

Carers Joint Strategy Action Plan 2007/08

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Key of initials

ASC	Adult Social Care
ESCC	East Sussex County Council
H/R PCT	Hastings & Rother Primary Care Trust
CftC	Care for the Carers
DWP	Department of Work & Pensions
PCT	Primary Care Trust
PALS	Patient Advice & Liaison Services

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Workstream	Information & Advice	Workstream Lead	Jennifer Twist, Care for the Carers – 01323 738390 jennifert@cftc.org.uk		
Sub Group Members	Barry Sugg, ASC; Liz Fenton, CftC; Angela Broomfield H/R PCT; Christine Stewart, Carer; Ken Saunders, Crossroads; Erica Burch, RETHINK; Nicky McCrudden, ???; Kelle Kingsley, ASC; Liz Lash, CftC Info. only: Sam Carr, ASC				
Aim	To provide accessible and timely information to carers about their right to assessment and about services that can support them.				
How	Lead	Measurement	Key Milestones/ Timescales	Progress	
Improve distribution system for Carer leaflets and information: Cardboard leaflet stand; partnership working with library		Annual survey of recently assessed carers (Performance & Quality Team, ASC)	2 nd survey June 2007		
Check on availability of information: Are you a Carer? posters ; Signposting leaflets; Hastings PCT GP Pack ; CFTC Professionals.		Six monthly monitoring across a range of venues to establish the level & accuracy of information being displayed. (CFTC to provide info on CSW distribution, request info from PCT's re distribution to surgeries.	1 st monitoring report due Sept 2007		
Monitor use of ESCC website for Carers.		To regularly review content and quality of information on website to ensure up to date.			
Monitor quality of information.		Feedback from cares to be sought once a year on access and usefulness of information provided and what is most useful for Carers to receive. Six monthly check that information being produced is accurate & appropriate. Ensure signposting leaflet and poster are reviewed regularly.	Update and reprint of Signposting Leaflet. Feb 2007		

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How	Lead	Measurement	Key Milestones/ Timescales	Progress
Provision of Carer information by GP surgeries.		CFTC to ensure that leaflets and posters are in evidence	All surgeries to be sent Signposting leaflet & informed on how to contact CFTC CSW. All practices to be sent CFTC survey (Jan 2006) to establish Practices to offer to provide information and/or support to Carers PCT PALS to support practice in provision of information and signposting to include carer's services.	
Produce an information strategy to ensure provision of accessible and timely information.			Draft strategy to be completed and presented to Info Sub Grp. 7 Feb 2007	
Ensure signposting leaflet and poster is supplied to Carers at time of Assessment or Review.				
Monitor availability of information to health and social care professionals.			Info Sub Group to produce a Draft pack for professionals by CFTC. Group to explore the need for a Carers Pack to be provided at assessment to be added to over time. Feb 2007	

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Workstream	Assessment & Best Practice	Workstream Lead	Kelle Kingsley, Adult Social Care – 01273 482633 Kelle.kingsley@eastsussex.gov.uk	
Sub Group Members	Barry Sugg, ASC; Liz Fenton, CftC; Danny Ryan, ASC (TBC); Kelle Kingsley, ASC; Liz Lash, CftC; Jill Young, ASC; Jane Lawrence, RETHINK; Sam Carr, ASC			
Aim	To improve the quality, flexibility and availability of carers assessments.			
How	Lead	Measurement	Key Milestones/ Timescales	Progress
Monitor the number of assessments and services provided.	JT	PAF Targets & Indicators.	Monthly report from P&E Team.	On going
Monitor quality of Carers Assessments.	SC	Customer Feedback Evaluation Survey of Recently Assessed Carers	Sept 2007 Mar 2008	
To provide training for Assessors to improve quality of assessments.	BS KK	Team briefing/Carers Champion Workshops Survey of Recently Assessed Carers	July 2007 Sept 2007 Mar 2008	CHMT meetings attended Carers Champion Meeting held 6/7/7
Programme of Carers Road shows.	KK	Feedback forms from Carers Road shows, number of carers seen. Number of Carers Assessments	June 2007 County wide road shows arranged Dec 2007	Carers Events held across County in partnership with VCS Carers Week 07
Revise assessment forms working towards that they are SAP compliant. To ensure that SAP recognises the needs of Carers.		New Carers Assessment Form	Oct 2007	
Revise Adult Social Care staff guidance to improve skills knowledge and ensure best practice.	KK JB			
Pilot complete and rolled out monitor effectiveness of VCS doing Carers Assessments on behalf of ESCC - evaluation and measurement	KK	Sub-group to determine effectiveness by monitoring quality of assessments by voluntary sector.		31 Mar 2007 - Achieved Continue to monitor/evaluate
To increase the number of annual scheduled reviews of Carers Assessments		Quarterly report on reviews undertaken		
To monitor waiting time for an assessment for carers.		Quarterly report on waiting times		

