

Warrington Carers Strategy 2012-2015: Action Plan

Priority: Identification and Recognition

What carers have said:

- Information is often difficult to access and not available when carers first need it
- Carers would like information to be delivered in a range of formats such as leaflets, information technology and face to face contact
- Often carers do not realise they are a carer until a professional informs them, carers would like professionals to help them to identify themselves as a carer
- GP's are often the first point of call in asking for help, therefore GP's need to identify carers and recognise their needs

Key Outcomes:

- Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role
- Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive and to enjoy positive childhoods

Action	Lead Officer(s)	Timescale	Measures
Develop information for adult carers and young carers on the council website which reflects and includes the new Carers Strategy.	Carers Development Worker/WBC Communications	September 2012	The development of an appropriate and accessible website.
Develop and implement an identification tool to identify young carers across the board including schools, GPs, and youth service	Wired Adult and Young Carers Services Warrington	September 2012	Increase in the number of young carers identified
Promote Wired Adult and Young Carers Service Warrington as a carers information hub, delivering services directly and signposting to others	Wired Adult and Young Carers Services Warrington	October 2012 - Ongoing	Increase in number of registered carers from December 2011 to December 2012
Develop a Carers Charter (Adult and Young Carers) for Warrington Hospital and ensure that it is widely visible.	Associate Director Communications/ Hospital Carers Strategy Team	June 2012	Carers charter visible in all areas of the Hospital.

Action	Lead Officer(s)	Timescale	Measures
Review and redesign Wired website to ensure it contains information on how to access Adult and Young Carers services from Wired and from partner agencies.	Wired Adult and Young Carers Services Warrington	March 2012 – Ongoing	The development of an appropriate and accessible website.
WBC to work in partnership with Wired Adult and Young Carers Services Warrington to attend drop in services in order to provide information and advice to adult carers regarding access to council services.	Carers Development Worker	March 2012	Number of adult carers who seek support
GP surgeries to identify carers (Adult and Young Carers) and record caring status.	Assistant Director Integrated Commissioning	January 2013	% of GP surgeries that record caring status
GP surgeries to have a carer champion and receive carer awareness training.	Assistant Director Integrated Commissioning	September 2012	% of GP surgeries that have a carer champion % of champions who have received carers awareness training
Provide carer's drop ins at GP surgeries.	Assistant Director Integrated Commissioning / Wired Adult and Young Carers Services Warrington	September 2012	Number of drop ins provided at GP surgeries and number of carers accessing them
Develop system for GPs to proactively contact carers and families for checks and early identification of any problems.	Assistant Director Integrated Commissioning	April 2014	% of surgeries which have implemented this procedure
Implement scheme with Sainsburys to assist in the early identification of carers (Adult and Young Carers) e.g. checkout staff to identify carers purchasing two shops, ask if the person is a carer, if so to provide carers information packs.	Carers Development Worker and CYPS Lead	October 2012	Number of information packs distributed Increased uptake of carers services
Hospital wards to have relevant Adult and Young Carers information available including signposting.	Hospital Carers Strategy Team/Wired Adult and Young Carers Services Warrington	June 2012	Wired carers discharge worker to develop information leaflets. To be places on all wards and updated regularly.
Hospital wards to consider establishing a carers lead/champion.	Hospital Business Support Manager	June 2012	Carers' champions identified.

Action	Lead Officer(s)	Timescale	Measures
Expand the distribution of the carers newsletter to other organisations and members of the public and ensure included on the council and Wired website.	Carers Development Worker and Wired Adult and Young Carers Services Warrington	June 2012 - Ongoing	Number of organisations who receive newsletter
Develop further links with other partner agencies to input information in the carer's newsletter.	Carers Development Worker and Wired Adult and Young Carers Services Warrington	June 2012	Multi-agency information being placed in carers' newsletter.
Develop a quarterly newsletter for young carers in an appropriate format and considering modern methods of communication.	Wired Adult and Young Carers Services Warrington / Warrington Youth Support Service and WBC Communications	October 2012	Development of a quarterly newsletter.
Review training available on carers needs for social care/ health staff and partner organisations.	Carers Partnership Board / Carers Development Worker	March 2013	Improved training available on carers needs
Improve collection of equality data for Adult and Young carers.	WBC ASC Service Manager/ Wired Adult and Young Carers Services Warrington / Performance Board	September 2012	% of equality data collected on adult and young carers
Raise awareness of carers services with BME groups.	Wired Adult and Young Carers Services Warrington/Carers Partnership Board	December 2012	Number of recorded carers from BME groups.
Through the Virtual School ensure all headteachers and staff in Warrington schools is made aware of how to identify young carers and the services that are available to them.	WBC Virtual Head Teacher/Wired Adult and Young Carers Services Warrington	June 2012	Increase in Young Carers accessing services

