

North Tyneside Commitment to Carers - Action Plan 2015-16 (incl H&WB Sub Actions)

Priority Area	What we will do	How we will do it	Success criteria	Update @ November 2016
1a	Quality information			
	<p>a) Increase opportunities for carers to find out what is available to support them & how to access it</p>	<p>Explore other tools/systems used elsewhere</p> <hr/> <p>Develop a universal access support tool if appropriate</p> <hr/> <p>Develop resources and methods of sharing information detailing what is available in North Tyneside</p> <hr/> <p>Providers in children's services describe and implement their Local Offer for Young Carers and Parent Carers of Disabled children and young people 0 - 25 years</p>	<p>1 Carers know how and where to access an assessment of needs and support with clear information re eligibility</p> <p>2.A range of good quality information is available to professionals and there is consistency in messages given</p> <p>3.We have clarity re the menu of services & support that is available in a range of key access points</p> <p>4.Carers report that feel better informed -</p> <p>*The proportion carers who find it easy to find information about services increases (65.90% 2014)</p> <p>*Evidenced through Carers Centre Survey (annually January)</p> <p>*100% of schools and facilities accessed by young people have a local offer</p>	<p>Explored other tools used across the carer support network.</p> <p>Carers' Centre produced 'Key to Support' tool which has only been distributed to GP Surgeries due to limited resources/funding. <i>(R3 H&WB Sub)</i></p> <p>Work in progress to update the Council website and also with SIGN for better information sharing.</p> <p>Disabled Children & Young People - SEND Local Offer is available on Web but offer needs to be updated</p> <p>Need to add Scrutiny report to Local Offer so parents know what we are doing</p> <p>Need a plan - share info etc (Parent Carers used to do it; SENDIAS now do it; Tyne Gateway) - is this sufficient?</p> <p>LO Comms dissemination group has been established(incl CCG) - this action needs to link with this</p>

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	<p>b) Ensure good quality information is available at key points of access</p>	<p>Explore points of information for carers including:</p> <ul style="list-style-type: none"> *Schools *GP Surgeries *Hospitals and community health settings *Clinics *Libraries *Psychologists *Employers *Healthwatch *SIGN Members *Care & Connect *Carers Champions *Places of Worship/Faith Groups 		<p>Carers' Centre new website launched, updated marketing information produced. Now separate young carers website. Improved Carers Newsletter available for carers and professionals Young carers APP launched on National Young Carers Awareness Day and promoted with schools. Healthwatch and CAB have developed carer assessment awareness raising poster and leaflet (Nov 2016) Pilot introduced to transfer carers who contact the Councils Gateway Team, to the NT Carers' Centre to ensure they are able to speak to a trained professional immediately <i>Still more work to do in this area - need to ensure that more services are aware of carers support that is available</i> <i>(R4 H&WB Sub)</i> Work in progress with Children's Care & Connect Need publicity material to publicise the Local Offer to ensure people are aware of availability SENCO Handbook - how is Local Offer referenced Links to roll out of YC assessment</p>
		<p>Identify opportunities for provision of information within the access points</p>		<p><i>Action Outstanding</i> <i>(R4 H&WB Sub)</i></p>

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		Link with the SIGN Smartphone application developments		SIGN APP launched, Carers' Centre involved - work ongoing Development of the SIGN information system where an online local directory of information and services will be accessible to residents and professionals <i>(R1 & 3 in H&WB Sub report)</i>
		Develop the Social Media offer for carers		Carers' Centre now has a regular programme of Tweets, Facebook etc to reach more carers.

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	c) Update the Carers' Health & Wellbeing Guide	<ul style="list-style-type: none"> *Update the Guide *Make guide accessible on-line in the range of information points 	Guide is widely available	Carers' Centre are currently reviewing guide - will be available as an online tool and for professionals/organisations who support carers to access
1b	Early identification of carers			
	a) Ensure a targeted workforce is trained to recognise adult, young carers and parent carers & assess their needs across education, health and care	<ul style="list-style-type: none"> Establish a task and finish group inclusive of the targeted workforce to carry out this work . Review existing carers training provision for professionals in health and social care Develop an ongoing programme of carer training for staff Scope out the possibility of developing an online carer awareness training tool 	<ul style="list-style-type: none"> *Sound understanding of what is available and by whom it is delivered *The targeted workforce is trained (?% of people attend/access training (TBA) *The definition of a young carer is agreed *There is a year on year increase in identification of carers 	<p>NTC - adult and young carers to be included in all elements of social care training rather than stand alone</p> <p>The Early Help Assessment has been amended to include 3 Q's to support young carer recognition. This will prompt a Young Carers Assessment</p> <p>A training plan has been agreed to roll out new procedures to the workforce</p> <p>Carers' Centre is scoping out on line training - potential to work with regional carers centres. Workforce development also looking at online training.</p> <p>Opportunity to develop an online training resource for carers of people with dementia being explored with Newcastle Uni</p> <p>Parent Carers - developing the specialist knowledge within the Front Door</p> <p>SW carry out Children in Need Assessments if threshold met - Parent Carers will be identified</p> <p>Need to add Safe Families on to Local Offer</p>

