

Early Identification and Support for Carers

Objective	Action	Evaluation – How will we measure this	Action plan Monitoring	Lead/ Responsible
<p>To improve early identification of and signposting to support for carers by all sectors - H&SC, Education, Business and communities.</p> <p>To improve proactive support for carers to self-identify.</p>	<p><u>Immediate:</u> Recommission Digital Carer Support service to support all carers and target hidden carers, working carers and young adult carers.</p>	<p>Results from National Carers survey and ASCOF figures showing improvement in 1C(1B), 1D.</p> <p>Monitoring of Digital Carer Support contract showing increasing numbers of carers reached.</p> <p>Quarterly reports from digital provider with insights including the targeted group.</p>	<p>All Priorities – consider follow up call after a contact within 4 weeks and then again, few months later to measure success.</p> <p><u>01/12/2023</u> Extended contract until 31/3/24. Tendering process ends 8/2/24.</p> <p><u>14/3/24</u> Award letter sent to provider to start contract 1 April 2024</p> <p><u>26/2/24</u> Monitoring of contract demonstrates continued increases in key performance indicators.</p>	<p align="center"><i>Margarete Davies</i></p>
	<p><u>Immediate:</u> Submit an article for the Marches Growth Business hub on the new Carers Leave regulations, advising effective way to support and offer training and support to ID carers in workforce.</p> <p>Share article with Shropshire Council HR team, Business Support for wider HR newsletter publication and inclusion in leadership conference packs for April event.</p> <p>Draft information for job fairs.</p>	<p>Monitor number of businesses who adopt the Carer Register information and numbers of employees who register through it.</p> <p>Monitor the number of businesses who request further information on how they can become carer friendly.</p> <p>Shropshire Council internal – monitor increases in number</p>	<p><u>26/2/24</u> Article submitted to Marches Growth business hub for newsletter. Submitted to Shropshire Council HR team. Email to HR agreeing process to identify internal Council employees who are carers.</p>	<p align="center"><i>Margarete Davies</i></p>

	Internal system updated to capture working carers at Shropshire Council.	of employees who identify as a carer on internal system.		
	<u>Short term – within 3 months:</u> Develop and support Schools Project officer post to identify and support young carers and young adult carers in schools.	Monitor numbers of young and young adult carers identified on the school survey. Monitor number of young carers referred to the YC Support team.	Service further developed when inhouse.	<i>Margarete Davies</i>
	Monitor targeted plan of raising awareness of carers in GP practices. .	Monitor referrals received or carers who have enrolled on Carer Register after GP contact. Monitor numbers of collaborations with GP practices for groups and events. Case studies for SCPB.	<u>19/02/24</u> Carer Support team making contact with all GP practices within their area – building networks and distributing information.	<i>Alison Barrett</i>
	<u>Medium term – within 6 months:</u> Develop Shropshire Council workforce development training plan. Liaise for internal All Age Carer online training to be mandatory.	Monitor number of staff members completing All Age Carer training. Results from National Carers survey and ASCOF figures showing improvement in 1C(1B), 1C(2B), 1D, 3B,3C. Training materials available and 80% of workforce report improved confidence in ID and approaching carers.		<i>Margarete Davies</i>

	<p><u>Longer term – over a year:</u> Develop a targeted plan of awareness raising and Carer Aware training for Health and Social Care professionals, including primary and secondary care, pharmacies, dentists.</p>	<p>Monitor the take up of training by target groups. Analyse data from referrals for improvements.</p> <p>Model Approach available and 65% of staff report improved confidence to ID carers and signpost to support.</p>		<p><i>Margarete Davies</i></p>

Building carer friendly communities in Shropshire where carers are recognised, listened to, and respected

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<p>To improve levels of co-production with carers. To improve accessibility of services for Carers.</p> <p>To actively involve carers, wherever possible, as expert partners in the planning of care and support which the person they care for receives e.g. at hospital discharge.</p>	<p><u>Immediate:</u> Develop a Digital Forum for Shropshire Carers Partnership board (SCPB).</p>	<p>Volume of organisations joining and sharing information. Monitor collaborations between services and coproduction with carers.</p>	<p>5/2/2024 Digital Forum due to go live by end of February.</p>	<p><i>Jayne Smallman-Brooks</i></p>
	<p><u>Immediate:</u> Activate Carer Support service support line extended opening times.</p>	<p>Monitor number of calls received during extended periods and data provided.</p>	<p>16/1/24 Support line operating hours extended.</p>	<p><i>Margarete Davies</i></p>
	<p><u>Short term – within 3 months:</u> Develop a targeted plan for Shropshire Council workforce development.</p>	<p>Results from national Carer Survey/ASCOF showing improvements in 1D, 3B,3C,3D. Increase in young carers referrals for support.</p>		<p><i>Margarete Davies</i></p>
<p>To raise public awareness of carers and their contribution to society.</p>	<p>Plan National Awareness events and their promotion.</p>	<p>Monitor attendance at national carer events.</p>		<p><i>Jayne Smallman-Brooks</i></p>

