

ACTION PLAN

Pembrokeshire Carers Strategy 2009– 2011

The Carers Strategy sets out a vision for the coming years based upon the principles:

- *carers will be treated with dignity and respect as expert care partners*
- *carers will have access to the services they need to support them in their caring role*
- *carers will be able to have a life of their own*
- *carers will not be forced into financial hardship by their caring role*
- *carers will be supported to stay mentally and physically well*
- *children and young people will be protected from inappropriate caring roles.*

A: Health and Social Care				
OBJECTIVES	ACTIONS	LEAD AGENCY	OUTCOME/ TARGET/DATES	PROGRESS
Strategic planning				
1.To take views of carers into account in developing planning, policies and delivery of services	a) To ensure that representation of the various stake holders (including carers) at the Carers Strategy Implementation Group is fair and equitable, and that suitable communication protocols exist	PAVS	September 2009	
	b) To ensure that agendas of meetings are inclusive of carers and service users interest	PCC	Ongoing	
	c) Carer representatives are included in each of the Strategic Implementation Groups and Children and Young Peoples' Partnership	PCC	Ongoing	
	d) To ensure that all policies are carer proofed as part of the development process	PCC	A carer proofing system to be adopted within LA and being made available by 2010	
	e) To ensure that carers views from network meetings are passed on through appropriate Implementation Groups and acted upon by Partnerships	PAVS	Ongoing	
	f) To ensure carer representation within health	Hywel Dda Health Board	Ongoing	
	g) To provide replacement care and travel costs as appropriate in order to allow carers to attend network, SIG and planning meetings	Hywel Dda Health Board	HDHB provide finance for PAVS to administer	
	h) To train and enable carer representatives to participate on an	PAVS	Ongoing	

	equal footing within meetings			
2. To deliver appropriate services and support in respect of carers needs	a) Benchmarking with other authorities as to efficient ways of delivering service	PCC	Ongoing	
	b) Development of appropriate budgets to ensure that services for carers continue after each carers grant has been absorbed within the Revenue Support Grant	PCC	In response to every carers grant	
3. To know the geographical distribution of carers within the county, what their needs are and what support services are currently on offer.	a) To gather information on carers and their support needs	PCC	October 2009	
	b) To carry out an audit of provision for carers	PCC	October 2009	
	c) To identify gaps in provision	PCC/PAVS	Develop services to fill the gaps	

Assessments

4. To make carers' assessments core business of the Social Care & Housing Directorate	a) To target training within the Directorate and specifically within individual teams, incorporating colleagues from Health and Voluntary Organisations	PCC	Ongoing All relevant staff to have received training	
	b) To implement agreed process for the Assessment of all carers throughout the Social Care and Housing Directorate	PCC	April 2009	
	c) To offer carers assessments to all eligible carers by Social Care and Housing Directorate	PCC	100% April 2009	
5. In response to our legal duty to provide carers assessments to increase the number of effective assessments of carers needs	a) Community Care Service to complete carers' domain within assessments carried out under the Unified Assessment Process	PCC	100% April 2009	
	b) All young carers referred to the Child Care Service to receive assessments and services consistent with the eligibility criteria for "Children in Need".	PCC	100% April 2009	
	c) To offer all carers identified via UAPs a carers' assessment as this is a statutory requirement	PCC	100% April 2009	
	d) To agree a clear process for recording the numbers of carers involved with the Directorate to be established via Care First	PCC (Assessment Development)	April 2009	
	e) To produce a report on the "unmet needs" of the carers arising from assessments, on a 6 monthly basis, in order to provide information for the Directorate Commissioning and other Partnership Strategies	PCC (Assessment Development)	First report due in October 2008	
6. To monitor the	a) To fully implement a monitoring system within Pembrokeshire	PCC	April 2009	

numbers of carers assessments offered to people from Black and Ethnic minorities within the county	County Council	(Assessment Development)		
	b)To produce annual summary of activity	PCC	Ongoing on yearly basis	
7. To continue to develop a wider range of provision to enable carers to access and receive services following assessment.	a)To monitor development of existing services	Carers SIG/PAVS	Ongoing	
	b)Annual summary of services provided to carers following assessment via Carers SIG to the C&YP Partnership and the HSC&WB Partnership Board	PCC	Annually	