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	b) Ensure the views of the young carers are incorporated into Early Help Assessment (EHA) / Child in Need Assessment	Working with the EHA training team ,we monitor the numbers of people trained in EHA training and monitor impact on identification of young carers		EHA now includes 3 prompt questions to identify young carers. Young Carers Assessment documentation will be complete in December - roll out from January Additional actions have been agreed to support the roll out of YC's assessments
	c) Ensure a targeted workforce is trained to assess the needs of parent carers (0-25) across education, health and care	Establish a task and finish group inclusive of members of the targeted workforce to carry out this work	* The pathway and process for carrying out parent carers assessments is finalised *Staff from Education Health and Care understand their individual responsibilities.	Specialist SW's ensure that a Parent Carer Assessment is included in the CIN assessment Suggest an audit of current Children in Need Assessments to ensure that the needs of Parent Carers are being identified
		The tools developed for assessment of parent carers needs are tested across a range of parent carer cases	TBA	Identification and assessment of Parent Carers at Front Door under development - links with transformation work on the MASH (Multi Agency Safeguarding Hub) Suggest Commissioner input into developing a Childcare Sufficiency Strategy (Parent Carers)
	d) Ensure carers of people being discharged from hospital are identified & supported	Review the process for carer identification and support in: *Northumbria Tyne & Wear FT Sites *Northumbria NHSFT Sites *Ensure there are links with the planned 'Care Point'	Carer reported satisfaction with discharge process	Carers needs and requirements presented to Older Peoples Integration Board to ensure any future developments are inclusive of carers needs. Priority area to progress, meeting to be arranged the Trust

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	<p>e) Introduce a Quality Assurance process across Children & Adult Services to ensure carer needs are identified and met during assessment and review processes</p>	<ul style="list-style-type: none"> *Review of cases known to the Disabled Children's Team *Develop a specific carer audit tool *Audit a selection of Adult cases with carer involvement *Audit of Adult Carers Wellbeing Assessments *Address areas for development *Share best practice with teams to improve quality 	<ul style="list-style-type: none"> *Carers receive support to meet assessed needs and outcomes *Carers receive the support they need *Increase in Carer 'quality of life' indicator 	<p>Adult Social Care have developed a quality assurance process for carers assessments. Dataset being developed (Carers' Centre) for 'first stage' assessments to understand the impact of intervention.</p> <p>To be developed in CYPL once system is in place (estimated from Jan 2017)</p> <p>Parent/Carers of disabled Children - Audit tool to be developed and implemented in SW practice identify the good practice required in the assessments to comply with the requirements of the Care Act.</p> <p>Audit a selection of assessments to monitor compliance with good practice. Make recommendations to social work teams and monitor ongoing progress through 6 monthly themed audits</p>

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2	Improved Communication			
	a) Ensure that carers are seen as expert partners in care	Parent Carers and Young Carers co produce all aspects of work in relation to parent /carers and young carers actions	The SEND local offer is updated to reflect changes required by parent /carers/young carers	ADHD - Parents have been involved in providing info to the Scrutiny Group (supported by HWNT) Local Offer Development Group continues to meet monthly Need to explore if representation is required from other disciplines e.g. Deputy Head
		Relaunch the Carers Charter	Increase in the proportion of carers who report that they have been included or consulted in discussion about the person they care for (74.6%)	Carers' Centre campaign in Carers' Week - unfortunately limited success. Need plan to address and progress this action
		Recruit more Carer Champions to support services to be more carer focussed	50% increase in Carers Champions within the local authority and partner organisations	Carers' Champions in local authority need to be linked into training Need to develop links with NTW Carers' Champions. Carers in Employment Pilot has identified a number of people within organisations they are working with who can act as Champions CYPL Communities of Interest to include young carers champion Need to explore opportunities to work with parent care forum which is supported by LDNE (R8 H&WB Sub)
		*Develop a self-assessment tool to measure progress against the Carers Charter *Build into Quality Monitoring processes	*Action plans are developed to address shortfalls *Good practice is celebrated and shared	Need to progress tool that can be used to measure progress - Carers Centre Carers are now embedded into LA quality assurance quality monitoring processes with external providers. CCG needs to progress this action.

