

‘Measure Up’

Torbay Carers’ Strategy

2015 - 2017



Foreword



2015 marks the most significant year ever in terms of Carers' legislation, with the introduction of the Care Act and the Children and Families Act. These acts give Carers the same rights as the person for whom they care, and put the focus on preventative support, the 'whole family' approach and looking after Carer's health and wellbeing.

Much of Torbay's Carer Support was already aligned with these principles, with the 2012-14 Strategy having 'early identification' and 'whole family working' as two of its key principles. Torbay Council and Torbay Care Trust (as it was then) first signed up to the

Memorandum of Understanding for Young Carers in 2009, and continue to see working together for the benefit of Young Carers as a priority area. The model of Carers Support in Torbay is frequently cited as an example of good practice.

This does not, however, mean that there is no work to be done. This 'Measure Up' Carers Strategy and the enclosed 2015-17 action plan, show the six areas deemed to be a priority by the people of Torbay, involving co-operation and co-ordination of the many organisations which touch Carers lives.

We really do understand the huge contribution that our carers and young carers make to our community, and I believe that the 'Measure Up' strategy reflects both our understanding, and our determination to do our part.

Councillor Julien Parrott – Torbay Council



The formation in October 2015 of the Integrated Care Organisation, joining Torbay's Acute Hospital and its Community Health and Social Care Services to become Torbay and South Devon NHS Foundation Trust, demonstrates the commitment of two such organisations to work together for the people of Torbay. They have a strong history of working together for the benefit of Carers, with the production of a shared Carers Policy and action plan in 2014, and having shared targets about involving Carers in patient support.

At this time of significant change and financial pressure across the public sector, this close cooperation and the partnership with voluntary and third sector organisations is essential in delivering the best services possible for Torbay's Carers. 'Measure Up', as an inter-agency strategy, is vital in ensuring that all the organisations work together to value the vast contribution that unpaid Carers make to our society, and to ensure that they receive the right support at the right time and in the right place, to live their lives to the full.

Mairead McAlinden – Chief Executive Officer – Torbay and South Devon NHS Foundation Trust

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1. Introduction

Who is a Carer? It might be you!

A Carer is someone who has caring responsibilities for a spouse, relative, friend or neighbour, who due to disability, frailty, illness and/or vulnerability cannot manage alone in the community. Carers can be of any age, and care without pay. (Measure Up, 2000) Two out of three of us will be a Carer at some time in our life, but many people do not realise that they are considered to be a Carer, or that there is a wealth of support available to them. 'Measure Up' helps us to address this issue.

What is Measure Up?

'Measure Up' is Torbay's interagency strategy for Carers, first written in 2000 and regularly updated, with 2015-17 being the 5th edition. It confirms the priorities for the agencies who come into contact with Carers, with a commitment and action plan to work together to achieve these priorities.

It takes into consideration the national priorities for Carers, the local demographics, and the issues which local Carers say are most important to them.

2. National Context

2014 saw the culmination of a number of years of increasing national awareness and government priority being given to Carers, with the passing of both the Care Act and Children and Families Act. The Care Act repealed most of the previous legislation for Carers and put them on a par with the people for whom they care. The Children and Families Act ensured that Children's Services were given clear responsibilities for Carers of children, in a similar way to those which Adult Services have towards Carers of adults.

The Acts have some common principles :

- Health and wellbeing of Carers
- Involvement of Carers, in the choices they make and in the services they are offered
- Planning ahead, providing preventative services, planning for 'transitions' e.g. move to adult services
- Integration i.e. services working together to meet Carers' needs

The Government's Carers Strategy: Second National Action Plan 2014-16 identified four national priorities:

- 1: Identification and recognition
- 2: Realising and releasing potential
- 3: A life alongside caring
- 4: Supporting carers to stay healthy

3. Local Picture

According to the 2011 census, Torbay has 16,107 people who identify themselves as having a caring role, almost one in eight of our population. Yet we know that many people do not identify themselves as Carers, or do not identify their children as having a caring role for them, so actual numbers are likely to be much higher.

Looking at the previous census, the numbers of self-identified Carers has increased more in Torbay than across the rest of England (16% increase compared with 11%). We have higher than national averages of Carers providing more than 50 hours caring per week (29% compared to 21%), and of Carers aged over 65 (30% in Paignton/Brixham, 27% in Torquay and 22% nationally). Consequently, providing effective support to Carers in Torbay is critical in preventing a future crisis.