B: Information

OBJECTIVES	ACTIONS	LEAD AGENCY	OUTCOME/TARGET/DATES	PROGRESS
8. To increase general awareness of carers' issues for carers and the public.	a) To produce regular coverage in the local press particularly targeting Carers Week and Carers Rights Day To make contact with local radio stations and improve coverage of carers issues through this medium	PAVS/ Carers Outreach		
	b) To produce regular publicity targetting older carers	Age Concern		
	c) To raise awareness of carers issues within GP surgeries and hospitals by implementing Investors in Carers scheme as well as outreach sessions throughout Pembs	Carers Outreach/ PAVS		
9. To provide carers with co-ordinated up to date accessible information	a)To regularly update the carers information on the PCC and on the Health Challenge Pembrokeshire website and improve access to information	PCC	Update twice yearly	
	b) PCC to create website links to carers information	PCC	April 2009	
	c) All voluntary sector organisations working with carers to develop website links to carers information	All voluntary organisations	April 2009	Siblings include links to carers info March09
	d) To develop a carers information pack & information sheets on line	PCC		
	e) Health professionals in secondary care to actively promote access to information for carers including provision of the carers introduction pack	Hywel Dda Health Board		
	f) to raise further awareness of carers within GP surgeries, to ensure greater co-ordination of information	Hywel Dda Health Board	March 2010	
	g) Voluntary organisations to produce individual leaflets about their services	Carers SIG members	Ongoing	Siblings updated/ reprinted Nov08

	h) produce & distribute regular carers newsletter	PAVS	Ongoing	
	i) disseminate electronic news re carers issues to carers and other professionals			
10. Carers to benefit from a coordinated approach to information and events.	a) Audit of newsletters, handbooks and other information that is currently available to carers and professionals.	PAVS/information Sub group	To fill gaps and prevent duplication	
	b) Review and introduce unified Pembrokeshire handbook	PAVS	September 2009	
	c) All voluntary and statutory agencies to ensure that all services for carers are well publicised	All agencies	Ongoing	
	d) To develop a multi-agency Carers Week and Carers Rights Day. To involve both national and local organisations	PAVS/ Carers Outreach	Annually	
11. To continue exploring and developing internet support groups for carers	a) To promote easily accessible 'on-line' support for carers	PAVS	Ongoing	

C: Support

OBJECTIVES	ACTIONS	LEAD AGENCY	OUTCOME/ TARGET/DATES	PROGRESS
12. To link in carers assessments with provision of services	a) To integrate eligibility criteria for carers services in line with council policies	PCC	Oct 2009	
	b) To not charge carers for services categorised as critical or substantial needs	PCC	Oct 2009	
13. Carers to have a clear understanding of how they can access appropriate replacement care of their choice.	a) To develop an information leaflet about existing respite services.	PCC	To follow on from the publication of the audit Social Care Improvement plan	
	b) To implement training of Social Care staff concerning the range of respite services available and the need for carers to understand how to access	PCC	October 2009	
	c) To develop a community care respite policy to include eligibility criteria covering extended respite at home as an alternative to residential respite	PCC	September 2009	
	d) To develop a range of replacement care services across all client groups	PCC	April 2010	
	e) To coordinate health and social care policies in respect of	LHB/PCC	September 2009	

