

# Torbay's Carers Strategy

## 'Measure Up' 2015 – 17

### Draft priorities



# Proposals for Torbay Carers Strategy Measure Up 2015 - 17

## Foreword

This is the final stage of consultation on the priorities for our 'Measure Up' interagency Carers strategy for 2015 – 17. This paper sets out our proposals for developing Carers support in Torbay for the next 3 years and explains how these have been arrived at.

This stage of the consultation will conclude at the end of November 2014 and the draft 'Measure Up' 2015 – 17 will be presented to Torbay Health and Well Being Board for joint agency endorsement in December 2014. Following this, an Action Plan will be produced.

There is a section at the back of this paper for you to send in your comments, responses, and challenges. Please let us have your views by 26<sup>th</sup> November 2014. The document can be read online and comments returned electronically to [jamesdrummond@nhs.net](mailto:jamesdrummond@nhs.net)

Thanks for your interest.

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## 1 Introduction

This paper contains proposals for the 5<sup>th</sup> edition of Measure Up for 2015 – 17. 'Measure Up' is a long term interagency Carers strategy for Torbay which has been in place for 15 years.

The development of these strategy proposals has been based on the following:

- An independent survey of known Carers, sent out via Torbay Carers Register. The survey was carried out by Healthwatch Torbay. There were over 730 individual responses received and analysed.  
<http://healthwatchtorbay.org.uk/wp-content/uploads/2014/03/FINAL-HW-Torbay-Report-Review-of-Carers-Services.pdf>
- Review of the achievements on priorities and targets that were set for Measure Up 2012 – 14  
[http://www.torbaycaretrust.nhs.uk/yourlife/adult\\_social\\_care/carers\\_support/Documents/Measure%20Up%202012-14.pdf](http://www.torbaycaretrust.nhs.uk/yourlife/adult_social_care/carers_support/Documents/Measure%20Up%202012-14.pdf) for Strategy and Action Plan
- Learning from independent evaluations of Carers support in acute and community services, completed with the involvement of Carer Evaluators.
- Recent evidence for what works from local and national initiatives.
- Understanding of the requirements for Carer support in legislation, particularly the Care Act 2014 and Children and Families Act 2014, national priorities from the government's national Carers strategy and relevant policy.
- Feedback from commissioners and partner agencies. (Agencies aim to learn by doing and through listening to what Carers tell us needs to improve. This is not always comfortable listening but many of the best ideas for services have come from listening to Carers and involving them in improvement)

The 'Measure Up' approach to Carer support combines:

- Direct access services - a universal offer of information, advice and emotional support, available to all Carers
- Prevention of breakdown in Carers mental and physical health

- Targeting specific groups of Carers - those who are hard to reach or excluded
- Development of flexible breaks services and “enabling” capacity to help individual Carers work out what will help them
- Work with communities and local organisations to use the assets they have to support Carers.

Unpaid caring is an increasingly significant issue for the population of Torbay:

- Torbay has 16,107 Carers, equal to 12.3% of the population, much higher than the England average of 10.2%.
  - The proportion of Carers age 65+ is 33%, against the England average of 22%. As Carers age and their own health deteriorates their need for support may grow.
  - There are 4,684 Carers in Torbay providing 50 hours + of caring per week (50% more Carers than the England average).
- (Based on 2011 Census data)*

Torbay Carers Services and its partners want to respond to these challenges. Our long term approach, based on 7 key aims, is as relevant for 2015 – 17 as it has been in the past. The evidence is that a whole system approach - which means all agencies and providers should incorporate the needs of Carers in their services - has delivered significant improvement.

