

DRAFT York Carers Strategy Action Plan 2011 – 2015 (Progress update March 2014)

National Strategic Outcome One Recognised and supported as expert care partners					
Outcome	What we need to do	Achievements	Lead officer	Actions to c/f	
Information: Carers will have wider access to accurate information and advice available through a range of communication methods	Set up a robust system for update and distribution of accessible information for carers, including electronic distribution methods	Information in factsheet format and available on line. 'Universal offer' being developed to launch June 2014. New York Carers Centre website being developed.	Carers Info Group Chair YCC	Continue	
	Develop and distribute public information which is accessible to people who may not recognise themselves as 'carers'	As above	Carers Info Group Chair YCC	Continue	
	NEW Monitor implementation Care Bill re duty to provide information as it affects carers.			Frances Perry CYC	
	Involve GPs in the provision of information to carers		CCG continues to commission training for GPs	Sarah Kocinski VOYCCG	Further training planned by CCG

	<p>Carer identification: Carers will be recognised and valued for their unique role in supporting the cared for person</p>	<p>Enable professionals to effectively identify carers.</p> <p>Include carer awareness raising in all workforce development strategies</p>	<p>Universal offer as above</p>	<p>Carers Info Grp Chair</p> <p>CYC WDU and health workforce</p>	<p>Launch 'universal offer June 14</p> <p>Work needed with health workforce development Units.</p>
	<p>Integrated services: Services and information will be provided in a coordinated way across and within agencies</p>	<p>Ensure carers voice is represented and heard in Health and Wellbeing Board and partnership groups.</p> <p>NEW Better Care Fund and health and social care integration (BCF)</p> <p>NEW Prevention: Care Bill implementation: monitor and review availability of 'preventative' support to carers.</p>	<p>Carers Charter and Carers Champions agreed by HWBB July 2013.</p> <p>York Carers Forum sit on Older People and Long Term Conditions Partnership Board..</p> <p>Work in progress re ensuring support for carers integral to integration plans.</p>	<p>Frances Perry/Sarah Kocinski/Helen Sikora</p>	<p>Review April 2015</p> <p>Review June 2015</p>

	<p>Personalised services: Carers will have access to a range of flexible services that meet their individual needs</p>	<p>Adult and Children's Social Services to provide a coordinated approach to assessment for the 'whole family'</p> <p>NEW Engage in implementation of Care Bill guidance when issued re carer assessments and rights to services.</p> <p>City of York Council will reduce length of waiting list for Carers Assessment of Need</p>	<p>Ensure holistic approach in implementation of Care Bill changes.</p> <p>Achieved. Ensure waiting list does not develop in future.</p>	<p>TBC CYC</p> <p>TBC CYC</p> <p>Ralph Edwards, CYC</p>	<p>Review June 2015</p> <p>Ongoing monitoring</p>
	<p>Carer involvement: Carers will be involved in planning and monitoring the services they receive</p>	<p>Review and increase carer involvement and take appropriate action</p> <p>Map carer involvement in local health and social care planning networks with attention to the development of Healthwatch</p> <p>NEW Liaise with Healthwatch re raising carer awareness and promoting carer involvement in monitoring services.</p> <p>NEW Support for carer led forums – review : York Carers Forum and CANDI</p>	<p>Carers Strategy Group role and membership reviewed and revised..</p> <p>Achieved and ongoing – Healthwatch Manager member of Carers Strategy Group..</p>	<p>Frances Perry CYC</p> <p>Frances Perry CYC</p> <p>Frances Perry CYC/Sian Balsom Healthwatch</p> <p>Frances Perry</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>September 2014</p>

<p>Equality and social inclusion: All carers will be able to access services and support.</p>	<p>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.</p> <p>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</p> <p>City of York Council to review its equalities framework to ensure carers become part of all equality and inclusion work</p>	<p>Carers ethnicity now recorded by CYC and York Carers Centre</p> <p>Work completed but no response to request to complete questionnaire.. Needs funding to complete targeted work.</p> <p>York Carers Centre has place on Fairness and Equality Board.</p>	<p>Frances Perry CYC</p> <p>Frances Perry CYC</p>	<p>Review September 2014</p> <p>Review September 2014</p>
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National Strategic Outcome Two
Enjoying a life outside caring

	Outcome	What we need to do	Achievements	Lead officer	Action required
	<p>Break provision: Ensure carers have access to a range of flexible breaks</p>	<p>Continue monitor supply and demand re all carers breaks schemes</p> <p>NEW Establish plans for Better Care Funding stream highlighted for carers breaks.</p> <p>Support additional breaks through small grants to carer support groups.</p>	<p>Review of commissioned services completed summer 2013 – highlights demand for breaks is high and supply for funded breaks not met.</p> <p>See above</p> <p>Successful pilot spring 2013, further funding spring 2014.</p>	<p>Frances Perry CYC</p> <p>Frances Perry CYC</p> <p>Frances Perry CYC</p>	<p>Review April 2015</p> <p>Review June 2015</p> <p>Review September 2015</p>