	replacement care			
	f) to further develop the range of short break services within Childcare.	PCC – David Halse	October 2009	
14. To provide each carer with a named worker they can contact for emergencies, information + signposting	To develop a system of named workers for all carers on a multi agency basis.	PCC	October 2009	
15. To provide training to carers in skills that help them sustain their caring role	To explore opportunities for training e.g. moving + handling, basic footcare, direct payment etc	PCC/Health/PAVS		
16. To enable carers to access support from primary care services	a) To roll out Investors in Carers protocol to all GP surgeries following the pilot project	PAVS/Health	October 2009	
	b) To develop and implement a system for carers to have more support from primary care services	HDHB	Greater liaison for the benefit of carers	
17. Secondary health care to acknowledge carers	a) To develop a system to include carers details at admission of cared for person	HDHB	Awareness of patient's carer	
	b) To ensure carers are taken into account during treatment of patient	HDHB	Keep carers informed of progress	
	c) To consult carers of patients well in advance of discharge and ensure carer will be able to cope	HDHB	Prevent break down of care causing re-submission	
	d) To provide carers with information of support and sign posting	HDHB/PAVS	April 2010	
18. To offer support in developing a range of sustainable carers groups	a) To continue to fund and support initial start carers support groups from Carers Funding	PCC/PAVS	Meet the need	
	b) To explore alternative sources of funding for support groups	PAVS	Support carers groups sourcing funds	
19. To enable carers access to a range of supporting services	To raise awareness of carers issues amongst existing specialist and generic service providers	PAVS		
20. To provide carers with alternative ways of receiving services	a) To continue to develop direct payment systems that allows carers to benefit from direct payments where appropriate.	PCC	In accordance with development strategy for direct payments	
21. To develop advocacy support for	a) to implement findings of carers advocacy research	PAVS/Carers Outreach		

carers				
22. To address the specific support needs of Black and Minority Ethnic Carers	a) identify black and minority ethnic carers and audit the specific needs from carers assessments	PCC	Ongoing	
	b) having established the needs of B & ME carers encourage providers to develop services to meet these specific needs	PAVS	Ongoing	
23. To develop support services to meet the need of carers of substance misusers	a) to identify carers of substance misusers via research	PAVS	Starting April 2009	
	b) to provide appropriate support following the research report	PCC/PAVS	Starting October 2009	

D: Young Carers

OBJECTIVES	ACTIONS	LEAD AGENCY	OUTCOME/TARGET/DATES	PROGRESS
24. Develop an effective multi-agency working relationship between agencies working with young carers in the county.	a)Multi agency agreement to be signed off both at a strategic level by the Children and Young People's Partnership and Health Challenge Pembrokeshire and also by individual voluntary organisations	PCC	Dec 2009	
	b)Implementation of agreement to ensure effective multi agency collaboration and sharing of information with Young Carers consent	PCC	ongoing	
25. Young Carers will be identified and Young Carers issues will be included in all relevant multi-agency planning.	a)Young carers who are caring for customers of the P.C.C. Social Care and Housing Directorate to be identified.	PCC	July 2009 and annually thereafter	
	b)The multi agency Teams around the Child (TAC) to collate aggregated information on those young carers known to the teams.	PCC	July 2009 and annually thereafter	
	c)An annual report to be produced in order to provide information to all Directorate Commissioning Strategies, The Health Social Care and Well Being Strategy and the Children and Young People's Plan. This report will include information on numbers and geographical distribution of young carers known to Social Care and Housing and to the Teams around the Child, completed assessments of young carers and identified unmet needs.	PCC	Annually in September	
26. Young Carers are able to participate in the planning of services	a)Identify Young Carers representatives to attend SIG	Gennex	December 09	
	b)Young carers to participate in any consultation relevant to the Children's and Young People's Partnership and the Health Social Care and Well Being Strategy.	Gennex	On-going as required	

27. To organize events to raise awareness of young carers issues and set up support	a) For young carers. Including- Young Carers Forum events, which provide an opportunity for awareness raising, consultation and peer support	PCC/Gennex/ Young Carers SIG	Ongoing – at least 4 young carer events to be held annually	
	b) Facilitate drop in sessions in schools	Gennex	April 2009	
	c) Raise awareness amongst professionals and teachers	PCC/Young Carers SIG	On-going as required	
28. To form links with the TAC governance group to raise awareness of young carers issues.	TAC manager to be invited to attend Young Carers SIG	PCC	September 08	
29. Young Carers are able to access relevant information and information about young carers issues is available for use in awareness raising	a)Development and distribution of young carers information	PCC/Gennex/ Young Carers SIG	Postcards to be in schools Sept 2008 Young Carers Handbook printed and on web March 2009	
	b) Explore opportunities for young carers to contribute to dedicated magazine and/or website	Gennex	March 2010	
	c)To develop young carers register (with their consent)	YC SIG*		
	d) To improve and provide electronic information for professionals working with young people	YC SIG*	April 2009	
30. Young Carers have access to relevant assessments	a) ensure that processes are in place for the appropriate assessment of young carers within the Child Care Service	PCC	March 2009	
	b)ensure that processes are in place for the appropriate assessment of young carers within the context of the multi agency Teams around the Child	PCC	September 2009	
31. Young carers have access to a range of support services relevant to their needs	a)Explore opportunities for support services for young carers in general and for those with specific identified needs. (including services for the cared for adult/sibling in order to allow the young carer to be relieved of their caring role)	YC SIG*	Ongoing	
	b) Provision and further development of support services for young carers in general	PCC/ YC SIG / Pembrokeshire Carers Outreach	Ongoing	
	c) Provision and further development of services targeted at young carers of parents with mental health and substance misuse issues.	PCC/ YC SIG/ Mind	Ongoing	