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Workstream	Health		Workstream Lead	???
Sub Group Members	Liz Fenton, CftC; Dorothy Sabourin (Carer), Mollie Whitaker (Carer), Christine Stewart (Carer)			
Aim	Develop support to carers within Primary and Secondary healthcare.			
How/Who	Lead	Measurement	Key Milestones/Timescales	Progress
Monitor implementation of a Carers protocol within GP surgeries.		Number of GP surgeries identifying carers, registering them and passing information on directly for services and through referral to CftC. Request that PCT's monitor progress and collate reports from surgery database.	30 Sept 2007 6 monthly reports	
Establish and monitor targets for GP's in registering Carers.		Provision of Carer information within GP surgeries.	Baseline to be assessed and target set (%) QOF and LES.	
Establish recording systems across all surgeries in line with GMS Contract which has a quality indicator for a Carers identification protocol.			Achieved July 2007	
Care Passport - Awareness training for Health staff in community and hospitals. Write to all Modern and Community Matrons, GP's and Practice Managers to inform them of launch in July 2006. To include in PCT induction.		Acceptance, promotion and active use in health venues.	30 Sept 2007 Launch of scheme Oct 2007. Achieved in Hastings & Rother PCT. To include other PCT's 31 Mar 2008	
Actively promote and further develop the use of Care Passport.		Number of Care Passports issued.		

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How/Who	Lead	Measurement	Key Milestones/Timescales	Progress
To include Carer awareness in the development of the role of Modern Matron and other key health roles.		The number of health workers who are aware of services available to Carers.	30 Sept 2007	
Produce and disseminate information pack to carers of mental health clients.		Pack produced by RETHINK awaiting agreement from PCT's	30 Sept 2007	
To continue to build on work already undertaken with PALS across the county within the PALS training programme.		Number of training programmes and number of staff attending.	31 Mar 2008	
Establish a lead Carer Support Worker in each Acute Hospital setting; to support the Care Passport and promote Carer awareness.				
Expand Carer Awareness work with the recruitment of Carer Awareness Worker at CftC.		Identify funding for post.	31 Dec 2007	
Acknowledgement that the Carer is a partner in caring – establish a confidentiality protocol to achieve positive relationships for the Carer, Cared for and staff.		Develop protocol and consent form	31 Dec 2007	
Ensure all NHS organisations are operating carer friendly employment practices		Carers Resource Pack for NHS staff reviewed Number of staff who take up flexible working.	30 Sept 2007	
Training for health staff for appropriate assessment/ referral for assessment of Carers.				
To explore the best way to support carers through to a life after caring.				