Time restrictions on carers availability are acknowledged.		Post event evaluation feedback.		
	<u>Medium term – within 6 months:</u> Develop a planned campaign of outreach targeting wider services and organisations.	Survey GP practices on how many carer flags added to identify carers and making appointments at 'suitable' times.		<i>Margarete Davies</i>
	<u>Longer term – over a year:</u> Review all organisations assessment documentation for carer aware evidence. ICB Carer lead identified and links with SCPB.			<i>Margarete Davies</i>

Carers have a life of their own outside of their caring role

Objective	Action	Evaluation – how will we measure this	Action Plan Monitoring	Lead/ Responsible
To support carers to balance their caring responsibilities with their own aspirations and needs.	<u>Immediate:</u> Develop a range of training for carers e.g. safe handling.	Numbers of carer attending training provided. Post training evaluation feedback.	28/2/24 Meeting with training provider PIC. Project outline to be sent to PIC	<i>Margarete Davies</i>
Ensuring Carers receive the right support at the right time. To provide information and support for Carers in planning for the future. To improve support for carers to fulfil their employment and educational potential. To increase carers' knowledge of their employment rights.	<u>Immediate:</u> Develop dedicated Carer web page – one stop shop and promote widely.	Monitor the number of referrals to other support e.g. financial support and their feedback through carer team monitoring system. Data from digital carer support providers. Monitor number of carers attending events e.g. care home fees.		<i>Jayne Smallman-Brooks</i>

		Post event evaluation feedback.		
	<p><u>Short term – within 3 months:</u> Develop range of future planning workshops.</p>	<p>Monitor number of carers attending future planning workshops. Post event evaluation feedback.</p> <p>Analyse data on number of carers completing a future plan.</p> <p>Monitor data on number of Emergency plans registered.</p>		<i>Margarete Davies</i>
	Develop basic life skills course for young adult carers (YAC).	<p>Monitor number of YAC registering for support with Carer Support team and/or digital carer support.</p> <p>Post course evaluation feedback.</p>		<i>Margarete Davies</i>
	<p><u>Medium term – within 6 months:</u> Update and circulate articles for Marches Growth hub and Shropshire HR to send to businesses and actively work with those that respond.</p>	<p>Monitor number of employers who engage with our training.</p> <p>Post training evaluation feedback.</p> <p>Monitor number of working carers who enrol on Carer Register.</p>		<i>Margarete Davies</i>
	Contact education and training providers regarding accessible courses for carers and volunteering opportunities.	Interrogate data from Carers team internal monitoring system, Carer Register and Enable on number of carers		<i>Margarete Davies</i>

		who are supported into training and courses. Collate data on carers who volunteer through carer team monitoring system.		
	Develop a plan to promote the use of assistive technologies such as GPS trackers and Telecare systems to peer groups.	Post talk evaluation data and feedback from carers.		<i>Alison Barrett</i>
	<u>Longer term – over a year:</u>			

Carers have good physical, mental, and emotional wellbeing

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<p>To empower carers to manage their caring role, enabling them to look after their own health and wellbeing needs as well.</p> <p>To assist Carers to stay connected to communities and maintain relationships that are important to them.</p>	<p><u>Immediate:</u> Identify and promote carer networks for all types of carers, and creatively develop carer support groups where gaps exist. Maximise use of SCPB to gather intelligence on gaps.</p>	<p>Evaluate data from Liquid Logic database - outcomes of carers assessments and feedback calls.</p> <p>Results from National Carer Survey/ASCOF showing improvements in 1C(1B), 1D, 1I(2), 3B,3D</p>		Alison Barrett
	<p><u>Immediate:</u> Monitor Carers team are networking with social prescribing-healthy lives coaches.</p>	<p>Evaluate data from Carer team monitoring system.</p> <p>Evaluate data from Carers feedback form.</p>		Alison Barrett
	<p><u>Short term – within 3 months:</u> Develop a guide on Carer Wellbeing, promoting NHS health checks and tips on good practices.</p>	<p>Monitor numbers of carers engaged with coproducing guidance.</p> <p>Evaluate data and feedback from carers in pilot.</p>		Margarete Davies/Jayne Smallman Brooks

		Monitor Short breaks – children/respice care data.		
	<p>Medium term – within 6 months: Explore provision of counselling for carers.</p> <p>SCPB to explore how to provide information on how to manage the cared for person’s condition to carers.</p>	Utilise intelligence gathered by sector colleagues to measure effectiveness of services/ interventions - ensuring carers are not surveyed out.		Margarete Davies/SCPB
	<p>Longer term – over a year: Review whole family assessments to incorporate respice care.</p>	<p>Monitor number of whole family assessments completed.</p> <p>Monitor number of replacement care packages included in packages of care for the cared for person.</p>		Margarete Davies

Carers have access to timely, up to date information and advice in a variety of formats that is easy to read and understand and readily available

