

## Progress summary July 2011

## York Carers Strategy Action Plan - Key priorities and targets 2009 - 2011

<b>National Strategic Outcome One</b>			
<b><i>Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role.</i></b>			
	<b>Outcome</b>	<b>Local priority</b>	<b>Achievements: July 2011</b>
1A	<b>Information:</b> Carers will have easy access to accurate information and advice	<ul style="list-style-type: none"> <li>• Provision of easily accessible information and signposting</li> </ul>	<ul style="list-style-type: none"> <li>• Carers Information Pack produced and annually updated</li> <li>• York Carers Centre developing as focal point for information</li> <li>• York Carers Centre, CANDI, York Carers Forum, Young Carers Revolution and City of York Council websites provide information for carers</li> </ul>
1B	<b>Carer identification:</b> Carers will be recognised and valued for their unique role in supporting the cared for person	<ul style="list-style-type: none"> <li>• Increase identification of carers in Primary Care (see 4C)</li> </ul>	<ul style="list-style-type: none"> <li>• York Carers Centre contacted all GP surgeries and distributed information in 2010/11</li> <li>• City of York Council Health Overview Scrutiny Committee completed a carer review in spring 2011 focussing on carer identification</li> </ul>

1C	<b>Young Adult Carers:</b> Carers will have easy access to accurate information and advice	<ul style="list-style-type: none"> <li>• Establishment of support for young adult carers aged 18 years + by York Carers Centre</li> </ul>	<ul style="list-style-type: none"> <li>• York Carers Centre provides regular ongoing support to 44 young adults (July 2011)</li> </ul>
1D	<b>Integrated services:</b> Services and information will be provided in a coordinated way across and within agencies	<ul style="list-style-type: none"> <li>• Closer joint working and partnerships between health, social care and the third sector</li> <li>• Awareness raising for professionals</li> </ul>	<ul style="list-style-type: none"> <li>• Draft 'Care Pathway for Carers Support' presented to Carers Strategy Group April 2011</li> <li>• E learning carer awareness raising tools re 'Young Carers' and 'Adult Carers' launched May/June 2011</li> </ul>
1E	<b>Personalised services:</b> Carers will have access to a range of flexible services that meet their individual needs	<ul style="list-style-type: none"> <li>• Carer Assessment of Need</li> <li>• Common Assessment Framework (<i>NB not implemented for adults in York</i>)</li> <li>• Personal budgets</li> </ul>	<ul style="list-style-type: none"> <li>• Continued increase in numbers of separate carer assessment and review completed (673 in 09/10 and 857 in 10/11)</li> <li>• Carer's role acknowledged in assessment questionnaire for cared for person's personal budget</li> </ul>
1F	<b>Carer involvement:</b> Carers will be involved in planning and monitoring the services they receive	<ul style="list-style-type: none"> <li>• Training for carers – Living for Learning</li> <li>• Carer involvement</li> </ul>	<ul style="list-style-type: none"> <li>• One Living for Learning course held in 2009</li> <li>• Three active carer led forums established and offered ongoing support</li> </ul>

<b>National Strategic Outcome Two</b>			
<b><i>Carers will be able to have a life of their own alongside their caring role</i></b>			
	<b>Outcome</b>	<b>Local priority</b>	<b>Achievements</b>
2A	<b>Break provision:</b> Carers should have access to a range of flexible breaks	<ul style="list-style-type: none"> <li>• Joint plans with NYYPCT re new money for breaks</li> <li>• Review current breaks provision</li> <li>• Personal budgets to enable carers to take breaks</li> </ul>	<ul style="list-style-type: none"> <li>• Breaks review presented to Carers Strategy Group April 2010</li> <li>• Continued increase in numbers of carers benefiting from Flexible Carer Support Scheme (600 in 09/10 and 680 in 10/11)</li> </ul>
2B	<b>Emergency Card Scheme:</b> Carers should be better equipped to deal with a crisis and have peace of mind	<ul style="list-style-type: none"> <li>• Emergency Card Scheme</li> </ul>	<ul style="list-style-type: none"> <li>• Card scheme well established for adults, now includes young carers</li> </ul>
2C	<b>Technology:</b> Carers should have access to a range of services and support	<ul style="list-style-type: none"> <li>• Telecare</li> </ul>	<ul style="list-style-type: none"> <li>• Small scheme to promote benefits of telecare for carers completed in 10/11</li> </ul>
2D	<b>Housing, Leisure and Transport:</b> Carers should have access to a range of services and support	<ul style="list-style-type: none"> <li>• Discount card scheme</li> </ul>	<ul style="list-style-type: none"> <li>• Carers with Carers Emergency Card and those in receipt of Carers Allowance can access discounts at City of York Council leisure classes and swimming pools</li> <li>• York Carers Centre launched a discount card for carers in December 2010 involving 50 local businesses</li> </ul>