Some examples of positive progress resulting from the Measure Up strategy

- Carers Support Workers in all GP surgeries, in Torbay Hospital, Community Mental Health Teams, Older Peoples Mental Health team, and Substance Misuse services. These workers are key to enabling Carers to be identified and given support at any point in their journey.
- Development of the Torbay Strategy for Young Carers under 25 (2012 – 15), a partnership between Children and Adult services to deliver joined up support and a whole family approach See the strategy at: [http://www.torbaycaretrust.nhs.uk/yourlife/adult\\_social\\_care/carers\\_support/Documents/Amended%20Torbay%20Strategy%20for%20Young%20Carers.pdf](http://www.torbaycaretrust.nhs.uk/yourlife/adult_social_care/carers_support/Documents/Amended%20Torbay%20Strategy%20for%20Young%20Carers.pdf)
- Development of Carers Health and Wellbeing checks which provide a “light touch” assessment and signpost Carers to available support in the community, whilst referring those with complex needs to statutory services.
- Developments at Torbay Hospital to improve Carer involvement based on a joint Carers Policy and an Action Plan agreed between South Devon Healthcare NHS Foundation Trust and Torbay and Southern Devon Health and Care NHS Trust.
- Partnerships with the voluntary sector to develop flexible enabling approaches. Crossroads Care SW has established itself as a service that works with individual Carers and their families to find personalised solutions to their needs, encourages self help, and links with communities to mobilise local Carer support.
- We now have drop-in Carers Centres in each town in the Bay. Paignton Carers Centre was opened in March 2013 in the Paignton Library and Information Centre.
- Increase identification and awareness of Carers by ‘targeting’ specific staff groups. An example from 2013 is work with Community Nursing Teams, where Carer Awareness training was provided, paperwork was changed to make Carers a priority and progress was audited. This led to a dramatic increase in referrals for support.

## **2 Draft Priorities 2015 - 17**

The following proposals for Measure Up 2015 – 17 are the result of the review and consultation to date. They are grouped together under the following categories:

- **Identification of Carers at the first opportunity.**
- **Information advice and support services available to all Carers.**
- **Carers Assessments proportionate to their needs.**
- **Developing a whole family approach to supporting Carers.**
- **Involvement of Carers in service delivery, evaluation and commissioning.**
- **Targeting groups of Carers for specific action.**

We are aware that in many cases, action in one category will impact on others. However the proposed priorities are set out as goals to be achieved. In the final version of the Strategy document they will be fitted into a 3 year Action Plan (2015 – 17) with timescales and responsibilities clearly shown. Carers and others can then monitor progress.

### **Priority 1 Identification of Carers at the first opportunity**

- Provide a range of Carer Awareness training for staff across Torbay. Target one group of staff per annum for Carer Awareness training and measure the impact on identification of Carers. e.g. Receptionists in GP surgeries; Community Hospital staff; School Nurses; School Governors.
- Identifying hidden Carers. Establish a project to support Carers in mutual caring situations (e.g. adults with a learning disability caring for a parent) in partnership with the Lottery funded Ageing Better project.
- Increase take-up of the annual flu vaccination by Carers and signpost them to support.
- Deliver two publicity campaigns per annum to enable Carers to identify themselves, in partnership with local businesses.
- Agree targets for identification of Carers by GP practices.

### **Priority 2 Information, Advice & Support services available to all Carers**

- Ensure that Carer specific information is easily accessible through face to face, telephone and web based access.
- Audit the quality of Carers' information available via agency websites and ensure links to other information providers (Children & Adults). Link relevant web content to improve ease of use (e.g. Torbay Directory).
- Maintain Signposts for Carers Information service, (telephone and face to face) and extend availability of the service to weekends.
- Develop tailor made information for Carers on GP surgery reception screens.
- Maintain availability of Carers Centre in Brixham, Paignton and Torquay, offering drop in to local Carers.
- Provide for minimum of 1 day per week of Carers' Support Worker time in all GP practices and review the resource requirements.
- Maintain the direct access support services provided through Torbay Carers Register
  - Carers Emergency card
  - Safely Home Scheme
  - Signposts Newsletter
  - Carers Discount Scheme
- Increase the number of Carers receiving Carers' Register information by 10% per annum (baseline 2014 )

- Establish and maintain a central point for the distribution of printed information to Carers and Staff on Carers' issues. Audit effectiveness of distribution system.
- Establish a Carers' Information Point (24/7) for Carers at Torbay Hospital.
- Identify areas for improvement of Carers' support in hospital discharge (acute and community).
- Improve access for Carers to education to support them in their caring role.
  - Review available education programmes.
  - Develop access to e-learning and Hiblio material.
  - Establish a joint agency agreement for Carers access to learning resources.
- Develop a 'circles of support' project with the voluntary sector to set up support networks in the community for individual isolated Carers.