Torbay has a long history of supporting Carers through partnership working, often attracting national recognition or funding for this (e.g. Department of Health Demonstrator site 2009-2011). More recently, Torbay's Strategy for Carers under 25 in 2012 was cited as the first in the country providing integrated support to this age group, and the Carers Policy and Action Plan 2014 between Torbay and Southern Devon Health and Care NHS Trust and South Devon Healthcare NHS Foundation Trust paves the way for the Integrated Care Organisation supporting Carers.

Many of the aspects of the Care Act introduced in April 2015 had already been promoted as good practice in Torbay. Health and Wellbeing Checks for Carers were being undertaken within GP practices from July 2014, and the commitment to whole family working was embodied in the Carers under 25 Strategy in 2012. There will always be areas which require consistent attention or further improvement, and these are the focus of this 2015 -17 strategy.

4. Review of Measure Up 2012 - 14

There were two particular areas mentioned in the 2012-14 Measure Up which had not been achieved from the previous strategy - namely supporting Carers from black and minority ethnic (BME) communities, and setting up a Carers Centre in Paignton. We continue to monitor usage of services by BME Carers and have a number of plans to improve access. We now have a Carers Centre in Paignton, based in Paignton library and sharing premises with Healthwatch Torbay, who have helped us with consultation about this strategy.

Identification of Carers

- The pilot to identify Carers of people with dementia resulted in an average 40% increase in Carer numbers at the targeted GP practices
- GP practices also achieved their targets for identifying Carers. Amongst various publicity campaigns, a major coup was Torbay Hospital's offer of free parking to registered Carers.
- 327 Young Carers have been identified by adult services – not reaching the target of 400, but with actions in place to address this.

- Huge strides have taken place at Torbay acute hospital and the community hospitals at Brixham and Paignton, with CQUin targets in 12-13, 13-14 and 14-15 being achieved. Further improvements are included in the 15-17 strategy.
- The Hele community was targeted, linking in with voluntary organisations, community hubs and local pharmacies to identify Carers.

Information, advice and support

- Carers Support Workers maintained in each GP practice and undertaking Carers Health and Wellbeing Checks.
- 240 Carers per month receiving support via Signposts Information Service.
- Torbay Carers Register had 1697 new Carers since April 2012 exceeding the target of 1125.
- Permanent employment of Carer Support Worker at Torbay Hospital, and piloting volunteer support on wards. Community hospital support was stopped due to changes in Disability Information Service, but may be reconsidered as volunteer support.
- Signposts newsletter now sent electronically to 1000 Carers, thus reducing costs. All other printed information maintained, and reviewed in light of Care Act.
- Carer education programmes developing and linking with other partners.

Involvement of Carers in Service Delivery, Evaluation and Commissioning

- Significant numbers of volunteers involved with Crossroads Care, and also across Carers Services. Plans to develop this further in 15-17 strategy.
- Torbay Carers Forum was very successful but is being looked at again in terms of changing technologies and links to other developments.
- Evaluators have been working across a number of projects mentioned in the 2012-14 strategy, but also Torbay Hospital and mental health training courses. They will be involved in future developments with Torbay's Ageing Well projects.
- A review of Carer Support networks was completed and will be regularly reviewed.
- Brixham and Paignton zones developed Carers strategies, and Torquay zone has started to look at its engagement with Carers.

Effective Carers Assessment and Support

- Self –assessment developed and evaluated. Is being further adapted in light of Care Act.
- Crossroads Care provide independent enabling, brokerage and advocacy for Carers.
- Health and Wellbeing Check developed and used by Carer Support Workers. The principles are being used to review assessments undertaken by mainstream workers.
- Performance for Carers Assessments improved steadily to exceed target e.g. 2014-15, target of 35%, achieved 41%.
- Assessment addresses issues of employment. Review re accessibility within 15-17 strategy.

- The number of one-off direct payments made to Carers for breaks has not increased in line with the target, with 252 having been made in 14-15. Emotional support however has significantly increased. The Care Act has introduced national eligibility for services such as this, so the impact will be monitored closely.

Developing a whole family approach

- The inter-agency strategy for Carers Under 25 was developed in 2012 and many of the actions have already been achieved.
- More than 150 Young Adult Carers are receiving services.
- Services for Carers of people with substance misuse issues were piloted and evaluated, with on-going services being provided.
- Access for excluded groups such as BME and travellers is being addressed within support to Carers under 25 initially.

5. Formulation of Priorities for 2015-17

The development of potential priorities for 2015-17 was based upon the national drivers, the local demographics for Carers, the review of previous Measure Up priorities, discussion with local commissioners and partner agencies, and evidence from local and national initiatives.

