

## York Carers Strategy Action Plan 2010 – 2012

Priority areas:     **1D – work on carers pathway**  
                           **1E – personalisation and carers**  
                           **2D – telecare and carers**  
                           **5C – young carers assessments**

<u>National Strategic Outcome One</u>					
<b>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.</b>					
	Outcome	Local priority	Target 2010 - 12	Date achieved	Lead
1 A	<b>Information:</b> Carers will have easy access to accurate information and advice	Provision of easily accessible information and signposting	<ul style="list-style-type: none"> <li>• Review current provision and distribution of information for carers, and plan for effective provision and distribution from April 2011</li> <li>• Plan provision of accessible information</li> <li>• Keep information accurate and up to date</li> <li>• Pilot some targeted provision of information in specific local communities in York</li> <li>• Access to services and referral routes for carers: review and streamline (see 1D)</li> </ul>		<b>Carers Information Group/Carers Strategy Manager</b>
1 B	<b>Carer identification:</b> Carers will be recognised and valued for their unique role in supporting the cared for person	Increase identification of carers in Primary Care (see 4C)	See 4C		<b>Carers Health Steering Group/York Carers Centre</b>
1 C	<b>Young Adult Carers:</b> Carers will have easy access to accurate information and advice	Establishment of support for young adult carers aged 18 years + by York Carers Centre			<b>York Carers Centre</b>

1 D	<b>Integrated services:</b> Services and information will be provided in a coordinated way across and within agencies	<b>Closer joint working and partnerships between health, social care and the third sector</b>  Awareness raising for professionals	<ul style="list-style-type: none"> <li>• Design and describe a micro 'carers pathway' to be to be integrated into all other 'pathways'</li> <li>• Ensure work to identify and signpost carers is included in all condition and service specific 'pathways'</li> </ul>		<b>Carers Strategy Manager/York Carers Centre</b>
1 E	<b>Personalised services:</b> Carers will have access to a range of flexible services that meet their individual needs	Carer Assessment of Need  <b>Personalisation</b>  Common Assessment Framework	<ul style="list-style-type: none"> <li>• Continue to closely monitor provision of CANs and Flexible Carer Support Scheme</li> <li>• Personalisation and carers: set up initial meeting with carers autumn 2010.</li> <li>• Carers issue: PA recruitment/retention and training</li> </ul>		<b>City of York Council</b>
1 F	<b>Carer involvement:</b> Carers will be involved in planning and monitoring the services they receive	Carer involvement	<ul style="list-style-type: none"> <li>• Provide ongoing support to carers forums.</li> <li>• Review how groups are able to network and ensure carers' voice is heard in local planning and monitoring, including work to 'hear' voice of young carers; and work to include 'hidden' carers.</li> </ul>		<b>Carers Strategy Manager</b>

National Strategic Outcome Two					
Carers will be able to have a life of their own alongside their caring role					
	Outcome	Local priority	Target 2010 - 12	Date achieved	Lead
2 A	<b>Break provision:</b> Carers should have access to a range of flexible breaks	Joint planning between social care and health.  Review current breaks provision  Personal budgets to enable carers to take breaks	<ul style="list-style-type: none"> <li>Establish integrated approach to collate information about unmet need for carers breaks.</li> <li>Plan flexible approaches re response to unmet need</li> <li>Map the impact of personal budgets on current carers breaks and respite funding.</li> </ul>		<b>Carers Strategy Manager</b>
2 B	<b>Emergency Card Scheme:</b> Carers should be better equipped to deal with a crisis and have peace of mind	Emergency Card Scheme	<ul style="list-style-type: none"> <li>Complete work to pilot the scheme to parent carers</li> </ul>		<b>York Carers Centre</b>
2 C	<b>Technology:</b> Carers should have access to a range of services and support	<b>Telecare</b>	<ul style="list-style-type: none"> <li>Explore potential of promoting telecare as a 'universal service' for carers</li> </ul>		<b>Carers Strategy Manager</b>
2 D	<b>Housing, Leisure and Transport:</b> Carers should have access to a range of services and support	Discount card scheme  Housing Strategy	<ul style="list-style-type: none"> <li>Extend the discount card scheme for carers, and implement. Launch December 2010.</li> <li>Ensure needs of unpaid carers incorporated into Housing Strategy document.</li> </ul>		<b>York Carers Centre</b>  <b>Carers Strategy Manager</b>

National Strategic Outcome Three					
Carers will be financially supported so that they are not forced into financial hardship by their caring role					
	Outcome	Local priority	Target 2010 - 12	Date achieved	Lead
3 A	<b>Income:</b> Carers should have access to benefits advice	Welfare benefits advice	Ensure carers can access financial advice when the cared for enters residential care, and at end of life.		<b>York Carers Centre/Carers Strategy Manager</b>
3 B	<b>Employment:</b> Carers should have access to employment support and vocational training	<p>Ensure carers in employment are supported</p> <p>Encourage carer aware employment practice</p> <p>Training for carers</p> <p>Ensure links with Care Partnership Manager at Jobcentre Plus are sustained</p>			<b>York Carers Centre/Carers Strategy Manager</b>

