

Carers Support Re-design Proposals

The model of Carer Support being embedded within services, such as Carers Support Workers (CSWs) based in GP practices and mental health services, will not change as the evidence is that it works very well. They consistently overachieve their assessment targets. However, it is planned to make a number of efficiencies / improve capacity by:

1. streamlining the assessment process to include a 'lighter touch' Carer's Assessment.
2. removing £44,000 from £55,000 Carer Support hours which has been frozen since 2016.
3. using the remaining £11,000 as 'floating' Carer Support hours to set up and manage volunteers across the GP practices, thus increasing the capacity of existing Carer Support Workers.
4. reducing targeted Carers Lifestyles support by £13,000 as it has been built into mainstream Lifestyles support. Plan to support these with volunteers who are Carers or former Carers.
5. reducing Emotional Support Voucher issue from ten to six, saving £2,000.
6. Particular attention is planned for Carers of working age, to enable them to maintain or return to employment.
 - Targetting and supporting Trust's own staff who are Carers.
 - Supporting Carers to recognise that their caring skills are transferrable into the Care Market
 - by Careers Coaching for Carers
 - promotion and support of Care Certificate qualification for Carers
 - promotion of on-line training for Carers
 - developing flexible / bank employment opportunities
7. Further attention will be given to encouraging Carers and former Carers to develop
 - Carer-led projects (such as the project in Emergency Department to identify Carers).
 - Peer support and buddying.
 - Patch-based support where Carers link with their local community to raise awareness of the needs of Carers, and link with Voluntary sector, community builders, time-banking, wellbeing coordinators.

8. Additional work must be undertaken to meet the needs of the Carer by supporting the person they care for, giving particular attention to
 - Replacement care ('respite') – development of market across all client groups and types of care eg residential / overnight / day opportunities.
 - Particular links with voluntary sector to develop the above.
 - Improving use of Direct Payments for both parties, particularly to address issues such as hospital discharge, and support which gives the Carer a break.
 - The expected rise in people with dementia and their Carers.
 - Support to Carers of people with a learning disability or substance misuse or mental health.
 - Support for Parent Carers including Parent Carer Needs Assessments.