



**SHROPSHIRE RCC**

**FAMILY CARERS' SUPPORT SERVICE WITHIN THE  
ADMINISTRATIVE AREA OF SHROPSHIRE COUNCIL**

**PERFORMANCE REPORT (YEAR 3)**  
*including Mayfair Community Centre data*

**1<sup>st</sup> November 2013 to 31<sup>st</sup> January 2014.**

**The overall aim of the Carers' Support Service is to enable carers to continue caring for as long as they wish and to prevent the likelihood of carer breakdown by providing information, direct support and linking carers to wider local networks of support.**

**This report is for the first quarter in the third year of our contract from 1<sup>st</sup> November 2013 to 31<sup>st</sup> January 2014. The data includes information from our delivery partner the Mayfair Centre. Figures in brackets are the previous month's figures for comparison.**

	<b>Service Outcomes</b>	<b>Proposed Targets</b>	<b>Activity and achievements during this quarter</b>
1	<p>Carers better informed about services and support giving them greater choice and control over the services they receive, including those not known to statutory services.</p> <p>Carers have a clear point of contact for information and support related to their caring role</p>	<p>Support universally available to all carers [currently approx 3500]</p> <ul style="list-style-type: none"> <li>• Newsletter hard copy and e-booklet distributed 3 times a year to carers and professionals</li> <li>• Dedicated Carers' Support line Monday to Friday during office hours staffed by experienced carers support workers.</li> <li>• Information leaflets widely available &amp; attendance at relevant information events &amp; clinics</li> <li>• Dedicated staff providing information to carers in hospital setting</li> </ul>	<p>Our January newsletter was distributed to 3,497 carers by post and email. Our e-book version was also circulated to professionals and other agencies. We also sent out a number of targeted mailings to carers during this period to publicise events, activities and training.</p> <p>Our team of carers support workers provide a Support Line service between 9am and 4pm Mondays to Fridays. During this period we had 138 calls from carers and others to the support line.</p> <p>We continue to promote our service across the county by attending social work team meetings, giving presentations to carers or service providers about our services.</p> <p>Our new style Coffee and Chat events have been well attended and bring carers together in an informal setting to share information and benefit from peer support. 5 Coffee and Chat events were held during this period.</p> <p>Our dedicated Hospital Link Worker continues to identify carers in the hospital context and link them into our community support after discharge. During this period there have been 46 referrals, of these 6 were new to our service. To strengthen our hospital links we have also met with hospital cancer support services and Macmillan to explore how we might better support carers of cancer patients and survivors.</p>
2	<p>Vulnerable carers identified. Carer support plans developed, with the carer, increasing their coping skills, improving their health and well-being in order to reduce the risk of unplanned admission to long term residential or hospital care</p>	<ul style="list-style-type: none"> <li>• Intervention and support for up to 200 carers who are identified as vulnerable to carer breakdown and provided with a carer support plan.</li> <li>• 60% of vulnerable carers with a support plan self-report a reduction in their level of strain/ stress and improved</li> </ul>	<p>In this first quarter we have been developing the systems to enable us to identify carers who are vulnerable and ensure all members of staff are trained in the use of the Carers Strain Index. We have also developed the assessment and support plan paperwork to support this (see Appendix A). We have designed some promotional literature for distributing to partner agencies to raise awareness of our targeted support for vulnerable carers (see Appendix B). We are arranging meetings with social work teams to encourage timely referral of vulnerable carers to our service.</p> <p>We have adapted our database to enable us to identify potential vulnerable carers already registered. Those who meet our criteria will be contacted in order to carry out an initial assessment their current level of carer stress.</p>

	Service Outcomes	Proposed Targets	Activity and achievements during this quarter
		<p>sense of well-being</p> <ul style="list-style-type: none"> <li>• Carers self-report an increase in their capacity to continue caring</li> <li>• Monitoring tools developed and tested</li> <li>• 50 carers linked into 5 workshops across the county offering stress management for carers or other relevant topics aimed at reducing carer strain/stress.</li> <li>• Recruit 6 volunteers or community organisations across the county to offer direct support to individual vulnerable carers</li> <li>• Increased continuity of support for carers moving from hospital to community settings</li> <li>• 50 carers supported by hospital link worker report to improve their involvement in the discharge planning process.</li> </ul>	<p>We have developed a brief as the basis for contacting Universities about monitoring and evaluating our work. We have also been in touch with a similar project in Hertfordshire and they are sending us a copy if their evaluation of work they have carried out developing carer friendly communities.</p> <p>We are in planning stress management activities and workshops for the next quarter..</p> <p>Our hospital link worker has provided 10 carers with information/advice and 40 carers with emotional and practical support of which 5 were intensive support. Feedback from service users about the support they have received has been very positive. For further details see Appendix C. This service has helped ensure that we can offer carers seamless service between the hospital and community carers support.</p>
3	Improved well-being and resilience of carers, enabling them to continue in their caring role for as long as they wish	<ul style="list-style-type: none"> <li>• Support for approximately 1000 carers per annum provided across these various activity areas.</li> <li>• Minimum of 80 carers supported through groups and peer networks</li> <li>• 150 carers benefit from outings and leisure activities</li> </ul>	<p>408 carers received a service from us during this period and addition to this Carers received a total of 792 episodes of signposting and emotional support via the telephone</p> <p>107 carers attended our carers support groups across the county</p> <p>123 carers participated in outings and leisure activities</p> <p>469 episodes of telephone support offering signposting was provided</p> <p>323 episodes of telephone support offering emotional support was provided</p> <p>48 carers received a home visit</p> <p>28 carers were referred to specialist agencies</p>