### **Priority 3 Carers Assessments proportionate to their needs**

- Ensure that our response to Carers is appropriate to the level of need and that we provide early access to Carers' Assessments and support, in line with a preventative approach.
- Ensure that attention is focused on the health of Carers through the offer of a Carers' Health and Wellbeing check. Carers will be offered a check at the point that they are identified as having support needs, as a light touch Carers Assessment – 1000 Health and Well Being Checks per annum to be provided by Carers' Support Workers in primary care.
- Take a whole family approach – particularly address the needs of Carers of disabled children and Young Carers.
- Embed the whole family approach into staff development and training programmes across Children's and Adult Services
- Monitor the number of assessments of disabled/vulnerable adults showing that parenting support was addressed.
- Review the current Carers' Assessment process in light of the Care Act 2014 and ensure a clear care pathway for Carers through the system, including Carers in employment.
- Develop a Carer friendly Self Assessment framework that can be completed online
- Review the current Carers' Questionnaire and Action Plan for Carers eligible for support.
- Review the assessment frameworks for Young Carers under 25 and Parent Carers of disabled children.
- Ensure availability of independent enabling and brokerage services for all Carers, including self funders, and agree pathways for those requiring Carers' Assessments from statutory services.

### **Priority 4 Developing a whole family approach to supporting Carers**

- Implement the Strategy for Carers under 25 in Torbay.  
[http://www.torbaycaretrust.nhs.uk/yourlife/adult\\_social\\_care/carers\\_support/Documents/Amended%20Torbay%20Strategy%20for%20Young%20Carers.pdf](http://www.torbaycaretrust.nhs.uk/yourlife/adult_social_care/carers_support/Documents/Amended%20Torbay%20Strategy%20for%20Young%20Carers.pdf)
- Establish the whole family approach in staff development, induction and ongoing training programmes across Children, Adult and Community services.
- Maintain specialist Young Carer and Young Adult Carer services.
- Embed Carer support and a whole family approach in Substance Misuse services.
- Prepare staff in Children and Adult Services for undertaking family assessment for disabled children in transition.
- Review support for Parent Carers of disabled children and develop a joint policy and action plan with Adult and Children's services that meets their needs.
- Promote services to Carers which focus on prevention/health promotion and self care. Set targets for numbers of Carers engaged with Lifestyles services.

## **Priority 5 Involvement of Carers in service delivery, evaluation and commissioning**

- Review agency policies on involvement of Carers including payments.
- Develop Torbay Carers' Forum as an independent point of engagement, in partnership with Healthwatch Torbay.
- A minimum of two services a year will be evaluated using recognised evaluation methods and the results published. Where there is a national benchmark, the Torbay service will have to be in the top quartile.
- Actively support implementation of Devon Partnership Trusts 'Carers Charter' Monitoring Group to deliver the Charter promises in mental health services.
- Promote the use of Carer Evaluators in service review and evaluation. (Maintain a pool of 15 Carer Evaluators, including Carers under 25).
- Reduce duplication in Carer involvement by commissioners/agencies and develop a local protocol/good practice guide.
- Explore ways to make more effective use of volunteers and opportunities for Carers/former Carers to contribute. Complete the project on Carer volunteering in Torbay Hospital (Victor) and extend into the community.

## **Priority 6 Targeting specific groups of Carers for action**

- Develop a policy and action plan for meeting the needs of Carers in employment and those wishing to go into employment.
- Review existing services to identify improvement to make them more accessible to Carers in employment, (information and advice services, Carers breaks etc.).
- Promote flexible working policies for Carers amongst local employers.