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		Include carer related performance measures in Council quality monitoring processes	<ul style="list-style-type: none"> *Carers have increased opportunities to have their say about services *The Special Education Needs local offer is updated to include information required by parent 	Embedded into LA quality monitoring processes with external providers. Providers have been asked how they will support carers as part of the recent Day Service tender - the responses will be monitored as part of the QM processes.
		Develop processes to evaluate carers experience of: <ul style="list-style-type: none"> *Carers Wellbeing Assessment; and *Participation in the person cared for assessment (Link to development of audit tools) 	carers <ul style="list-style-type: none"> *The information is used to develop processes and training *Increase in overall satisfaction of carers with social services reported (43.4% 2014) *Carers involvement % 	The national carer survey, is sent bi-annually to a random selection of carers. CHCF do surveys re advice/info from randomly selected clients, carers could in this sample. However at present there is not a system in place to obtain feedback from carers on their experience of Assessment. - how do we progress this? Need to develop process for young carers to feedback. Carers' Centre to develop a mechanism to obtain feedback as part of their Assessment process.
3	Improved Carer health, wellbeing and support			
	a) Targeted work with GP's	Develop a programme to support GP's to identify all carers Explore opportunities to recruit a dedicated carer worker to liase with GP's	<ul style="list-style-type: none"> *GP's identify more carers *The number of carers referred for support increases 	(R3 H&WB Sub) Carers' Centre and CCG developed an online survey for GP practices to understand what they have in place to identify and support carers. 8 practices have completed it to date. Carers' Centre has met with LMC re support they

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		Produce a Risk Threshold Tool for GP's to identify all carers who may be at risk		<p>can provide re GP's.</p> <p>Carers' Centre has submitted a grant application to the BUPA Trust for a dedicated Primary Care worker.</p> <p>Carers' Centre is working with 2 practices</p> <p>Tool to be developed if still useful but need to cross ref NTCC work</p> <p>GP's have indicated that they are happy to share info on (TV'S) in practices about the Local Offer - to progress</p>
		Develop annual health checks for all known Young Carers	<p>*Outcomes for Young Carers improve</p> <p>*Public Health School Nurse's have an improved understanding of the health needs of young carers</p>	LA & CCG are working together to identify how current statutory duties are being met and conduct a GAP analysis - act on findings
		Explore ways to include specific carer element for all carers in existing health checks	% Carers who report their own health needs are considered (TBA)	CCG arranging meeting with Public Health and Carers' Centre re health checks - update needed

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	b) Increase opportunities for carers to access breaks	<p>*Ensure assessment and support planning is meeting carers needs for a break (links to 1B & training)</p> <p>*Explore opportunities to establish funding for preventative work with carers</p>	% Carers who report that they have time for themselves (TBA)	<p>Need data re Carers PB and take up from assessment</p> <p>£10,000 pilot operating, slow take up so far (R8, 11 & 13 H&WB Sub) Plan developed to review the short breaks offer . The requirements to consider support for the use of direct payments will be included within the review.</p> <p>August –October 2016 - ongoing capacity issues have delayed progress on this (R10 H&WB Sub) Review access arrangements to the respite service and the role of FSO as the commissioned provider to operate the service flexibly and to meet the needs of individuals as part of planned access as well as emergencies. Review scoped and work plan identified to complete the work including engagement with parents and others - March 2017.</p>
	c) Explore options for crisis response for all carers	Identify a reference group of carers to support this work	% Reduction in the number of carers who report that they have reached breaking point.	Adult Social Care - to be included in training currently being developed - to ensure that Carers are aware how to respond in a crisis and who to contact - work still needed
	d) Explore assistive technology options to support carers	Test out 'Jointly' app to support carers to develop networks of support	<p>*Greater carer awareness of Assistive Technology solutions to support carers</p> <p>*Increased take up of Assistive Technology solutions</p> <p>*Better reported Health & Wellbeing of carers</p>	<p>Limited take up through Carers in employment pilot.</p> <p>Carers' Centre will include as part of offer through carers assessment.</p> <p>Pilot with 16 - 18 year old Carers' Centre group.</p> <p>Explore options to use with young adult carers</p>
		Hold sessions for carers to raise awareness of what assistive technology is available		<p>Sessions have been held at Carers' Centre and built into training programme.</p> <p>CIE Project has been closely linked with AT Team</p>