However, the most significant factor in developing priorities for Carers' support must always be the opinions of Carers. Individual Carers are involved in many different aspects of support to Carers in Torbay. However, in order to engage with many more, an independent survey was carried out by Healthwatch Torbay. Having been sent to every Carer on Torbay Carers Register, over 730 individual responses were received and analysed. The subsequent report helped identifying the six key priorities and many of the actions needed to address these.

The draft priorities were widely consulted upon, and a detailed action plan devised. A multi-agency Strategy Steering Group has been set up to monitor progress against the strategy.

6. Key Priorities

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

To find out about progress against these priorities, look on our website **www.torbayandsouthdevon.nhs.uk/carers** and choose the 'Strategy' tab.

Measure Up Action Plan 2015 – 2017

1. Identification of Carers at the First Opportunity

	Priority	Target/Service Standard	Timescale	Responsible
1.1	Provide a range of Carer Awareness training for staff across Torbay (target one group of staff per year)	To provide training to staff in all GP practices in Torbay. Each practice to devise action plan. (Prioritise by Carer ID rates as below) Measure impact on Carers identified by practice To consider priority areas for 2016/17, 17/18 Meet priority targets	April 2016 April 2016 March 2016 April '17, '18	Carers Services in liaison with Practice Managers Strategy Steering Group
1.2	Focus on increasing identification rates for Carers within GP practices to reflect the 12.3% level of Carers that exist within Torbay (from census data)	Agree individual GP practice targets for identification of Carers and reporting arrangements (1 - 5% of expected numbers, dependent on previous performance) Achieve targets	April 2015, then annually April 2016, '17, '18	Strat. Steering Group / Practice Managers Practice Managers
1.3	Effective systems needed to identify hidden carers	Start project to identify carers in mutual caring situations alongside the Ageing Well project Interim report with learning. Improve adult services identification of Young Carers, targets as per Carers under 25 Strategy Improve Hospital identification of Carers – targets as per policy action plan	April 2015 March 2016 Ongoing Ongoing	Carers Services Carers Services TSD Operational Lead with Carers under 25 Strat. Steering Group Hospital Carers Steering Group

1.4	Increase take-up of the annual flu vaccination by Carers and signpost them to support	Set targets for numbers of Carers taking up annual flu vaccination (aim 50% or inc 5%) Achieve annual targets	April 2015 Feb '16, '17	Strategy steering Group/ practice managers Practice managers /CSWs
1.5	Deliver two publicity campaigns per year to enable Carers to identify themselves Work with local businesses to promote self-identification of Carers	Agree campaigns 15/16 = Living Well @Home and Torbay hospital. Deliver campaigns. Measure effectiveness - staff awareness, info cards, Reg referrals) Agree priorities 16/17, 17/18	April 2015 Mar'16 Mar'17	Strategy Steering Group Torbay Carers Services / Carers Register Strat. Steering Group

2. Information, Advice and Support Services available to all Carers

	Priority	Target/Service Standard	Timescale	Responsible
2.1	Ensure all Carer specific information is easily accessible through face-to-face, telephone and web-based access	With Carers, audit availability and range of Carers information. Using National Carers Survey results, demonstrate improvement (54% Carers found it easy to access in 2014, 5% difficult)	July 2015 Next survey	Carers Services Carers Services / Torbay Council (parent carers)
2.2	Audit the quality of Carers' information available via agency websites and ensure there are links to other information providers.	With Carers, audit quality of on-line information for Carers in Torbay. Implement audit recommendations linking with Torbay Information Strategy Using National Carers Survey results, demonstrate improvement (66% Carers found it helpful in 2014, 7% unhelpful)	July 2015 March 2016 Next survey	Carers Services Carers Services / Torbay Council Carers Services / Torbay Council
2.3	Maintain Signposts for Carers Information Service and extend availability of the service to weekends	Undertake feasibility study re extending service availability with timescales	Oct 2015	Carers Services