### National Strategic Outcome Three

*Carers will be financially supported so that they are not forced into financial hardship by their caring role*

	<b>Outcome</b>	<b>Local priority</b>	<b>Achievements</b>
3A	<b>Income:</b> Carers should have access to benefits advice	<ul style="list-style-type: none"><li>• Welfare benefits advice</li></ul>	<ul style="list-style-type: none"><li>• York Carers Centre continues to increase uptake of benefits for carers.</li></ul>
3B	<b>Employment:</b> Carers should have access to employment support and vocational training	<ul style="list-style-type: none"><li>• Ensure carers in employment are supported</li><li>• Encourage carer aware employment practice</li><li>• Make local links with new 'care partnership managers' at Jobcentre Plus</li></ul>	<ul style="list-style-type: none"><li>• York Carers Centre Employment Education and Training service established.</li><li>• York Carers Centre works with employers</li><li>• City of York Council awarded a Carer Friendly Employer charter mark</li><li>• Care Partnership Manager a member of Carers Strategy Group</li></ul>

**National Strategic Outcome Four*****Carers will be supported to stay mentally and physically well and treated with dignity***

	<b>Outcome</b>	<b>Local priority</b>	<b>Achievements</b>
4A	<b>Prevention:</b> Carers should have access to appropriate medical advice, and support about their own health needs	<ul style="list-style-type: none"><li>• Self-health checklist distribution and evaluation</li></ul>	<ul style="list-style-type: none"><li>• Check list piloted and distributed</li><li>• Business case for back care support for carers compiled and short term development work planned</li><li>• Need to give advice to carers on moving and handling included in principles for Admissions and Discharge policies circulated to Acute Trusts</li></ul>
4B	<b>NHS:</b> Carers needs should be addressed in hospital admission and discharge procedures		<ul style="list-style-type: none"><li>• NHS North Yorkshire and York included carers issues in the principles for the Admissions and Discharge Policies for all Acute Trusts</li><li>• Health passport piloted for Neurology patients includes pages about carers.</li><li>• York Carers Forum worked with York Hospital to ensure carer recognition at End of Life Pathway</li></ul>

4C	<p><b>Primary Care and GPs:</b> Primary care professionals should identify carers ensuring appropriate support, signposting and referrals</p>	<ul style="list-style-type: none"> <li>• Update GP resource pack (<i>Decision made not continue with pack</i>)</li> <li>• Develop work to improve carer identification and signposting in primary care settings</li> </ul>	<ul style="list-style-type: none"> <li>• York Carers Centre contacted all GP surgeries in York and distributed promotional information</li> <li>• Carer issues included in Dementia Map of Medicine to prompt support of carers</li> </ul>
4D	<p><b>Emotional Support:</b> Carers should have support to maintain their well being and reduce stress</p>		

**National Strategic Outcome Five**

***Children and young people will be protected from inappropriate caring and have the support they need to learn, develop, and thrive, to enjoy positive childhoods and to achieve against all the Every Child Matters outcomes.***

*(Every Child Matters outcomes: be healthy, stay safe, enjoy and achieve, make a positive contribution, achieve economic well-being)*

	<b>Outcome</b>	<b>Local priority</b>	
5A	<b>Universal services:</b> Children will have the support they need to learn develop and thrive	<ul style="list-style-type: none"><li>• Support schools in York to support young carers</li></ul>	<ul style="list-style-type: none"><li>• York Carers Centre began dedicated work with York Schools in 2009</li><li>• Young Carers Revolution produced and publicised a range of carer awareness raising tools</li></ul>
5B	<b>Targeted support for young carers:</b> Young carers will be able to make a positive contribution and have their views respected	<ul style="list-style-type: none"><li>• Set up a Young Carers Forum</li></ul>	<ul style="list-style-type: none"><li>• Young Carers Revolution established as York's carer led forum for young carers</li></ul>

5C	<b>Whole family support:</b> Children and young people will be protected from inappropriate caring		<ul style="list-style-type: none"><li>• York Carers Centre secured funding for a specialist one year post 2010/11 offering direct support to families and work to support strategic change which enabled the development of the e learning carer awareness raising tools.</li></ul>
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