Priority: Realising and releasing potential

What carers have said:

- There needs to be awareness raising amongst local employers, for employers to become supportive to carers and understand their needs.
- Needs to be a more proactive approach from agencies to invite local employers to events for carers.
- Identify jobs suitable for carers such as jobs that entail flexible working/home working.
- Improve information for carers, re: what is available in relation to support, employment and education
- Carers often have limited experience due to caring responsibilities, they need help with references for prospective employers.

Key Outcomes:

- Carer will be able to have a life of their own alongside their caring role
- Carers will be supported so that they are not forced into financial hardship by their caring role
- Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive and to enjoy positive childhoods

Action	Lead	Timescale	Measures
Job Centre Plus to offer all identified carers a personal adviser to assist them in gaining suitable employment.	Job Centreplus	September 2012	Number of carers with a personal advisor.
Create a system to monitor training and employment opportunities being accessed by carers through Job Centre Plus.	Job Centreplus	September 2012	Statistical information available.
Job Centre Plus in partnership with Warrington Disability Partnership to develop the Employment Foundation Training for carers allowing carers to access 12 weeks training/work experience in an area of their choice.	Carers Partnership Board / Job Centre Plus /Warrington Disability Partnership	December 2012	Number of carers accessing this training

Action	Lead	Timescale	Measures
Job Centre Plus to hold carers information sessions to include information on employment and educational opportunities and support services available.	Job Centreplus/Wired Adult and Young Carers Services Warrington	August 2012	Number of sessions held per year and number of carers attending
Develop support group for young carers at school to assist with educational issues including school work and options at 16.	Wired/ Virtual Head Teacher	September 2012	Number of school support groups established
Promote the importance of flexible employment policies within partner organisations to support working carers.	Partnership Board / Jobcentre Plus/ Carers Development Worker	December 2014	Partner organisations developing employment policies to support carers.
Identify staff members who are carers within partner organisation and develop mechanisms to give support.	Partnership Board	March 2014	Number of partner organisations who record staff who are carers
Young carers aged 14-19 to receive targeted careers support with a focus on ensuring they are able to participate in education or training (including apprenticeships) post 16.	Virtual Head Teacher	Sept 2013	Numbers of young carers participating in further education opportunities

Priority: A life outside of caring

What carers have said:

- Flexible and reliable respite services are needed to provide carers with a break
- Carers want to go out without worrying

Key Outcomes:

- Carer will be able to have a life of their own alongside their caring role
- Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive and to enjoy positive childhoods

Action	Lead	Timescale	Measures
Review the carers emergency card scheme and consider alternative methods of providing the service.	Carers Development Worker/Wired Adult and Young Carers Services Warrington	April 2013	% Increase in take up
Develop an emergency card (or alternative method) scheme for young carers.	Wired Adult and Young Carers Services Warrington/ Commissioning Manager CYPS/Director of Public Health	April 2013	Take up of service
Develop system for an annual review of carer's emergency action plans.	Wired Adult and Young Carers Services/Carers Development Worker	April 2013	% of those with an emergency card having annual review of action plan
Develop a carer's time banking scheme to promote flexible respite.	Assistant Director Adult Social Care	April 2013	Number of carers accessing time banking scheme
Develop peer support groups for young carers.	Warrington Youth Support Service / Wired Adult and Young Carers Services	October 2012	Number of young carers accessing buddying scheme