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Workstream	Commissioning	Workstream Lead	Barry Sugg, Adult Social Care - 01273 482159 barry.sugg@eastsussex.gov.uk		
Sub Group Members	Andy Cunningham, ASC (Assessment & Care Management); Jane Lever, ASC (CS); Sandy Thomas, Children's Services; Kelle Kingsley, ASC; Diets Verschuren, ASC (MH); Jill Young, ASC (LD); Mark Sands-Smith, ASC (Contracts); Teresa Lipson, ASC (OP); Christine Stewart, Carer; Molly Whitaker, Carer; Jenny Gibb, Carer; Gillian Cook, Carer; Jenny Ballard, Carer; Merrilyn Packer, Carer; Paul Morris, ASC (Finance);				
Aim	To develop and implement commissioning strategy. To improve, increase and further develop a range of reliable, flexible short break services for carers.				
How/Who	Lead	Measurement	Key Milestones/Timescales	Progress	
Monitoring existing contracts, outputs, outcomes, quality and funding and to propose any necessary adjustments to Carers Strategy Group.	BS	Contract Reviews 6 monthly Quarterly monitoring reports from selected providers	30 Sept 2007 1 Apr 2008 July/Oct2007 Jan/Apr 2008		
Allocate new Development Fund bids and monitor existing projects in consultation with carers.	BS	Quarterly monitoring report on existing projects 6 month report on monies allocated from the Development Fund	2006/07 funding paid to organisations by 31 Mar 2006. 2007/08 funding by 31 Mar 2007. Third bidding round 31 Dec 2007	Two bidding rounds held £142K funds allocated	
In consultation with carers to identify areas of commissioning and de-commissioning of services for Carers through ongoing monitoring and evaluation of need, demand and available services. To identify gaps in service provision and unmet need.	BS	Any changes to contractual arrangements.	Ongoing	Review 31 Dec 2007	

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How/Who	Lead	Measurement	Key Milestones/Timescales	Progress
To assist Voluntary Organisations to seek other sources of funding.	KK	Funding workshops to be held.	31 Oct 2007	
New Deal for Carers - To commission Home based Emergency Service in consultation with Carers and Service Providers, linking with Care Passport, Carer Alert and Care Companion.	KK	Identify and establish appropriate pilot	31 Mar 2008	

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Workstream	Carer Inclusion	Workstream Lead	Kelle Kingsley, Adult Social Care – 01273 482633 Kelle.kingsley@eastsussex.gov.uk		
Sub Group Members	Jennifer Twist, CftC; Barry Sugg, ASC; Judi Dettmar, ASC				
Aim	To implement Carers (Equal Opportunities) Act 2004, with regard to training, employment opportunities and leisure etc.				
	To ensure that carers are fully involved at all levels as partners in governance and development of services for carers.				
How/Who	Lead	Measurement	Key Milestones/Timescales	Progress	
Ensure Carer representation on all key groups including local carer forums and planning and development.	KK JT	Annual review of numbers of Carers to ensure they are representative of the various client.	31 Jan 2008		
Provide skills training for carers.	JT	Quarterly report via Pooled Budget Report.	30 Sept 2008		
Employment – Ensure ESCC is reflecting Best Practice in the employment of Carers. Engage with and encourage major employers within the county partner agencies to adopt a carer friendly employment policy.		Staff Survey Incorporate Carers into the County Quality Statement. Number of employers signed up to ACE Partners signed up to the Carers Strategy to have a Carer friendly employment policy in place. SEE ACE Employers Toolkit. **** Health have taken on board – info book available to staff and raised in induction for staff in Hastings & Rother. To be rolled out to other areas.	31 Mar 2008 31 Mar 2008		
Engage with all partners across the whole system to encourage the carer perspective within strategic plans.	JT	CftC Mapping document to be reviewed 6 monthly.	30 Sept 2007		
To engage with other ESCC departments and District and Borough Councils on Carers inclusion.			31 Mar 2008 To provide additional services to Carers.		

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How/Who	Lead	Measurement	Key Milestones/Timescales	Progress
Support Carers to provide training and info sessions to professionals.	JT	Number of sessions delivered.	30 Sept 2007	
Develop a countywide Carers Strategy to inform the Commissioning Strategy.		Adoption of an agreed Strategy in response to the Government's revised National Carers Strategy.	31 Mar 2008	
To explore the best way to support carers through to a life after caring.		To establish links with partner agencies DWP etc.		