National Strategic Outcome Four					
Carers will be supported to stay mentally and physically well and treated with dignity (Targets agreed by Carers Health Steering Group)					
	Outcome	Local priority	Target 2010 - 12	Date achieved	Lead
4 A	<b>Prevention:</b> Carers should have access to appropriate medical advice, and support about their own health needs	<ol style="list-style-type: none"> <li>1. Self-health checklist distribution and evaluation</li> <li>2. To learn from the national demonstrator sites and adapt action plan if appropriate.</li> <li>3. Explore opportunities for Back care training.</li> <li>4. Ensure advice on lifting and handling given to carers on discharge of cared for person from Hospital.</li> </ol>	<ol style="list-style-type: none"> <li>1. Update and identify funding for reprint. Distribution by December 2010</li> <li>2. Carer leads to report any findings at future meeting</li> <li>3. Training identified and offered March 2011.</li> <li>4. Included in discharge policy by March 2011</li> </ol>		<ol style="list-style-type: none"> <li>1. York Carers Centre and York Carers Forum</li> <li>2. Carers Leads from Carers Health Steering Group</li> <li>3. TBC</li> <li>4. NHS NYY</li> </ol>
4 B	<b>NHS: Carers needs should be addressed in hospital admission and discharge procedures</b> including mental health	<ol style="list-style-type: none"> <li>1. To include recommendations of ADASS report 'Carers as Partners in Hospital Discharge' in discharge policy and contracts for acute care <a href="http://www.adass.org.uk/index.php?option=com_content&amp;view=article&amp;id=504&amp;Itemid=386">http://www.adass.org.uk/index.php?option=com_content&amp;view=article&amp;id=504&amp;Itemid=386</a></li> <li>2. To pilot the Carers Passport within YDFT, evaluate and recommend roll out if shown to be successful</li> </ol>	<ol style="list-style-type: none"> <li>1. Inclusion in discharge policies and contracts by March 2010 for implementation from April 2011.</li> <li>2. Pilot to take start by Dec 2010 Recommendations completed by March 2011?</li> </ol>		<ol style="list-style-type: none"> <li>1. NHS NYY</li> <li>2. YDFT</li> </ol>
4 C	<b>Primary Care and GPs:</b> Primary care professionals should identify carers ensuring appropriate support, signposting and referrals, <b>including those supporting people with mental health problems.</b>	<ol style="list-style-type: none"> <li>1. Promote carers issues with GP practices by utilising the Royal College of GPs action guide for GPs and their teams.</li> <li>2. Utilise opportunities for input to GP and community staff training and development events to raise carers issues.</li> <li>3. People with mental health problems receiving support from Primary Care</li> </ol>	<ol style="list-style-type: none"> <li>1. Distribute amended action guide to all GP practices by December 2010.</li> <li>2. Links to TARGET sessions eg Dementia training as opportunities arise.</li> <li>3. Raise issues with York Mental Health Modernisation and Partnership Board Health by Dec</li> </ol>		<ol style="list-style-type: none"> <li>1. NHS NYY &amp; York Health Group</li> <li>2. NHS NYY &amp; York Health Group</li> <li>3. NHS North Yorkshire</li> </ol>

		<p>Services: ensure their carers receive appropriate support.</p> <p>4. Adapt the Royal College of Psychiatrists /Princess Royal Trust for Carers Checklist for Psychiatrists – working in partnership with carers, to promote with CMHT / Geriatricians</p>	<p>2010. Explore use of Mental Health Support Line</p> <p>4. Distribute amended checklist by March 2011.</p>		<p>4. NHS NYY, CMHT &amp; York FDT</p>
4 D	<p><b>Emotional Support:</b> Carers should have support to maintain their well being and reduce stress</p>	<p>1. Audit support and services available to carers. Identify gaps in provision and consider options.</p> <p>2. Support for ex-carers to tie in with End of Life Strategy</p>	<p>1. Audit completed by December 2010.</p> <p>2. Develop end of life recommendations for supporting carers</p>		<p>1. Carers Health Steering Group</p> <p>2. Links to be made with End of Life Strategy Group.</p>
4 E	<p><b>Young Carers</b></p>	<p>Carers Health Steering Group and Outcome Five lead to address how the health needs of young carers can be meet, and action accordingly. Priorities identified:</p> <ol style="list-style-type: none"> <li>1. Emotional support and CAMHS</li> <li>2. Raise awareness of GPs through Young Carers Revolution DVD</li> <li>3. Staying healthy – self health checklist for young carers.</li> </ol>	<ol style="list-style-type: none"> <li>1. TBC</li> <li>2. TBC</li> <li>3. TBC</li> </ol>		<p>Carers Health Steering Group / Outcome 5 lead.</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)

	Outcome	Local priority	Target 2010 - 12	Date achieved	Lead
5A	<b>Universal services:</b> Children will have the support they need to learn develop and thrive	Support schools in York to support young carers	Establish future funding options for Young Carers Service schools work beyond March 2011.		<b>Carers Strategy Group/York Carers Centre</b>
5B	<b>Targeted support for young carers:</b> Young carers will be able to make a positive contribution and have their views respected	Young Carers Forum	Ensure the new Forum becomes an established group. Ensure ongoing support for the group and work on its future independence.		<b>Carers Strategy Group/York Carers Centre</b>
5C	<b>Whole family support:</b> Children and young people will be protected from inappropriate caring	<b>Young Carers Assessment</b> – protocol between CYC children’s and adults services to be implemented.	Ensure assessments for young carers are easily available in York.		<b>City of York Council, ACE</b>