

Carer Review Paper 2 Current Practice in York

Background documents

1. York Strategy for Carers ¹ (Annex A)

The local Strategy was compiled in response to the publication by the then Government of the National Strategy in 2008 “Carers at the heart of 21st century families and communities “A caring system on your side. A life of your own.” It has recently been agreed to extend the Strategy and the resultant Action Plan to 2012, in the light of the current refresh of the National Strategy. It is expected that this refreshed Strategy will be published in the week of 29th November 2010.

2. Action Plan - Summary for 2009-10 ² (Annex B)

This summarises the progress achieved in 2009/10.

3. Action Plan – Current ³ (Annex C)

This the current working document which includes four identified priority areas.

Current good practice in York

Progress, achievements and opportunities

- **Carers Information Group** is a task group of the Carers Strategy Group. The membership is currently under review. This group successfully developed the first Carers Information Pack, which was launched in April 2009. This was updated and reprinted in April 2010.

- **Carers Information Pack**

<http://www.york.gov.uk/health/carers/information/informationpack/>

The pack comprises 5 core leaflets including a ‘Quick Guide to Services for Carers’. The pack is given to carers who request or receive a Carers Assessment of Need, and when carers register with York Carers Centre. The ‘Quick Guide’ is distributed more widely. This pack is under review to ensure effective future provision of accurate and up to date information for carers. Work on effective distribution of information continues to pose challenges.

Current indications are that the pack may not be the best tool in the future, and that a move towards producing Fact sheets for carers may be advisable and more cost effective.

¹ York Strategy for Carers 2009 - 2011

² York Carers Strategy Group, Action Plan Summary for 2009-10

³ York Carers Strategy Group, Action Plan 2010 - 12

Author Frances Perry, Carers Strategy Manager, City of York Council

- **DVDs produced by local carer's groups**

In 2010 two local carers' forums produced DVDs. Young Carers Revolution has produced a range of media material including a DVD called the 'Unusual Suspects' to raise awareness about the needs of young carers. The group are particularly keen to target schools and GPs.

In addition, due to funding from the Yorkshire and Humber Region concerned with implementation of the National Strategy 2008, and aimed at supporting carer awareness training, York St John University in partnership with York Carers Forum produced a DVD: 'Carers Stories – A Life of My Own?'

- **Links to Adults, Children & Education Directorate's (ACE) information provision**

The Carers Information Group is liaising with CYC's ACE directorate on work to consolidate information provision for children and adults. The Family Information Service and YorOK website provide information concerning families and children. A Quickheart web portal is planned for Adults Services as part of the implementation of Putting People First.

- **E-learning tools under development**

The Carers Strategy Group has agreed to development work, which is now underway, to produce e-learning materials which can be used to provide a basic level of carer awareness raising to workers in health and social care agencies. This work is being undertaken by York Carers Centre in liaison with the Carers Strategy Manager.

- **York Carers Centre**

This service is commissioned by CYC and NHS North Yorkshire and York and is required to become a focal point for information provision and sign posting for carers to ensure carers have easy access to information about services and support. The Centre is working well towards achieving this outcome.

- **Development of 'core information etc' offer**

York Carers Centre is leading work in designing a 'Core Offer' for carers in York concerning information and other services such as the Carers Discount Card and the Carers Emergency Card.

- **Accessible information group**

This local task group is chaired by the Information and Development Worker at York Carers Centre.

- **YCC work with GPs surgeries**

York Carers Centre has made contact with all the GPs surgeries in York in the past year. Close links have been made with one surgery on the outskirts of York where a weekly advice session for carers is being trailed as a pilot project.

- **Carers Health Steering Group**

This group currently meets quarterly, and its membership includes key local professionals from health and other organisations. It is important that this group works in partnership with the Carers Information Group on all initiatives where there is an implication for health services.