2.4	Develop tailor-made information for Carers on GP surgery reception screens	All GP practices to display information to help Carers to identify themselves as such and see how the range of services can benefit them	October 2015	Carers Services / Practice Managers
2.5	Maintain availability of Carers Centre in Brixham, Paignton and Torquay, offering drop-in to local Carers	Secure the use of services with drop-in services available at agreed times in each location. Develop use by other services	On-going	Carers Service
2.6	Provide for minimum of 1 day per week of Carers' Support Worker time in all GP practices and review the resource requirements especially re Care Act	All GP practices to have access to a Carers' Support Worker for at least one day per week. Review against targets 1.2, 1.4, 3.2	Quarterly review	Carers Service / GP practices
2.7	Maintain the direct access support services available through Torbay Carers Register	Ensure the sustainability of the Carers Emergency Card, Safely Home Scheme, Signposts Newsletter and Carers Discount Scheme. Increase of 10% per annum from 2014 baseline.	On-going	Torbay Carers service
2.8	Increase the number of Carers joining Carers' Register	Audit distribution of printed information Implement recommendations	Quarterly review	Carers Services / Carers Register / Alarm Service
2.9	Establish and maintain a central point for the distribution of printed information to Carers and staff on Carers' issues. Audit the effectiveness of the distribution system	Link with development of new front entrance. Ensure staffing needs are identified and resourced	Oct 2015 Jan 2016	Carers Services
2.10	Establish a Carers' Information Point (24/7) for Carers at Torbay Hospital	Role of volunteers to be encouraged, with appropriate support to be resourced - ? Ageing well opportunity Link with Policy Action Plan	As building progresses Oct 2015	Hospital Carers Steering Group Hospital
2.11	Identify areas for improvement of Carers' support in hospital discharge (acute and community)		April 2016 ongoing	Hospital Carers Steering Group Hosp Carers Group

2.12	Improve access for Carers to education to support them in their caring role	Review available education programmes Revise range of programmes if necessary. Develop access to e-learning and Hiblio / online material. With 2.1 and 2.2 above Establish a joint agency agreement for Carers access to learning resources.	Ongoing April 2016 Oct 2015	Carers Services Carers Services Strat. Steering Group
2.13	Develop a 'Circles of Support' project with the voluntary sector to set up support networks in the community for individual isolated Carers	Project to be agreed by end of June 2015 with a steering group in place by end of July 2015. Service evaluation to be set up to provide 6-monthly reports with learning that can be shared	Interim report February 2016 Full report August 2016	Carers Services Carers Services

3. Carers Assessments Proportionate to Needs

	Priority	Target/Service Standard	Timescale	Responsible
3.1	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.	Develop assessments and processes that are appropriate to varying levels of needs. Monitor numbers of Carers receiving various level of assessment / services Promote as necessary	April 2015 Ongoing	Carers Services / TSD Operations Carers Services TSD Operations
3.2	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. 500 Health and Wellbeing Checks per annum to be provided by Carers' Support Workers in primary care.	April 2015 2015/16	Carers Services Carer Support Workers in GP Practices

3.3	Take a whole family approach – particularly address the needs of Carers of disabled children and Young Carers.	Ensure tools and processes across adult services / children's services / DPT promote whole family working Monitor evidence of whole family working	April 2015	Carers Services TSD Operations / Children's Services
3.4	Monitor the number of assessments of disabled/vulnerable adults showing that parenting support was addressed.	Build in systems to record and report relevant assessments. Provide feedback on this quarterly Monitor evidence of parenting support	Quarterly April 2015 Quarterly Quarterly	Carers Services Carers Services TSD Operations
3.5	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.	Review Carers' Assessment process to ensure compliance with Care Act 2014 Clear care pathway through the system to include Carers in employment	April 2015 April 2015	Carers Services Carers Service
3.6	Develop a Carer friendly self-assessment framework that can be completed online	Online framework for self-assessment, after review of tool	Oct 2015	Carers Services / IT
3.7	Review the current Carers' Questionnaire and Action Plan for Carers eligible for support.	Review of Carers' Questionnaire and Action Plan	April 2015	Carers Services
3.8	Review the assessment frameworks for Young Carers under 25 and Parent Carers of disabled children.	Review paperwork	April 2015	Carers Services / TYCS / Childrens Services
3.9	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.	Ensure there is availability of independent enabling and brokering services. Develop services if necessary Agree pathways for those requiring Carers' Assessments from statutory services	April 2015 Oct 2015 April 2015	Carers Services Carers Services Carers Services

