

Measure Up Action Plan 2012 – 2014

Identification of Carers

Priority	Timescale	Responsible	Target/Service Standard	Result
Early identification of Carers of people with Dementia/memory problems	September 2012 October 2012	7 GP Practices/ TCT Carers Services Team	25% increase in number of carers identified per practice.(baseline September 11) Complete Early Identification project in 7 GP Practice populations and evaluate impact. Publish report	Target exceeded - 40% average increase Report published September 2012
Publicity and Promotion to identify Carers	April 2013 By 31/3 each year	GPs/ Carers Services TCT Carers Services Team	Achieve the agreed ASA target to increase number of Carers on GP Registers Minimum of 2 publicity campaigns per annum in partnership with local businesses and carers (e.g. Sainsburys)	Achieved target April 2013 – 4303 Carers 2013 – 14 campaigns: Torbay Hospital Gallery (Nov/Dec) Fair Play Day (August) Hele Watcombe Partnership
Adult Services Teams to	December 2014	TCT Zone Teams	400 Young Carers known to	On track

effectively identify young carers involved in care of adults			operational Adult Services Teams (recorded cases)	1/9/13 - 230 Young Carers 1/4/14 - 293 Young Carers
Effective systems for identification of people taking on caring as a result of hospital admission and their involvement in discharge planning	April 2013	TCT / SDHCT	Develop and implement specific protocols with SDHCT for effective identification and involvement of carers at Torbay Hospital	Joint CQUINs with SDHCFT at Torbay Hospital in 2012 – 13 and 2013 – 14 achieved: Torbay Hospital Carers Policy and Action Plan endorsed ; Carers Information Cards in all discharge packs; Carers Awareness Training for all Community Nursing staff and e learning for community hospital-based staff
Target support for carers living in the most deprived wards in Torbay	April 2014	TCT / Torbay Council	A project for local carer support in the Hele community will be established with NHS Carers Health trainers as a pilot for local intervention and community engagement.	Project involved with local community partnership. Drop in sessions in place at Hele's Angels; training on identification of carers for key staff groups

Information advice and support services available to all Carers

Priority	Timescale	Responsible	Target/Service Standard	Result
Carers Support Workers in all GP Surgeries	April 2014	GP Practices / TCT	Maintain minimum 1 day per week per practice. Repeat formal evaluation of impact of CSW posts during 2013 - 14	CSW posts funded 2014 – 15 Evaluation of all GP practices Carers support completed
Signpost Carers Information Service	Monthly returns on activity	Disability Information Services	Telephone / face to face service available Mon – Friday responding to 300 enquiries per month. Review need for weekend / evening service.	240 carers per month provided with service Review to be completed as part of Care Bill implementation and Information and Advice strategy
Torbay Carers Register, Carers Emergency Card and Carers Discount Scheme	April 2013	TCT/Community Alarms	Minimum 15% increase per annum in carers benefitting from Register services = 375 new applications p.a. (Baseline 1/4/11)	Exceeded; 2012 - 13 589 new Carers 2013 – 14 524 new Carers
Effective Carers information and advice in Hospital settings and linking carers into community support	June 2012	TCT/SDHCT	<ul style="list-style-type: none"> Implement evaluation of Carer support at Torbay General Hospital and apply learning. 	Evaluation completed and actions implemented from CQUIn 2012 – 13; Carers Support Worker post in Hospital Discharge Team (permanent 2013); Evaluation of Carer involvement in Emergency

	Ongoing	Signposts Information Service	<ul style="list-style-type: none"> • Carer Advice Service in Community Hospitals Paignton and Brixham (1 session per week per Hospital) 	Admission Unit Service in place
Co-ordinated distribution of information – leaflets, booklets and newsletters	Quarterly Ongoing Annual updates	TCT Disability Information Services TCT / Disability Information Service	<ul style="list-style-type: none"> • Quarterly Signposts Carers Newsletter (3500 print run) • Maintain standard Carers leaflet racks in GP surgeries, Connections offices and clinics etc • Availability of updated core Carers Information booklets: Carers in Torbay, Dementia Carer Pathways with annual review of content 	3,700 distributed. From 4/14 500+ will be sent electronically Increased the number of information points Completed
Maintain existing Carer Education Programmes and develop new courses in response to identified learning needs	April 2013	TCT	<ul style="list-style-type: none"> • 6 monthly programme published and delivered • Review delivery of programmes with key partners 	Achieved. Ongoing Value for money review completed