<p>Technology: Ensure carers have access to a range of services and support</p>	<p>Ensure telecare services are accessible to adults</p> <p>Ensure carers are aware of availability of and access to telehealth services and support</p>	<p>Warden Call aware of carers as host the Carers Emergency Card.</p> <p>Ask Sarah</p>	<p>Frances Perry CYC</p> <p>Sarah Kocinski VOYCCG</p>	<p>Sept 2014 Request monitoring information from Be Independent re telecare and carers</p> <p>Review telehealth with regard to carers</p>
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National Strategic Outcome Three
Not financially disadvantaged

Outcome	What we need to do			
<p>Income: Ensure carers have access to benefits and financial advice</p>	<p>Audit current benefits advice services available to carers</p> <p align="center">http://www.yorkcvs.org.uk/benefitsinyork</p> <p>NEW: Review impact of welfare benefits changes and access to advice.</p> <p>Ensure carers can access financial advice when the cared for enters residential care and at end of life</p>	<p>List about how to access benefits available on YCVS website</p> <p>No specific work completed</p> <p>No specific work completed.</p>	<p>Sian Balsom YVCS</p> <p>Frances Perry CYC</p>	<p>Review June 2014</p>
<p>Employment: Carers should have access to employment support and vocational training</p>	<p>Monitor City of York Council's implementation of the action plan linked to the 'Carers Friendly Employer' charter mark</p> <p>Develop links with local businesses</p> <p>Roll out information about carers employment rights to employees and employers in York - NEW YCC looking at good practice in Gateshead and roll out of similar in York. Liaison with CYC around 'Good Growth' agenda.</p>	<p>Last review March 2012 and this is no longer 'active'.</p> <p>Factsheet for employers produced</p> <p>Ongoing</p>	<p>Frances Perry CYC</p> <p>YCC</p> <p>YCC</p>	<p>Review all June/Sept 2014</p>

National Strategic Outcome Four -Mentally and physically well; treated with dignity

Outcome	What we need to do	Achievements	Lead officer	Action required
<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>Health commissioners and providers ensure greater consistency around identifying and addressing the needs of carers</p> <p>.</p> <p>Health commissioners will work towards ensuring that all care pathways provide guidance on the information and advice carers will need</p> <p>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</p>	<p>Vale of York CCG actively promoting carer awareness in GP surgeries.</p> <p>Back care project developed factsheets and a DVD: www.youtube.com/watch?v=dHxzxXoEeyM to support carers around back care and moving and handling</p> <p>No success in identification of Carers Lead in acute trust.</p> <p>Active engagement with Vale of York CCG. Decision in 2013 that health task group does not meet as current projects overseen by Carers Information Group.</p>	<p>Sarah Kocinski VOYCCG</p> <p>YCC and YCF</p> <p>Sarah Kocinski VOYCCG</p>	<p>PRIORITY Review actions and best way forward re health outcomes in light of BCF/health and social care integration</p> <ul style="list-style-type: none"> • April 2014

Emotional Support: Carers should have support to maintain their well being and reduce stress

Gap analysis did not produce useful information.

Work completed to confirm carer access to Mental Health Support line and clarify referral process.

Sarah Kocinski
VOYCCG

Review
April 2014

National Strategic Outcome Five <i>Children thriving, protected from inappropriate caring roles</i>					
Outcome	What we need to do	Achievements	Lead Officer	Action required	
<p>Universal services: Children have access to the support they need to learn, develop and thrive</p>	<p>Set up the Young Carers task group and action plan NEW Identify new lead from Children' Services and review membership of Task Group.</p> <p>Ongoing development of the work now established in schools which supports young carers</p> <p>http://ycrtinytreasures.wordpress.com/ Information about Primary School Project</p> <p>Task group to consider York LINK report (March 2011) recommendation: 'Young carers should be given help to get home access to computers'</p> <p>NEW Support Young Carers Revolution to continue and develop</p>	<p>Task Group set up September 2011 but not met since 2012 due to long term sick leave of lead officer.</p> <p>Carers Card rolled out in X secondary school and Young Carers Revolution engaged in active work re Primary School Project.</p> <p>Not achieved.</p>	<p>TBC CYC</p> <p>CYC</p>	<p>Review April 2014</p>	

<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>	<p>NEW Ensure strategic links to implementation of Children and Young People’s plan action: <i>‘(25) Further identify, and respond to, the needs of young carers’</i></p> <p>Implement the Common Assessment Framework (CAF) as the assessment tool for Young Carers Assessment: PRIORITY</p> <p>NEW ensure successful monitoring of FEHAs and young carers</p> <p>Ensure adult services identify young carers in their assessment processes and paperwork</p> <p>NEW Monitor guidance re implementation of Children and Families Bill and Care Bill in young carers accessing assessments and support of whole family approaches.</p>	<p>CAF – ‘Family Early Help Assessment’ is the assessment tool. Monitoring initially not recording young carers</p> <p>Agreement that question to identify young carers is included in CAAT team first contacts</p>	<p>TBC CYC</p> <p>Ralph Edwards CYC</p>	<p>Link with YorOK Board’s work</p> <p>Monitor young carers assessments</p> <p>Promote progress in whole family working</p>
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Ensure effective sources of advice are available to young carers aged 16-18+

Promote support to all young adult carers

Successful development of young adults service at YCC and young adults network for professionals

Continue support of work with young adult carers.