



Carers Strategy

Action Plan for 2008-2011

ACTION PLAN: (i) Health and Social Care

A) The Health of Carers

Objective	Actions	Outcome and Actions	Lead Officer	Progress to Date
Provide and Promote "Looking After Me" programme for carers	Continual marketing of the programme Promoted with agencies to identify participants	Course is held Feedback gathered	Expert Patient Co-ordinator Carers Development Officer to assist with promotion	New Dates set for course 2008.

B) The Role of Primary Care

Objective	Actions	Outcome and Actions	Lead Officer	Progress to Date
Investors in Carers Scheme to be implemented in the Vale of Glamorgan	Local Health Board and Local Authority to co-ordinate scheme	Encourage surgeries to identify carers. GP's practices increase number of referrals to voluntary organisations and Local Authority GPs and practice staff to have awareness of carer's issues and direct people to carer's notice-boards.	Public and Patient Involvement Officer Carers Development Officer	Pack purchased work to start by August 2008

C) Carers and Hospitals

Objective	Actions	Outcome and Actions	Lead Officer	Progress to Date
Carers to be involved and better prepared for discharge of service user	Trust staff to be offered training on carers issues Carers packs provided on wards. Information stands held in hospital concourses (pilot) Trust to provide training courses to carers on specific medical issues National Health Service Trust staff to be represented on Carers Development Group	Staff are aware of carers issues Carers are better prepared for discharge Information for carers is widely available Carers are prepared for medical care. NHS are involved in Carers development	Carers Development Officer + National Health Service Trust Head of Partnership Development	Working to progress Monthly information stands in hospitals to be piloted in July Working to progress

ACTION PLAN: (ii) Information

A) Information on Services and Benefits

Objective	Actions	Outcome and Actions	Lead Officer	Progress to Date
Public Information on carers in employment, education, training, and volunteering available.	<p>Relevant leaflets produced are distributed at a range of outlets and events</p> <p>A list of information available for carers produced and distributed at assessments</p>	Carers are aware of information provided by other organisations	Policy and Information Team manager	In progress
Vale of Glamorgan Council Carers Packs distributed as widely as possible	<p>Ensure Barry College, Job Centre Plus and Local businesses have copies of the Carers Pack</p> <p>Ensure all social work teams distribute carers pack</p>	Social Services Information distributed widely so carers are well informed	Carers Development Officer	Begin work September 2008
Carers' database maintained and updated.	<p>Database used to inform carers of events or training.</p> <p>Database is bi-annually updated</p> <p>New contacts are added to database</p>	Increased number of carers receiving information on training courses etc.	Carers Development Officer	220 carers currently on database
Web information developed and maintained for carers	<p>Information checked and updated at least bi-annually</p> <p>Links to be added to other sources of external information</p> <p>Carers Pack to be available on the web</p>	Carers can access wide range of information via the Local Authority website	Carers Development Officer	Ongoing
To promote Carers services	<p>Hold an event during Carers Week</p> <p>Hold an event on Carers Rights Day</p> <p>Provide information and advice to local Carers Support groups</p>	<p>Raise awareness of carers issue</p> <p>Improve access to services for carers</p>	Carers Development Group	Carers event held during Carers week June 2008

	Provide information to Carers Forum			
	Provide stands at other organisations events			
Support carers to maximise their income.	Referrals made to Citizen's Advice Bureau, Health Through Warmth, Community Care Finance and Pension service by Carers Support officers	Carers receive correct benefits and services available to them	Carers Support Officers and Carers Development Officer	In progress

ACTION PLAN: (iii) Support

A) Assessment of Carers' Needs

Objective	Actions	Outcome and Actions	Lead Officer	Progress to Date
Training provided to support carers in their role	Maintain records of training requests from carers assessments Make referrals to Expert Patient Programme Run courses based on need	Carers feel equipped to support the looked after person. Good feedback gathered Future needs identified	Carers Development Officer Expert Patient Programme Co-ordinator Social Services training team	Year 2 of training courses
Health Social Care and Well Being Strategy includes and recognises needs of carers	Data provided for strategy GP's to register carers	Evidence of need and unmet need Carers signposted appropriately	Social services Team Managers Carers Development Officer Public and Patient Involvement Officer	Awaiting new system which will make recording unmet need easier. Investors in Carers Scheme to be started August 2008
Promote Direct Payments to carers	Raise awareness with carers of eligibility Raise awareness with staff Identify examples of good practice	Increased referral and uptake of direct payments	Direct Payments Officer	Ongoing

B) Short Breaks

Objective	Actions	Outcome and Actions	Lead Officer	Progress to Date
To review the Carers Services and Carers Grant services	To work towards improving the quality, quantity and flexibility of respite and carers services	The number and range of services The number and episodes of respite provided	Policy and Information Team Manager	Service Level Agreement review has begun
Benchmark Respite	Ensure equitable amount of breaks for service users and carers	Carers receive regular and breaks	Team managers (Older Peoples Team manager to take lead)	

