

Health and Wellbeing Board 16 November 2017

SHROPSHIRE ALL-AGE CARERS STRATEGY: UPDATE

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1. Summary

This Board agreed the Shropshire All-Age Carers Strategy and Action Plan in June 2017. This report provides an update on progress.

2. Recommendations

Another update is provided at the HWB meeting in April 2018.

REPORT

3. Updates

3.1 The Action Plan has 5 key areas, and the information below illustrates activity to meet these:

Priority 1: Carers are listened to, valued and respected

- **'Let's Talk Local' /Adult Social Care (ASC) sessions in hospitals.** These have started in Oswestry (Robert Jones & Agnes Hunt) and Monthly Carers Cafés are now operating in Oswestry, Whitchurch and Bridgnorth. Talks are in place to roll out to the Royal Shrewsbury Hospital and the Redwoods Centre in Shrewsbury.
- **Meeting with Community Care Co-ordinator (CCC) Lead** Discussions have taken place to work more closely with CCC's in GP Practices. The CCC December meeting will be attended, and links have been made with the CCC Carer Champion.
- **Carers Voice** A joint meeting will take place in November between NHS England and Shropshire and Telford & Wrekin to discuss taking 'Carer Voice' forward. An update about Carer Voice will be going into the next Carers Trust 4 All (CT4A) newsletter.
- **Carers identified on hospital discharge paperwork.** Following discussion with Shropshire CCG, wording has been sent, to add identification of an unpaid carer on discharge paperwork. First Point Of Contact (FPOC) will be the referral number, and this has been agreed with the FPOC Team.
- **Recruitment of Carers Hospital Leads in hospitals** Two Adult Social Care staff are being recruited to bridge the gap between hospital staff and carers in the discharge process. They will also be in house to influence the discharge process. E.g. paperwork. One will be based in the Royal Shrewsbury Hospital and the other in 'Let's Talk Local' supporting hospital and community hubs.

- **12 week Hospital Discharge Carers Support Service (HDCCS)** This pilot ran in July for 12 weeks, and provided up to 6 hours support direct to the carer, (including those who self-funded), in the first two weeks following discharge from hospital.

Priority 2 Carers are enabled to have time for themselves

- **Sharing information systems.** A new Adult Social Care information system is being introduced, and the feasibility of linking this with Children's Services to reduce duplication of assessments (whole family assessments) is being investigated.

Priority 3 Carers can access timely, to up to date information and advice

- **Flu vaccination campaign targeted for carers** A targeted flu campaign through Shropshire Council, took place in the first week of November. This linked with the 'Stay Well This Winter' national campaign. A press release was issued on the 31.10.17, and tweets were scheduled throughout the week. A Communications Toolkit was produced and circulated to the Health and Wellbeing Communications and Engagement Group, who were asked to re-tweet and publicise the messages.
- **Safe and Well visits for Young Carers** Representatives from Shropshire Fire & Rescue Service, Carers Trust 4 All (CT4A) and Shropshire Council met to discuss the best way to promote Safe and Well visits for young carers and their families. A referral process and how to publicise the scheme has been agreed and will now be put into place.
- **Report on help and support available for mental health carers in Shropshire.** The Mental Health Partnership Board requested a report on help and support available for mental health carers in Shropshire. This has been completed and will be presented at their meeting on 14th November.
The report findings have concluded that were that there are examples of good practice in the support for Mental Health Carers across Shropshire; however, there is room for improvement. The Family Carers Partnership Board through its Carers Strategy and Action Plan, is working with services and the Voluntary & Community Sectors to address the support needs of all carers as far as possible

Priority 4: Carers are enabled to plan for the future

- **Carers Rights Day 24.11.17** This is being led by CT4A, and supported by Shropshire Council and the Parent And Carer Council (PACC). The main event is in Shrewsbury, with smaller events being held in Wem and Bishops Castle. An activity at the event will be asking carers about future planning, and linking the findings to priority 4 of the Carers Strategy. As the event is during the day, the activity will be carried out with young carers also through their various groups.

Priority 5: Carers are able to fulfil their educational, training or employment potential

- **Bid for funding from NHS England.** A bid for £1730.00 was submitted to NHS England on the 2/11/17. This would be used to create information targeting schools and college staff, based on the 'Are you looking after someone' bookmarks. This would be done with a focus group of young carers from Shropshire and Telford & Wrekin, and use the services of a graphic designer.
- **Training opportunities for carers** A meeting with Shropshire Council's Joint Training Team is being held in November '17, to see what opportunities are available for carers and how these can be publicised.

4. Conclusions

Implementation of actions identified through the strategy are now taking place. Opportunities of joint working between Shropshire and Telford & Wrekin has been very beneficial and positive.

5. Risk Assessment and Opportunities Appraisal

(NB This will include the following: Risk Management, Human Rights, Equalities, Community, Environmental consequences and other Consultation)

There are no Human Rights, Environmental consequences, Community or Equality issues with this Strategy and Action Plan. Indeed, it aims to help improve the visibility and needs of carers in the communities they live in.

Risk Assessment has identified potential threats as;

1. *Losing engagement of key stakeholders.* This risk will be reduced by; communicating with partners regularly via email, sharing findings and information, holding regular meetings (face to face), holding a stakeholder event and inviting a wide range of partners, requesting partner involvement in designing the interventions, legitimise interventions and ideas through evidence, including national best practice as well as locally collected ethnographic data and include carers and primary care providers as key partners.
2. *Insufficient funding to implement effective Strategy* This risk will be reduced by potential funding from the Better Care Fund and Social Care. Carers Trust 4 all are already contracted to supply and deliver services. Good communication with partners to report on progress of strategy, funding required and potential shortfalls will take place.
3. *Staffing issues impacting on implementation of strategy.* This risk will be reduced by communicating with providers and partners such as; Carers Trust 4 all, Adult Social Care, Children's Social Care and School Nursing etc. to anticipate staffing issues which may have an impact.

6. Financial Implications

Financial constraints across the whole system has been kept in mind when formulating the Action Plan, and the outcomes focus is more on changing ways of working, reviewing policies and pathways and making information available. This will involve staff time.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information) None
Cabinet Member (Portfolio Holder) Cllr. Lee Chapman
Local Member
Appendices None