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	e) Improve support for carers of adults with mental health problems	*Establish a steering group *Review current support *Ensure principles of the Carers Charter are embedded in quality monitoring frameworks of providers	Improved support is available for carers of people with mental health problems	Priority to progress.
	f) Support Carers to understand the importance of Safeguarding Adults & Children	*Develop specific information for Carers - keeping themselves and the person they care for safe *Link to the training offer	Carers understand what help and support is available and how to access this	Explore how young carers needs/issues are represented on the LSCB -QILP Group (sub group of LSCB) - group have requested feedback on early identification of YC's 'How to keep yourself and the person you care for safe' training developed and included in Caring with Confidence. Further work needed to promote with Adult Social Care.

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4	Support to enable Carers to go/continue to work or access education			
	a) Ensure Young Carers have access to the same opportunities as their peers in access to work / Education	Monitor the educational development of young carers in a pilot in 2 schools	Process is piloted in 2 schools, reviewed and implemented as appropriate	Carers Centre actively working with 8 Schools to achieve Carers Trust Young Carers in Schools award. Carers' Centre has applied for funding for specific post to target primary schools. Meeting arranged with Education to Employment team in November to explore opportunities to develop a course specifically for young carers Connexions will be targeted to identify and assess young carers
		Provide a range of options to support young carers with education and career choices inclusive of solutions to barriers faced		
	Identify barriers for young carers in accessing work and education	*Through a better understanding of the issues, we are able to address issues and implement plans to support young carers		
	Train careers advice staff to be able to recognise young carers and provide independent advice and support	*100% IAS staff are trained to identify young carers *The choices available and access are monitored by Connexions *Outcomes for young carers are monitored *Young carers report a consistent approach on 95% occasions	Connexions are engaged with EHA and identification of young carers Included in roll out of YC Assessment process	

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	<p>b) Explore options to enable parent carers to access training and employment / or return to employment</p>	<p>*Continue work to consider options available to increase access to employment *Establish links with child care sufficiency to maximise support to parent carers</p>	<p>*Child care is available to support parents to access training courses *Request for additional grants to support specific work opportunities for parent carers of disabled children</p>	<p>(R5 H&WB Sub) From response to Cabinet: 1. Meetings with Carers Centre to be arranged with representatives from All Together Better parent group to understand the courses available and to arrange for the information to be distributed to parents and to obtain feedback on impact i.e. attendance at current courses. Timescale - September to December 2016 2. Task and finish group to be arranged to review the current training programme for parents of children with ADHD and to obtain feedback re impact. To consider things liked / things to change from parental feedback. To consider whether we need more of the current course or whether changes are required in the course content. To develop a business case to present to the Carers Centre. To monitor the impact of new courses. January 2017 to March 2017</p>
	<p>c) Raise awareness of support available to return to employment</p>	<p>*Produce information for health and social care professionals so they understand support available for carers *Produce information for Carers so that they understand what support is available</p>	<p>*Increase in the number of carers seeking employment *Workforce is able to support carers</p>	<p>Established links with the Adult Learning Alliance - Information to be added to Carers' Centre website Need to produce some info which can be shared with social work teams</p>

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	d) Explore options to support carers to remain in employment	Use the learning from the Supporting Carers in Employment Project to develop support systems for carers in paid work	<ul style="list-style-type: none"> *Local employers will understand the business benefits of supporting carers in the workplace and implement carer friendly policies *Carers receive better quality information and advice on the practical and financial support that is available to them *Carers will feel less isolated and are more aware of the support available *Young carers are routinely provided with information and support to facilitate better understanding of their rights as carers in the workplace 	<p>CIE Pilot is underway -</p> <p>13 Large employers are now engaged with the project and 229 individual carers have received, support, information or advice.</p> <p>Carers are being supported through work placed roadshows and also one to one support.</p> <p>A full report will be produced and learning identified will be use to identify future services and development</p>
5 Carers have access to emotional support				
	a) Ensure that Adult Carers can access emotional support	<ul style="list-style-type: none"> *Establish a Task & Finish Group to review current provision *Links to strengthened Wellbeing Assessment process 	?? Measure -reported increased satisfaction regarding access to emotional support (TBA)	<p>Carer support pilot underway direct access to Carers' Centre from Gateway to ensure access to an appropriately.</p> <p>Carers Centre have undertaken mapping exercise re current groups and highlighted gaps.</p> <p>Support for carers of people with dementia - to be explored through the Self Care and Prevention Board</p>