ACTION PLAN: (IV) Young Carers

Objective	Actions	Outcome and Actions	Lead Officer	Progress to Date
Identify young carers in the Vale who need support	Local Authority Assessment of carers needs Tie in Action for Children young carers assessment process to Local Authority young carers assessment Service offered to young carers who need extra support	Number of carer's assessments will increase. Assessments to be consistent Increase in number of young carers receiving a service. If an increase is not possible, an increase in depth and quality of work. Evidence of Unmet Need	Local Authority Social Services Action for Children + Local Authority Education, GP's, Action for Children Vale Young Carers Co-ordinator and Line manager. Local Health Board and Trust staff Action for Children waiting list	Worker employed 2007 who carried out 22 assessments. Work to pilot scheme being started.
Work to stabilise/increase funding to allow services to be provided to young carers	Secure 3 year contracts for Cymorth and Carers Grant funding	Expansion of services offered Expansion of number of young carers receiving a service.	Operational Manager for Partnership and Service Development	Work currently being undertaken
Raise awareness of young carer's needs and the services to support them.	Contact with key agencies built on / partnership work where appropriate. Productive distribution of leaflets/ viewing of video.	Evidence of inter agency work and increased awareness of young carer's needs. Interest and ideally funding generated. Young Carers Awareness DVD to be shown in Carers Assessment Training. Ensure health professionals are included in training	Action for Children Vale Young Carers Project co-ordinator / line manager. Carers Development Officer	
To continue fostering good relationships with schools to ensure they recognise and help young carers to remain in main stream education.	Advocate on behalf of young carers with schools Work to raise awareness with specific comprehensive schools, and primary schools. Note: could be done via cluster meetings of head teachers	Evidence of referrals from schools not currently engaged.	Action for Children Young Carers Project	Action for Children Vale Young Carers co-ordinator.
To continue to provide opportunities for young carers through social, leisure and play activities	To continue groups for young carers To continue to arrange trips and	Continuance and if appropriate growth of Young Carers project.	Action for Children Young Carers Project Co-ordinator	

	<p>activities for young carers</p> <p>To allow young carers the opportunity for free leisure centre passes</p>	<p>Increase in range of opportunities available to young carers.</p> <p>Evidence of range of trips, activities, workshops</p> <p>Evidence of positive evaluation by young carers.</p> <p>Young Carers using Council Leisure Centres</p>	<p>Operational Manager for Economic Development and Leisure</p>	
<p>Young Carers to be actively involved in identification of service needs and development of services to meet need.</p>	<p>Encourage young carers to use their voice through workshops evaluation forms, self expression through art, creative writing and drama.</p> <p>To set up a formal voice for young carers. Young carers to be involved in pending Youth Forum, and their views sought for Carers Forum</p>	<p>Evidence of workshops and a positive response.</p> <p>Evaluation forms.</p>	<p>Action for Children Vale Young Carers Project staff.</p> <p>Carers Development Officer and Action for Children Young Carers Staff.</p>	
<p>Increased support for Young Carers of adults with a mental ill health. In line with NSF Key Action 2.61</p>	<p>Identify Young Carers whose parents have mental ill health</p> <p>Ensure joint working between adults and children service.</p>	<p>Number of young carers whose parents have mental ill health</p> <p>Young carers and their families needs are met</p>	<p>Operation Manager for Partnership and Service Development</p>	

ACTION PLAN: (V) Carers and Employment/Training

Objective	Actions	Outcome and Actions	Lead Officer	Progress to Date
Support Working carers in the Vale of Glamorgan Council	Policy developed	Policy Implemented	Nicola Hale	Policy currently going through cabinet process

ACTION PLAN: (VI) Participation

A) Carers

Objective	Actions	Outcome and Actions	Lead Officer	Progress to Date
Establish Carers Forum in the Vale of Glamorgan	Advertise Forum as widely as possible	Forum to be established and as representative as possible	Carers Development Officer	First meeting held May 2008
Carers to be involved in strategic and funding decisions	Support carers in gaining participation skills through exploring <ul style="list-style-type: none"> - Vale Centre for Voluntary Services training opportunities - Opportunities with Vale of Glamorgan Social Service training - Voices & Choices programme 	Carers involved in decisions re funding and strategy for 2009/2010 financial year and academic year Increased participation and increased carer's engagement – as reported by carers – use Joint Review survey as baseline. Number of courses held and numbers of carers participating	Via Forum	In Progress
Carers involved in evaluation of strategy	Use Carers Groups and Forum to consult	View of carers recorded and made available	Carers Development Officer Policy and Consultation Officer	April 2009
To ensure views of carers on assessments are sought	Consultation of carers through questionnaires to public, carers groups etc.	To improve the carers assessment process	Carers Development Officer Policy and Consultation officer	In progress

B) Partners

Objective	Actions	Outcome and Actions	Lead Officer	Progress to Date
Ensure regular monitoring and evaluation of the Carers Strategy with partner agencies and voluntary organisations	Ensure strategy is partnership based. Annual review of strategy to be completed	Annual report produced	Carers Development Officer	