4. Developing a Whole Family Approach to Supporting Carers

	Priority	Target/Service Standard	Timescale	Responsible
4.1	Implement the Strategy for Carers under 25 in Torbay.	Action Plan under review as targets achieved. Revised plan to be finalised. Targets to be achieved	April 2015 ongoing	Carers Services All agencies
4.2	Embed the whole family approach in staff development, induction and on-going training programmes across Children, Adult and Community services.	Review training content and amend as necessary. Consider specialist training if necessary	On-going, with review in October 2015	Carers Services/ TSD operations / Children's Services
4.3	Maintain specialist Young Carer and Young Adult Carer services.	Ensure smooth transition of Young Carers Service to Youth Trust Ensure viability of both services	Oct 2016	Young Carers Services TYCS / YAC
4.4	Embed Carer support and a whole family approach in Substance Misuse services.	Maintain close working relationships with substance misuse services to increase the emphasis on the whole family approach. Substance misuse services to have a clear link to carers services. Evaluation of impact	On-going with a review in October 2015 Review Oct 2015 April 2016	DPT / Carers Services / TYCS DPT / Carers Services DPT
4.5	Prepare staff in Children and Adult Services for undertaking family assessment for disabled children in transition.	Identify or develop appropriate training Train staff in Children and Adult services on undertaking family assessment for disabled children in transition	July 2015 Programme until April 2016	Carers Services / TSD Operations / Children's Services
4.6	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.	Carry out a review of the support that is in place for Parent Carers of disabled children. Develop a joint policy and action plan with Adult and Children's services that meets their needs	October 2015	Carers Service / Children's Services As above plus Operational and transitional managers

4.7	Promote services to Carers which focus on prevention/health promotion and self-care. Set targets for numbers of Carers engaged with Lifestyles services.	Promote through Health and Wellbeing Check, and Carers Assessments Lifestyles Team to work with 100 carers in 2015/16. Improve online information about Carers Health Trainers / Lifestyles Team	April 2015 March 2016 with quarterly progress meetings	Carers Services Lifestyles Team Carers Service / Lifestyles Team
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5. Involvement of Carers in service delivery, evaluation and commissioning

	Priority	Target/Service Standard	Timescale	Responsible
5.1	Review agencies policies on involvement of Carers including payments.	Carry out review of policies including best practice from other areas. Agree consistent approach where possible	April 2016 April 2016	Carers Services / Healthwatch Strat. Steering Group
5.2	Develop Torbay Carers' Forum as an independent point of engagement, in partnership with Healthwatch Torbay.	Review Forum as part of 2.1 and 2.2 Work with Healthwatch to ensure the service is fit for purpose for the needs of Carers in Torbay	July 2015 April 2016	Carers Service
5.3	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.	Review of Carers Assessments post Care Act implementation ? Short breaks ?Accessibility re employment (see 6.2) Plan 2016 /17 evaluations	March 2016 March 2016 March 2016	Carers Service Carers Services Carers Services
5.4	Actively support implementation of Devon Partnership Trusts 'Carers Charter' Monitoring Group to deliver the Charter Promises in mental health services.	Link in with DPT's Monitoring Group for the Carers' Charter and support its implementation.	On-going to be reviewed in October 2015	Carers Services Charter monitoring Group

5.5	Promote the use of Carer Evaluators in service review and evaluation.	Enhance Carer Evaluator's skills in partnership with RiPFa for evaluation of Ageing Well Carers projects Maintain a pool of 15 Carer Evaluators, including Carers under 25.	On-going with reviews in October 2015 and March 2016	Carers Services
5.6	Reduce duplication in Carer involvement by commissioners/agencies and develop a local protocol/good practice guide.	Develop a good practice guide to carer involvement linking with 5.1 above and looking at national best practice	March 2017	Strategy Steering Group
5.7	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.	Liaise with CDT about use of volunteers and voluntary agencies across Torbay. Identify the barriers to volunteering in hospital. Seek ways of addressing these Link with Ageing Well projects to develop a wide range of volunteering opportunities for Carers across Torbay	Oct 2015 Oct 2015 March 2017	Carers Services Carers Services with Hospital Carers Group Carers Services

6. Targeting Specific Groups of Carers for Action – Carers and Employment

	Priority	Target/Service Standard	Timescale	Responsible
6.1	Develop action plan for meeting the needs of Carers in employment and those wishing to go into /return to employment.	Set up working party. Map services. Promote services and draft action plan Finalise action plan with targets	Oct 2015 March 2016 June 2016	Carers Services Carers Services with Employment Services
6.2	Review Carers services to make them more accessible to Carers in employment.	With Carers undertake accessibility audit Use national evidence / guidance to make recommendations. Address identified issues where possible	Oct 2015 Oct 2015 April 2016	Carers Services Carers Services Carers Services
6.3	Promote flexible working policies for Carers amongst local employers.	Target Steering Group's Agencies Identify largest employers and target	March 2016 March 2017	Strat. Steering Group Carers Services