>Different groups of carers need assistance in relation to their own individual needs and the needs of the person they care for. For example older carers, parent carers, working carers, carers of people living with dementia, a learning disability or autism all require individual assessment and support.</p> <p>Alongside cross-cutting interventions we recognise that there are actions that we need to put in place tailored to specific groups of carers. These are set out in the various actions in Theme 2 (as per below).</p>	<p>Increased numbers of carers engaged with ongoing support, with positive feedback received from carers, the cared for and carers' organisations about their experiences of accessing services in a timely and effective manner.</p> <p>Many of the outcomes in this theme will be monitored through the Survey of Adult Carers in England (SACE) which asks carers, on a biennial basis, their opinion about the services and care they receive from local authorities and other providers. The survey also asks carers about their health, happiness and wellbeing. Responses to the 2018-19 survey in York will be used as a baseline against which to measure improvement.</p>	<p>All public, private and voluntary sector partners in the city.</p>

Outcome	Why are we doing this?	What will we do?	How will we know we have been successful?	Who will lead?
<p>Provide personalised and timely support for older carers.</p>	<p>We know that a significant proportion of carers in York are elderly, as are the people they are caring for.</p> <p>We know that older carers are spending an increasing amount of time caring - and are more likely to have to look after people that suffer from multiple health issues, whilst not reporting particularly good health themselves.</p>	<p>We will work towards the development of a sustainable homecare model in York. (Without this the strain that is currently being placed on older, and other, carers will persist).</p> <p>We will support the development of the new neighbourhood homecare model - proactively exploring alternative ways of meeting the needs of homecare and reablement customers, creating capacity in the homecare marketplace and easing the burden on carers.</p> <p>We will make sure that homecare providers are building strong relationships with carers and wider community support networks e.g. Community Nurses, GP Practices, Local Area Co-ordinators etc.</p>	<p>Close working relationships are established between homecare, primary healthcare and community and voluntary sector partners at a local level to support both carers and the cared for.</p> <p>There will be a measurable increase in the timeliness, availability, quality and diversity of homecare provision in the city of York.</p>	<p>The Homecare Working Group will lead this piece of work and will report progress to the York Carers Strategy Group.</p> <p>Key partners taking this agenda forwards will include City of York Council, Community Catalysts and Yorkshire Housing.</p> <p>Wider partners to include Local Area Co-ordinators, Community Nurses, GPs, Talking Points etc.</p>

Outcome	Why are we doing this?	What will we do?	How will we know we have been successful?	Who will lead?
<p>Provide personalised and timely support for young carers and young adult carers.</p>	<p>Caring responsibilities can help children and young adult develop a number of life skills and be a positive experience. However, some young carers find themselves isolated and hidden from support.</p> <p>Service providers may focus on the health condition of a family member and not acknowledge or recognise that a child or young person is providing care that is beyond their experience or capability.</p> <p>Children may miss out on their education and social life through inappropriate caring responsibilities</p> <p>Many young carers are struggling struggle to live a life of their own, make friends or socialise. For some this means they are unable to achieve well at school. Many feel as if they have no choice other than to provide care and do not know their rights or who to turn to for support.</p>	<p>We will make sure that young carers and young adult carers are supported to make informed choices about their future, enabling them to lead independent and fulfilling lives.</p> <p>We will make sure there is a shared commitment that no child or young adult in York is disadvantaged because they have caring responsibilities.</p> <p>We will actively promote the York Carers Centre young carers and young adult carers' services.</p> <p>Members of the York Carers Strategy Group will support York Carers Centre to provide a range of age appropriate activities responding to the needs of young carers in York.</p> <p>We will engage schools and colleges to recognise the problems young carers face and adopt ways to identify and support them through education.</p> <p>We will work with the council Housing Service to ensure that young adult carers are able to access social rented, affordable rented and intermediate housing.</p>	<p>More child and young adult carers are identified.</p> <p>More child and young adult carers feel supported.</p> <p>Improved educational attendance and attainment amongst young carers and young adult carers.</p> <p>New initiatives for young carers are launched, or existing services extended to support child and young adult carers.</p> <p>More young carers and siblings will be supported to have the same life chances as other people.</p>	<p>All members of York Carers Strategy Group, actively supported by schools, further and higher education institutions, Children's Centres and the wider voluntary & community.</p>

