

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

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

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

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

## National Strategic Outcome Four

*Mentally and physically well; treated with dignity*

	Outcome	What we need to do
	<p><b>Prevention:</b> Carers should have access to appropriate medical advice, and support about their own health needs</p> <p><b>NHS:</b> Carers needs should be addressed in hospital admission and discharge procedures</p> <p><b>Primary Care and GPs:</b> Primary care professionals should identify carers ensuring appropriate support, signposting and referrals</p> <p><b>Emotional Support:</b> Carers should have support to maintain their well being an reduce stress</p>	<ul style="list-style-type: none"><li>• Health commissioners and providers ensure greater consistency around identifying and addressing the needs of carers</li><li>• Health commissioners will work towards ensuring that all care pathways provide guidance on the information and advice carers will need</li><li>• 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</li></ul>

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