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	b) Explore options for Parent carers to access support	Review the local offer for emotional support to include: *Peer Support *Counselling services	Support options available for parent carers within the local offer	Links to previous actions to update the Local Offer - 1b
	c) Explore options for Young Carers and Families to access support	*One-to-one support *Family support	Support options for Young Carers within the local offer	Carers' Centre funding for young carers support at risk from March 2017. High priority.
6	Smooth transition of support from children's to adult services			
	a) Ensure that the transition from children to adult service for young people with SEND is smooth	Clarify the process for transition from children to adult service for young people with SEND	Parents are clear regarding the process for asking for an assessment of need from adult services	Assessment Board - Whole Life Disability has established a task & finish group specifically to look at preparation for adulthood - co produced with an adult parent carer - this need to be on their agenda - Michael Johnson
	b) Ensure young carers receive quality information advice and support to maximise their transition into adulthood	*Careers information and advice is available and provides a range of careers options	Young Carers are prepared for Adulthood	Links with Education to Employment teams established - may be relevant for some young carers Links made with the Alternative Education programme More work needed with Connexions.
	c) Develop support options for 16-25 year olds with caring responsibilities	Establish a focus group of young people to support delivery of this work	TBA	Carers' Centre 16 - 18 years group. Process needed for LA re identification of young adult carers (16+) and a range of appropriate contact and support.
		Explore options for Social Media to support young carers		Anything more to add?

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7	Additional Work required to support this plan			
	a) Review Memorandum of Understanding between Children and Adult Services in light of the Care Act and Children and Families Act	Identify a task and finish group to review and implement changes	*Increase in the amount of Young Carers indentified *Young carers are supported appropriately	Due to change of management arrangements (JO now directs both areas) Memorandum not needed. Work is progressing, however protocol needed for ASC/CYPL link to EHA and Whole Family assessment work that is underway
	b) Develop systems that will improve our knowledge of adult, young carers and parent carers through the collection and analysis of information	Collate the data sets currently available to us	*Increased knowledge regarding the prevalence in relation to carers in the borough * We have a sound understanding of the services and support that is needed in the borough and this will inform our commissioning decisions *We are able to improve our ability to target support and engagement	Work is underway to produce a Dashboard of carer information (Adult & Young Carer) which can be used by children and adult services
		Develop a baseline for data for: *Health *Education *Social Care *Public Health		
		Develop reference information regarding the social return on investment	Commissioners understand social return on investment in relation to carers	Summer/Autumn 2017

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	c) Review services for carers review to include: *Counselling Services *Provision of support for carers of people with dementia *Access to emotional support	*Map current provision *Develop new model if needed *Develop clear referral pathways *Identify opportunities for additional resources	Range of universal and targeted provision available to support assessment and provision of assessed needs, implementing and monitoring good practice guidelines.	Work to be taken forward in the Self Care and Prevention Board
	d) Identify a range of people who want to be involved in shaping this work	*Advertise for carers who are willing to support us *Use the Carers Voluntary Sector Forum	We have a reference group of carers who support people with a range of health problems who are able to support this work	Need to progress - How do we get reps from a range of caring groups that can feed into this work?
	e) CCG to conduct the NHS England Commissioning for Carers Principles self-assessment	Identify appropriate people to support this work Complete Assessment and analyse the results Action Plan developed to address shortfalls	*CCG able to benchmark against the 10 key principles *Scorecard available showing where the CCG believes to be doing well and areas of improvement	CCG have carried out their own assessment and asked for partner feedback. This will be the focus of Carers Rights Day in Nov 2016. An Action Plan will be developed from the findings
	f) Review advocacy support for carers	Conduct a review of support	Carers understand their rights and access to advocacy support	To be included in training