Involvement of Carers in service delivery, evaluation and commissioning

Priority	Timescale	Responsible	Target/Service Standard	Result
Develop a resource of Carers and former Carers involved in volunteering and sessional work	March 2013	TCT / Crossroads Care SW	100 Carers / former carers providing volunteering support	82 regular volunteers DH have funded a partnership project with Slivers of Time / Red Cross / Torbay Hospital to increase volunteering to support Carers in hospital discharge (2013 – 15)
Maintain development of Torbay Carers Forum www.torbaycarersforum.co.uk	12/2012 - 500 members 12/2013 - 750 members	Torbay Carers Forum	250 new Carers join the Forum per year	440 registered members. Site redesigned in light of experience January 2014
Maintain a pool of trained Carer Evaluators to participate in service evaluations – train replacement evaluators	Review annually	TCT	Minimum 15 Carer Evaluators trained in Evaluation and survey techniques and involved in at least 2 evaluations per year	Achieved Evaluators involved in 4 service evaluations 2013 – 14: NHS Health Trainers; Carers Support in Substance Misuse services, Young Carers services; ERM
Systematically evaluate outcome of support services for Carers including value for money	Annual Strategic Agreement target 2012 – 14 Publication of evaluations April 2013	TCT	Minimum of 2 carers services per year evaluated using approved research methods. Results published: 2012-13 <ul style="list-style-type: none"> • Early identification and support of carers of people with dementia / memory problems • Young Adult Carers Service 	Completed July 2012, Completed July 13

	Publication of evaluations April 2014		2013-14 <ul style="list-style-type: none"> • Carers support in substance misuse services • Carers Support Workers in GP surgeries Where there is a national benchmark available, the Torbay service will be within the top quartile	Completed April 14 Interim evaluation Oct 13
Increase the local networks of support for Carers through support groups, befriending schemes and self help.	June 2013		Complete a review of existing networks of carer support and identify gaps, and opportunities for development	Completed
All zones teams in Adult Services will have to publish a local carers strategy, including effective mechanisms for carer involvement	Publication by April 2013	Zone Team Managers / General managers OPMH and Learning Disability	Zone plan consulted on with local carers / carers organisations and published for period April 2013 - 14	Brixham and Paignton zones have strategy

Availability of effective Carers Assessment and individual packages of support

Priority	Timescale	Responsible	Target/Service Standard	Result
Develop Carers Self Assessment for all carers	April 2012	TCT	<ul style="list-style-type: none"> • Ensure availability of carer friendly self assessment tool to voluntary sector 	Self assessment offered to all Crossroads Care users

including self- funders	Review April 2013 and annually		<p>organisations working with carers. Use of tool by 150 carers evaluated</p> <ul style="list-style-type: none"> Promote use of “Me and My Life Book” (hard copy and digital version) 40 books completed per annum 	Me and My Life books available via Mencap, but insufficient staffing to support completion
Provide independent enabling and brokerage service for all Carers (including self-funders)	November 2012	Commissioned by TCT	Service in place from ‘Third sector’ organisation through competitive tender	Crossroads Care SW contracted for period Nov 2012 - 15
Develop an integrated Carers Assessment that incorporates the physical and mental health of Carers	April 2013 April 2014	Carers Services Team	<ul style="list-style-type: none"> Evaluate dementia pilot in GP surgeries Project plan to ‘test’ model of enhanced Carer Assessment and apply across adult services 	Published Sept 2012 Enhanced Carers Assessment format developed. Pilot 2014 – 15 in GP surgeries
Maintain performance for completing statutory Carers Assessment (ASA)	Annual	Zone Teams	Agreed annual target with Torbay Council	Exceeded 2013 – 14 target 31% Achieved 32.4%
Review effectiveness of Carers Assessments for working carers	April 2013	TCT	Identify specific areas for improvement e.g. access, and implement a plan	Part of overall development of Integrated Carers Assessments

Extend use of 'one off' direct payments for Carers to purchase individual 'breaks'	Annual target	TCT	500 carers will receive support annually from 2013	Off track -
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Developing a 'whole family' approach to supporting Carers

Priority	Timescale	Responsible	Target/Service Standard	Result
Implement Memorandum of Understanding for Young Carers Action Plan	June 2012	TCT/Childrens Board	Publish Inter-agency Young Carers Strategy	MOU implemented 2012 Torbay Strategy for Young Carers Under 25 and Action Plan endorsed and published July 2013
Develop the Young Adult Carers Service (16 – 25)	April 2013	TCT/Childrens Board	140 YAC's receiving a service	1/14 182 YACs had received service
Develop a Carers Support service for substance misuse	October 2013	DAT/TCT Carers Services/COOL Recovery	Implement a pilot for service delivery and evaluate.	Service commissioned and interim evaluation completed April 14. Pilot extended until 9/14
Evaluate the effectiveness of support to BME carers and their families and develop an implementation plan.	April 2013	TCT / Childrens Board	To commission an external review of the needs of this group of Torbay carers and publish report	Not achieved. Hoping for development with Interfaith Forum 2014 - 15