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<p>To ensure information is available to any age carer throughout all of Health and Social care, whichever area the carer has contact with.</p> <p>To improve accessibility of information.</p> <p>To promote personalised information for Carers.</p>	<p>Immediate: Periodically complete a manual check on websites and ensure accessibility and ease of obtaining.</p>	<p>Scrutinise data from Carers feedback form.</p> <p>Evaluate data on numbers who accessed website.</p> <p>Utilise intelligence gathered from digital carer support provider to improve.</p> <p>Utilise SCPB Digital forum for feedback.</p>		Jayne Smallman Brooks

		Results from National Carer Survey/ASCOF showing improvements in 3D.		
	<p><u>Immediate:</u> Develop a link with businesses and DWP to promote information for working carers.</p>	<p>Analyse compliments and complaints received.</p> <p>Scrutinise data from Carers feedback form.</p> <p>Evaluate data on numbers who accessed website.</p> <p>Utilise intelligence gathered from businesses.</p>		Margarete Davies
	<p><u>Short term – within 3 months:</u> Develop a targeted plan of workforce development across the sector – awareness of referral procedures and effective signposting.</p> <p>Monitor ongoing contact with Carers.</p>	<p>Results from national Carer Survey/ASCOF showing improvements in 3D.</p> <p>Increase in young carers referrals for support.</p> <p>Analyse data from carer team monitoring system.</p> <p>Training materials available and 80% of staff report improved confidence to signpost.</p>		Margarete Davies/Alison Barrett
	<p><u>Medium term – within 6 months:</u> Link with education providers to promote information for young carers and young adult carers.</p>	<p>Review numbers of young carers/young adult carers being supported by YC support.</p>		Margarete Davies/SCPB

	<p>Liaise with Children and Young People's service to promote information for parent carers.</p> <p>SCPB to explore how their information is shared, is it easily accessible and in a variety of formats.</p>	<p>Survey potential young adult carers at college.</p> <p>Utilise Parent and Carers Council (PACC) annual report.</p> <p>Analysis of SCPB Digital forum information.</p> <p>Monitor Carer Feedback.</p>		
	<p><u>Longer term – over a year:</u> Locate and promote Specialist information on Carers webpage.</p>			Jayne Smallman Brooks

Coordinated services to support carers

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	<p><u>Immediate:</u> Review membership of SCPB to ensure a wide representation of membership. Each member responsible for relaying information to and from board.</p>	<p>Monitor data from Carer feedback form.</p> <p>Utilise MPFT friends and family test for feedback.</p>		Margarete Davies
	<p><u>Immediate:</u> Link with MPFT re: friends and family test to discover gaps and how to bridge them.</p>	<p>Data from Triangle of care best practice day– feedback and suggestions on improvements.</p> <p>Collaborate with Healthwatch to collect evidence.</p>		Margarete Davies
	<p><u>Short term – within 3 months:</u> Participate in a pilot to collaborate with all H&SC sector to provide joined up</p>	<p>Results collated from pilot scheme.</p>	Ongoing participation in ICB Dementia Vision since inception.	Margarete Davies

	services for people living with dementia and their families/carers.	Data from Carer Feedback mechanism.	12/24 Pilot scheme in SE PCN to streamline processes and provide opportunity for carers to have a review with Carers team at point person living with dementia reviewed.	
	<u>Medium term – within 6 months:</u> Establish a forum for all Carer Champions both within LA and MPFT – shared learning. .	Collect feedback from Carer Champions. Utilise MPFT friends and family test for feedback.		Margarete Davies
	<u>Longer term – over a year:</u> SCPB to improve information sharing systems across services, to avoid carers having to repeat their story to different professionals.	Data from Carer Feedback mechanism. Utilise MPFT friends and family test for feedback.		SCPB

Transition during the caring role. Ensuring carers of all ages are supported through the stages of their caring role

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To improve transition for all Carers moving through life phases by listing the most challenging phases and addressing issues arising relating to transition.	<u>Short term – within 3 months:</u> Meet with PFA cared for young people team to examine current 'transition pathway' for signposting opportunities in relation to parent carers.	A transition pathway document is drafted.	14/3/24 Initial enquiry made on current process within PFA team.	Margarete Davies
	<u>Medium term – within 6 months:</u> Develop a transition pathway for young adult carers and parent carers from CYPS to adult services.	A transition pathway document is agreed. Analyse feedback from carers and staff on ease of pathway and effectiveness.		Margarete Davies

		Follow up contact within 4 weeks and then few months later to monitor effectiveness.		
	Develop a basic life skills course for YAC to aid with transition into adult services.	Post course evaluation feedback. Data on numbers of YAC's attending. Transition shown through key-worker feedback.		Margarete Davies.
	<u>Medium term – within 6 months:</u> Analyse content of current 'Supported Living process' and collaboratively construct a model approach for all team members to reference and produce a feedback form for parent carers.	Post workshop evaluation feedback from carers and staff.		Margarete Davies.
	<u>Longer term – over a year:</u> Develop a model approach for supporting unpaid Carers at the stage when their cared for person moves to Residential/Nursing Care.	A model document is agreed. Analyse feedback from carers and staff on content and value. Follow up contact within 4 weeks and then few months later to monitor effectiveness.		Margarete Davies.