Outcome	Why are we doing this?	What will we do?	How will we know we have been successful?	Who will lead?
<p>Make sure that carers are able to maintain their health and wellbeing.</p>	<p>We recognise the vital importance of encouraging carers to be mindful of their own health, wellbeing and role in self-care.</p> <p>We know that many carers in York are neglecting their own health in order to support the people they are looking after.</p>	<p>All carers will be encouraged to register as a carer at their GP practice.</p> <p>Each GP practice in York will hold, and actively update a Carers Register, listing all known carers on their practice list.</p> <p>All carers will be offered an annual health check by their GP and be offered other benefits when necessary, such as a free flu vaccine.</p> <p>Each GP practice also holds a Long Term Conditions register. Patients on these registers will be contacted to find out who is supporting them, thereby identifying potentially hidden carers.</p> <p>If the GP Practice has access to the Ways to Wellbeing social prescribing scheme it will actively refer carers to this service.</p>	<p>Fewer carers say that they are not looking after themselves well enough.</p> <p>Fewer carers say their health is suffering due to their caring role.</p>	<p>Vale of York Clinical Commissioning Group.</p> <p>All GP Practices in York.</p> <p>York CVS Ways to Wellbeing Service.</p>

Outcome	Why are we doing this?	What will we do?	How will we know we have been successful?	Who will lead?
<p>Opportunities to take a break are accessible to carers in York.</p>	<p>Having a regular break can help carers continue in their caring role and maintain their own health and wellbeing. Carers in York have told us that there are not enough opportunities to take a break.</p> <p>Carers for older people and the parents of children with disabilities have told us that they find it particularly hard to take a break.</p> <p>We recognise the vital importance of short breaks and their fundamental importance in avoiding long term care, and preventing the breakdown of caring arrangements.</p>	<p>We know that we need more short break facilities for carers of all ages and backgrounds e.g.</p> <ul style="list-style-type: none"> • Services allowing a break from caring at short notice or in an emergency. • Services allowing a break from caring between 1 and 24 hours, and 24 hours plus. (To include one off and regular, planned breaks). <p>Getting results will be extremely challenging. There is currently no incentive for care and nursing home providers to make short break units available (due to the sporadic nature of requests and resultant loss in income due to voids).</p> <p>We will form a Working Party to develop a 5 year plan around the provision of short breaks. This will look at the above and other initiatives e.g.</p> <ul style="list-style-type: none"> • A standby service to provide care at short notice within the home environment in situations where the carer has reached breaking point. • Better publicity and co-ordination of existing short break services e.g. Yorkshire Housing, Age UK and Crossroads Care. • More short break services and facilities for adults and children with disabilities. • More take up of Carers Direct Payments to facilitate personalised short breaks. 	<p>More carers benefitting from flexible services and short breaks, particularly from under-represented groups.</p> <p>Fewer carers say that they feel socially isolated.</p> <p>More carers say that there has been an improvement in their quality of life.</p> <p>More carers say that they are able to spend some time doing things they value or enjoy.</p> <p>Fewer carers say that they have little or no control over their daily lives.</p>	<p>Short Breaks Working Party (reporting to York Carers Strategy Group)</p> <p>Membership to include: CYC adult social care staff, domiciliary, care and nursing home providers, learning disability supported living providers, York Carers Centre etc.</p>

Outcome	Why are we doing this?	What will we do?	How will we know we have been successful?	Who will lead?
<p>Supporting carers to access and remain in employment.</p>	<p>Carers in York have told us that they are struggling to balance their caring role alongside employment responsibilities.</p> <p>We need to encourage more employers in York to recognise and support people who are juggling work with a caring role.</p> <p>We need to make sure that carers recognise their rights in the workplace.</p>	<p>Promote umbrella membership of the Employers for Carers scheme to all SME organisations in York.</p> <p>Actively encourage all employers in York (across both the private and public sectors) to implement carer-friendly practices within their workplaces</p> <p>Educate more carers about their employment rights.</p> <p>We will work with JobCentre Plus to offer tailored assistance to help carers back into employment.</p>	<p>Small and medium sized enterprises and public sector partners are accessing the Employers for Carers website (and downloading training materials, good practice guidance for supporting carers etc).</p> <p>Fewer carers are having to give up work, or work part-time, due to their caring responsibilities.</p> <p>More carers feel that they are being treated with dignity and respect within the workplace, and feel supported by their employer.</p>	<p>City of York Council</p> <p>York Carers Centre</p> <p>Private and Public sector employers in York.</p> <p>Make It York</p> <p>JobCentre Plus</p>