	<b>Service Outcomes</b>	<b>Proposed Targets</b>	<b>Activity and achievements during this quarter</b>
		<ul style="list-style-type: none"> <li>• 80 carers receive skills based training</li> <li>• 500 carers receive telephone support</li> <li>• 180 carers receive a home visit to offer practical support</li> <li>• 50 carers are referred to other specialist agencies</li> <li>• 30 carers receive help with emergency and future planning</li> <li>• 8 carers are involved with the service as volunteers</li> <li>• 150 carers received information about carers support services while in hospital setting</li> </ul>	<p>10 carers received emergency and future planning support  32 carers received skills based training  83 carers received published information</p>
4	To develop 'carer aware and carer friendly' communities in areas identified as higher risk of carer breakdown Shropshire Council share data on areas where high level of carer breakdown	<ul style="list-style-type: none"> <li>• 1 CCG funding proposal submitted</li> <li>• 30 vulnerable carers referred by GP practices</li> <li>• 30 vulnerable carers referred via Hospital Link Worker</li> <li>• 200 carers registered on I Care Card Scheme</li> <li>• 60 businesses offering discounts or other benefits to I Care Card holders</li> </ul>	<p>We submitted two bids to the CCG to continue funding the work of our hospital link worker and expand its remit to community hospitals and a new project to develop carer friendly communities, links with GP's and support for vulnerable carers.</p> <p>We have 125 carers currently registered on our I Care Card scheme and continue to promote this as widely as possible</p> <p>We have 45 businesses supporting the scheme at present including some mobile services which will increase accessibility for carers who are not able to be away from home. The list of businesses will be published in the May newsletter.</p>
5	Increased carer involvement in shaping and developing key services.	<ul style="list-style-type: none"> <li>• CAP to meet 3 times a year</li> <li>• Annual survey distributed with the Carers' Newsletter.</li> <li>• Carers involved in the Hospital Link Worker project</li> </ul>	<p>The Carers Advisory Panel will be meeting in March/April.  Our annual carers survey will be sent out with our October newsletter</p> <p>We have 2 carers on the Hospital Link Worker project steering group.</p>

	<b>Service Outcomes</b>	<b>Proposed Targets</b>	<b>Activity and achievements during this quarter</b>
		steering group	
6	Improved recognition of carers' contribution among professionals and the wider public	<ul style="list-style-type: none"> <li>• 3 events held across the County for Carers' Week</li> <li>• One event for Carers' Rights Day.</li> <li>• Features and information in local media including Shropshire Radio, Shropshire Life, Shropshire Star, area journals, parish magazines and other agency publications</li> </ul>	<p>Our Carers Rights Day event on the 29<sup>th</sup> November was a success with 38 carers attending the day together with 10 staff from various organisations. Our keynote speaker was Moira Fraser from the Carers Trust talking about the new carers' rights in the Care Bill and Jane Randall-Smith from Healthwatch Shropshire. Feedback on the day was very positive. We are currently in the process of planning Carers Week activities.</p> <p>We continue to promote our services through the press and social media. There have been 4 press releases sent out and 3 articles published in the local press.</p>
7	Provision of meaningful local data on carers' contact and needs through bespoke carers' database.	<ul style="list-style-type: none"> <li>• 4 performance reports submitted</li> <li>• All funder data performance and information requirements agreed in advance as part of the contract.</li> </ul>	This is the first performance report of our 3 <sup>rd</sup> year.
8	New funding drawn into the County for the benefit of carers.	<ul style="list-style-type: none"> <li>• £20,000 income from funding bids, sponsorship and fundraising</li> <li>• Local fundraising to coincide with Carers' week and awareness raising activities.</li> </ul>	<p>We continue to raise funds for carers through our appeal. We are charity of the year for Jigsaw Choir who are expecting to raise £5000 for the appeal. We have submitted a funding bid to the CCG to continue our work in hospitals and extend our work with supporting vulnerable carers. We are in the process of developing funding bid to WM Cadbury for counselling support, life coaching and on-line mindfulness courses for carers.</p> <p>We have had continued funding from Telford &amp; Wrekin Council to deliver carer training</p>
9	Wider and more informed understanding of carers' needs through increased partnership working	<ul style="list-style-type: none"> <li>• Administrative support provided for Carers Forum for up to 6 steering group meetings a year and 2 events</li> <li>• Opportunities for joint work with local voluntary sector agencies explored.</li> </ul>	<p>We continue to organise bi-monthly meetings of the Carers Forum Steering Group and supported the organisation of the Carers Forum event in November 2013.</p> <p>We have met with the Alzheimer's Society, Crossroads Care, Age UK and the British Red Cross to look at ways in which we can work more closely together in supporting carers.</p>