Action	Lead	Timescale	Measures
Implement the town centre Youth Café as a young carers information point.	Warrington Youth Support Service / Wired Adult and Young Carers Services Warrington	June 2012	Number of young carers accessing information
Develop annual programme of mainstream activities that can be targeted to include young carers.	Warrington Youth Support Service	June 2012	Numbers of young carers accessing mainstream activities
Through the Virtual School ensure all head teachers and staff in Warrington schools are made aware of how to identify young carers and the services that are available to them.	Virtual Head Teacher	June 2012	Increase in Young Carers accessing services
Raise carer's awareness and promote the use of personal budgets for carers in order to provide flexible and alternative respite breaks.	Service Managers Adult Social Care	April 2013	Annual increase
Promote the use of respite breaks for Continuing Health Care carers.	Continuing Health Care Team / Carers Development Worker	December 2012	Annual increase
Promote the use of assistive technology to provide reassurance to carers linking with the Sensory and Disability Team.	Carers Development Worker/ Telecare and Sensory Team	June 2012	Annual increase
Develop WBC data recording processes to ensure accurate information collected on number of carers benefiting from Telecare solutions.	Telecare and Sensory Team	September 2012	Number of carers benefiting from Telecare
Develop groups and support designed for male carers.	Wired Adult and Young Carers Services Warrington	April 2013	Number of male carers accessing services
Work with Neighbourhood Coordinators to develop local support networks and services.	Service Manager Adult Social Care	April 2013	Range of low level support services available.

Priority: Supporting carers to stay healthy

What carers have said:

- Carers need training on the cared for person's issues and help to develop skills such as managing medication and continence needs
- GP receptionists need to be aware of carers needs and the need for flexible appointments
- Carers worry about the cared for person if they go into hospital
- GP's and Social Care need to communicate better with each other
- Carers should be continued to be supported to access leisure centres to maintain health and fitness

Key Outcomes:

- Carers will be supported to stay mentally and physically well and treated with dignity
- Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive and to enjoy positive childhoods

Action	Lead	Timescale	Measures
Raise the profile of the health needs of family carers (Adult and Young Carers) with health professionals in Warrington Hospital by establishing appropriate awareness training courses. Phase 1 to establish basic carers awareness module for new employee induction. Phase 2 to establish an advanced module for champions.	Quality Improvement Matron/Head of Medical Education	Phase 1 - June 2012 Phase 2 – June 2013	Number of Health professionals attending appropriate awareness training courses.
Develop ways to make hospital visits more accessible for carers e.g. priority appointments.	Hospital Carers Strategy Team	June 2012	Wired carers hospital discharge worker to liaise with hospital to develop policies.
Develop process for ensuring that carers of patients are involved in the patient pathway and that they receive information and signposting for support and pilot with patients who have dementia.	Hospital Carers Strategy Team	Phase 1 (pilot) September 2012 Phase 2 September 2013	Number of carers involved in discharge planning

Action	Lead	Timescale	Measures
Provide regular carers support for staff at Warrington Hospitals to include information on self-care issues e.g. back care, stress management etc as well as pamper sessions.	Hospital HR Department/Wired Adult and Young Carers Services Warrington	December 2012	Develop information leaflets on self care for staff.
Extend availability of training and guidance for carers including: medication, safer handling and dementia awareness.	Carers Partnership Board	March 2013	Number of training sessions held and number of carers attending
Provide annual health checks / MOTs for carers (Operating Framework for the NHS England 2011/12 states that during 2011/12, the results of pilots of health checks for carers will be published, PCTs should consider the findings of this work in the development of NHS health check).	Assistant Director Integrated commissioning	June 2013	Number of carers offered an annual health check
Develop links with Leisure and Cultural Trust to maximise the opportunities available to support carers.	Carers Development Worker/Carers Partnership Board	April 2015	Increased services available
Work in partnership with GP surgeries to raise awareness of carers services available and carers needs for flexible appointments	Assistant Director Integrated commissioning/Wired Adult and Young Carers Services Warrington	February 2013	Increased referrals to carers services from GP surgeries Increased number of GP surgeries recording patients who are carers/offering flexible appointments