

York Carers Strategy Action Plan 2011 - 2015

National Strategic Outcome One		
<i>Recognised and supported as expert care partners</i>		
	Outcome	What we need to do
	Information: Carers will have wider access to accurate information and advice available through a range of communication methods	<ul style="list-style-type: none"> • Set up a robust system for update and distribution of accessible information for carers, including electronic distribution methods • Decide which are the 'key places' in York where carers information should be available • Develop and distribute public information which is accessible to people who may not recognise themselves as 'carers' • Involve GPs in the provision of information to carers
	Carer identification: Carers will be recognised and valued for their unique role in supporting the cared for person	<ul style="list-style-type: none"> • Enable professionals to effectively identify carers. • Include carer awareness raising in all workforce development strategies
	Integrated services: Services and information will be provided in a coordinated way across and within agencies	<ul style="list-style-type: none"> • Ensure all Carers Strategy partners adopt the 'Care Pathway for carers support'

	<p>Personalised services: Carers will have access to a range of flexible services that meet their individual needs</p>	<ul style="list-style-type: none"> • Adult and Children’s Social Services to provide a coordinated approach to assessment for the ‘whole family’ • City of York Council will reduce length of waiting list for Carers Assessment of Need
	<p>Carer involvement: Carers will be involved in planning and monitoring the services they receive</p>	<ul style="list-style-type: none"> • Review and increase carer involvement and take appropriate action • Map carer involvement in local health and social care planning networks with attention to the development of Healthwatch
	<p>Equality and social inclusion: All carers will be able to access services and support.</p>	<ul style="list-style-type: none"> • 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 • Use existing contact mechanisms with BME, multi-faith and multi-cultural groups to identify the numbers of carers from BME communities and take appropriate action • City of York Council to review its equalities framework to ensure carers become part of all equality and inclusion work

National Strategic Outcome Two <i>Enjoying a life outside caring</i>		
	Outcome	What we need to do
	Break provision: Ensure carers have access to a range of flexible breaks	<ul style="list-style-type: none"> • Set up a clear framework for provision of breaks for carers which links to self directed support and personalisation • Audit existing services and support • Agree and promote the concept of what a carers break is • Research and adopt good practice • Roll out the Carers Emergency Card to parent carers
	Technology: Ensure carers have access to a range of services and support	<ul style="list-style-type: none"> • Provide accessible telecare services to adults

National Strategic Outcome Three <i>Not financially disadvantaged</i>		
	Outcome	What we need to do
	Income: Ensure carers have access to benefits and financial advice	<ul style="list-style-type: none"> • Audit current benefits advice services available to carers • Ensure carers can access financial advice when the cared for enters residential care and at end of life
	Employment: Carers should have access to employment support and vocational training	<ul style="list-style-type: none"> • Monitor City of York Council's implementation of the action plan linked to the 'Carers Friendly Employer' charter mark • Develop links with local businesses • Roll out information about carers employment rights to employees and employers in York

National Strategic Outcome Four

Mentally and physically well; treated with dignity

	Outcome	What we need to do
	<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>Emotional Support: Carers should have support to maintain their well being an reduce stress</p>	<ul style="list-style-type: none">• Health commissioners and providers ensure greater consistency around identifying and addressing the needs of carers• Health commissioners will work towards ensuring that all care pathways provide guidance on the information and advice carers will need• 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

National Strategic Outcome Five	
<i>Children thriving, protected from inappropriate caring roles</i>	
Outcome	What we need to do
<p>Universal services: Children have access to the support they need to learn, develop and thrive</p>	<ul style="list-style-type: none"> • Set up the Young Carers task group and action plan • Ongoing development of the work now established in schools which supports young carers • Task group to consider York LINK report (March 2011) recommendation: 'Young carers should be given help to get home access to computers'
<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>	<ul style="list-style-type: none"> • Implement the Common Assessment Framework (CAF) as the assessment tool for Young Carers Assessment. • Ensure adult services identify young carers in their assessment processes and paperwork • Ensure effective sources of advice are available to young carers aged 16-18+