

Health and Wellbeing Board

Meeting Date: 17th January 2019

Item Title: Shropshire All-Age Carers Strategy - Update

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1. Summary

This Board approved the Shropshire All-Age Carers Strategy and Action Plan in June 2017. The action plan has 5 key areas which were agreed through a consultation process with carers during strategy and action plan development.

The action plan is updated every quarter, and progress areas are rated red, amber or green. Progress and colour changes for actions are discussed and agreed at each quarterly Family Carer Partnership Board (FCPB) meeting.

Key activity in the last seven months has included; celebration of Carers Week in June, ongoing work with 'Carers Voice', carer assessments being trialled via telephone and at the Royal Shrewsbury Hospital in the evening and 8 'Taking the stress out of caring' workshops for carers. There is always more work to do, and it is recognised that GP Practice awareness of carers, and carers in employment are areas which will benefit from focus.

This update provides current progress of the actions.

2. Recommendations

That the Board notes these updates.

REPORT

3.

The following update provides information on progress of the different priorities:

Priority 1: Carers are listened to, valued and respected

Carers Week 2018

This is a national annual event, which provides an opportunity to celebrate unpaid carers and the work they do. A media campaign included production of a Communications Toolkit, for which content was agreed with the Family Carers Partnership Board. (FCPB) The toolkit was also shared with the HWBB Communications and Engagement Group.

Activity included;

- Tweets scheduled across the whole week through the Shropshire Together account, which had a 231.7K reach
- The Family Information Service promoted young carers, and links were made to joint communications
- A Press release via Shropshire Council <https://shropshire.gov.uk/news/2018/06/carers-week/>

- Re-tweets through; Shropshire Together, Shropshire Council, DAAT, Age UK, Taking Part, Shropshire Libraries and Healthwatch. A direct message was replied to and had a positive response
- Carers Trust 4All (CT4A) held 5 events including partnership with Oswestry library. 100+ people attended the CT4A Saturday event, where new publicity materials were distributed.

Carers Voice

'Carers Voice' Work continues. This is a joint NHS England, Shropshire and Telford & Wrekin project.

Key areas of work have been:

- Mental Health Carers Working Group which is linked to the respective Carer Partnership Boards
- Young Carers workshop to raise awareness of being a young carer, which produced a short film
- Co border working to improve the lives of carers
- Working with local hospitals to raise carer awareness and provide information advice and support
- Autumn workshops for carers, carer led, with the key theme of 'Helping to take the pressure from caring'
- Implementation of a Joint Communications Plan
- Publicity material targeting hidden carers.

Carers Hospital Lead

The Carers Hospital Lead has been in place at the Royal Shrewsbury Hospital (RSH) for 12 months. They help to bridge the gap between hospital staff and carers in the discharge process. Activity includes; liaising and linking with hospital staff which has included providing information sessions with the ICS teams to raise awareness of carers support, and working to further increase awareness about those who self-fund and carer breaks, for example.

Carers Assessments are being offered on site, and information for carers is available including a stand in the ward corridor on Fridays alongside leaflets, to publicise the help and support on offer.

Social Prescribing

Carers are an identified group who can be offered a referral to Social Prescribing. It is available in 12 GP practices, with more to come on board. Social Prescribing is a means where GPs, Nurses and others working in healthcare services, Adult Social Care (ASC) services and the voluntary sector can refer people into non-clinical services, which can support their emotional health and wellbeing, as well as specific health conditions.

Priority 2 Carers are enabled to have time for themselves

Carers who look after someone with drug/alcohol issues

A 'Time 4 You' event for carers who look after someone with drug/alcohol issues event was held in September 2018, by Shropshire Drug & Alcohol Action Team (DAAT) in Public Health. Stalls included; AI Anon, Adult Social Care incl. Mental Health Social Work Team, Young Addaction, Healthwatch, Help2Change, CAP, Shropshire Recovery Partnership. Yoga, massage, music and mindfulness sessions were available.

Telephone Carer Assessments

A pilot with First Point of Contact (Shropshire Council) and 'Let's Talk Local' (Adult Social Care) for telephone assessments where the carer cannot leave the person they care for. This is currently working well.

Evening appointments for Carers Assessments at the RSH

This is a pilot, and is also available if the person cared for has left hospital. It also aims to help to meet working carers needs.

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

Mobile Library Vans

Informal training has been provided by Adult Social Care, to help 4 x library van drivers recognise and signpost potential carers to appropriate support and advice.

Publicity materials CT4A

5000 newsletters printed, also available on-line as an e-newsletter. A local Shropshire leaflet has also now produced.

Priority 4: Carers are enabled to plan for the future

Carer workshops

Following the successful joint funding bid to NHS England from Shropshire and Telford & Wrekin, eight countywide workshops for carers have been delivered for between September and November 2018, which had a focus on reducing stress and seeking timely support. The workshops were positively received, and an evaluation report will be provided.

Shropshire Fire and Rescue Service 'Safe and Well' visits for Young Carers

The CT4A referral form is to include consent to refer to the Fire Service for a Safe and Well visit. The quarterly young carers newsheet will also include Safe and Well information

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

Publicity materials created by young carers

Following a successful joint funding bid to NHS England from Shropshire and Telford & Wrekin, young carers from Shropshire, Telford & Wrekin attended a creative workshop, to create publicity materials to raise awareness of young carers in educational settings. The graphics the young people created have been formatted in to a 'Z' leaflet, and will be printed this month.

There is always more work to do, and it is recognised that GP Practice awareness of carers, and carers in employment are areas which will benefit from focus.

4. Conclusions

Implementation of actions identified through the strategy are moving forward and positive work has taken place. Collaborative working between Shropshire and Telford & Wrekin has been productive, and work will continue to implement the Action Plan.

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 Services 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

Portfolio Holder for Adult Services, Health and Housing

Local Member

Appendices

None