Outcome	Why are we doing this?	What will we do?	How will we know we have been successful?	Who will lead?
<p>Strengthen and sustain the York Carers Centre (YCC) to make sure it continues to act as an outstanding provider of generic and specialist support for carers of all ages and backgrounds.</p>	<p>We know the value of having a single point of contact for all carers.</p> <p>We want to ensure that all carers who look after a relative, friend or neighbour receive the help they are entitled to.</p> <p>York Carers Centre offer information and advice including benefits, community care, employment, education and training and can help carers to plan for emergencies.</p> <p>YCC also provides an opportunity to talk, face-to-face, with a member of staff, a regular newsletter and information about other sources of support.</p>	<p>Continue to support York Carers Centre to offer specialist services for carers of all ages and backgrounds, increasing the capacity of existing provision - also enabling the centre to develop new activities and services.</p> <p>Make sure that all partners support the Carers Centre to extend the range and scope of services offered.</p> <p>Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV) to consider funding a dedicated YCC Mental Health Support Worker post to support carers for people with mental health issues.</p> <p>Vale of York Clinical Commissioning Group (VoY CCG) to consider an increase in the annual amount of funding it contributes to the City of York Council Carers Services contract.</p>	<p>Carers will have more confidence in, and access to, a range of quality services and support tailored to their individual needs and preferences.</p> <p>More carers accessing financial support and benefits advice.</p> <p>More carers registering with the Carers Emergency Card Scheme.</p> <p>More carers accessing peer support groups e.g. mental health, dementia, and substance misuse.</p> <p>Carers of different ages and with different needs will be able to tap into the right support, when they need it, in the way that they choose.</p> <p>More external funding will be secured by YCC, with collaboration and support from York Carers Strategy Group members</p>	<p>All members of the York Carers Strategy Group.</p>

THEME 3: My voice is heard, and my feedback makes a genuine difference.

Outcome	Why are we doing this?	What will we do?	How will we know we have been successful?	Who will lead?
<p>Make sure carers are involved in planning the specific services and support that both they, and the person they care for, receives.</p>	<p>Carers have in depth knowledge of the person they care for and their support needs.</p> <p>Often they have gathered a lot of information about the specific condition of the cared for.</p> <p>They may be able to remember when the person with care needs cannot, or they may understand the way the other person communicates when other people do not.</p> <p>They will often be familiar with a number of services the cared for is receiving and be able to co-ordinate overall support, avoiding duplication and repeating information.</p> <p>Carers are an asset to the care for the cared for, and their caring role should be recognised as an integral part of any care planning.</p>	<p>Opportunities for carers to influence the design and delivery of local services will be created through user engagement protocols by service providers.</p> <p>York Hospital Trust will review patient admission and discharge documentation to ensure it prompts consideration of, and engagement with, carers.</p> <p>Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV) will encourage more service users and carers to register with the Involvement and Engagement Team</p> <p>TEWV will make sure that the recommendations in the Triangle of Care programme (and the Triangle of Care Action Plan) are fully implemented locally.</p> <p>TEWV will make sure that carers and families are fully engaged in service planning for the new mental health hospital in York.</p>	<p>Fewer carers say that they are excluded from decisions about the care that the person they are looking after receives.</p> <p>More carers say they are respected, listened to and acknowledged by service providers as expert partners in care.</p> <p>More carers say they are satisfied with the support that they (and the person they care for) have received from health and social care services.</p> <p>Carers will have more confidence in, and access to, a range of quality health and social care services, tailored to their individual needs and preferences.</p> <p>Notes from meetings evidence carer engagement with statutory services, and that professionals are regularly attending Carers Action Group and Carers Mental</p>	<p>All members of the York Carers Strategy Group, particularly City of York Council, TEWV, York Hospital Trust and the Vale of York Clinical Commissioning Group.</p> <p>York Carers Action Group</p> <p>York Carers Mental Health Peer Support Group</p>

Outcome	Why are we doing this?	What will we do?	How will we know we have been successful?	Who will lead?
		TEWV and York Hospital Trust will work with members of the York Carers Strategy Group to develop and promote carer engagement protocols by 1 st April 2020.	Health Peer Support Group meetings. Carers Action Group members and the Carers Mental Health Peer Support Group are engaged in the development of user engagement tools / protocols with the TEWV, York Hospital Trust and City of York Council.	
Ensure that young and young adult carers have the opportunities to be heard.	We know that young carers and young adult carers have limited opportunities to be heard. This is exacerbated by a lack of recognition from professionals regarding their caring role and young carer's lack of understanding about their rights and entitlements.	Develop creative approaches for young and young adult carers to engage with professionals and service providers e.g. through the Young Carers Revolution initiative	Young carers will be supported to have a strong voice that influences improvement, will be respected as partners in care, and be supported to have the same life chances as other people. Notes from meetings evidence young carer engagement with statutory services, and that professionals are regularly interacting with the Young Carers Revolution Initiative. Numbers of young adult carers engaging with statutory partners, and the type of engagement, will be monitored.	All members of the York Carers Strategy Group, particularly City of York Council, TEWV, York Hospital Trust and the Vale of York Clinical Commissioning Group. Young Carers Revolution Initiative