Comment [n1]: To be included in Interagency agreement

	d)Provision and further development of services targeted at young carers of siblings	PCC/ YC SIG/ Pembs. Sibling Group	Ongoing	
32. Links are made between local and national groups working with young carers.	Carers Development Worker to act as a communication link between the Young Carers Wales network, the Young Carers SIG and young carers projects in Pembrokeshire. Young Carers MIND project to attend the network meetings	PAVS YC MIND	Ongoing	
33. Schools and college in Pembrokeshire to support young carers	a)Continue to raise awareness about young carers issues in schools and college	YC SIG*	ongoing	
	b)Explore and develop opportunities for provision of support for young carers in schools and colleges	YC SIG*	ongoing	
34. Young carers have access to careers advice that takes their situation into account.	Develop a mentoring scheme that can assist young carers in making the most of careers and education opportunities	YC SIG*	March 2010	Comment [n2]: Wonder if we could be a bit more specific: who of the YC SIG will take the lead on these issues?

E: Carers and Employment				
OBJECTIVES	ACTIONS	LEAD AGENCY	OUTCOME/TARGET/DATES	PROGRESS
35. To raise awareness within the community of the needs of working carers	a) to have ongoing publicity about the issues that working carers face	PAVS	Ongoing articles in local newspaper and on local radio	
36. Carers to be aware of employment and volunteering opportunities	a) the multi-agency partnership to explore ways of enabling carers to maintain contact with employment opportunities	PAVS	Ongoing	
	b) local Job centers to have leaflets and Carers Gazette	Jobcentre Plus		
	c) to provide information about employment and volunteering opportunities to carers	PAVS	Regular publications in Carers Gazette and electronic distribution	
	d) to promote learning opportunities to carers	PAVS	Regular training news in the Carers Gazette and electronic distribution	
	e) to develop links between carers assessments and careers guidance	PCC	Regular presentation at local Jobcentres and Careers Advice	

37. To support carers to return to or remain in work	a) to provide a wider range of support services e.g. day centers having longer hours	PCC/Crossroads	October 2010	
	b) to expand support services currently provided in the voluntary sector	PAVS/ Crossroads	Ongoing	
	c) to provide IT training and support to individual carers	Age Concern Pembrokeshire	Ongoing	
	d) to explore and develop alternative options of support eg DP	PAVS/Crossroads	Ongoing	
38. To provide carers with targeted training to enable them to return to work	a) to develop a multi-agency carers training programme	PCC/PAVS/AfCCarers Outreach		
	b) to explore options for carers training through the STEP programme	Pembrokeshire College/PAVS		
39. Local employers to have carer friendly policies reflecting a more appropriate work/life balance	a) PCC, Hywel Dda Health Board and Pembrokeshire College to agree to audit their employees who are carers	PCC/ Hywel Dda Health Board/ Pembrokeshire College	October 2009	Pembrokeshire College agreed
	b) PCC and Hywel Dda Health Board and Pembrokeshire College to carry out the audit on their employees	Pembs College/ Hywel Dda Health Board/ PCC	Annually	
	c) PCC, Hywel Dda Health Board and Pembrokeshire College to introduce carer friendly policies	PCC/Hywel Dda Health Board/ Pembs College	April 2010	
	d) Explore ways of raising employment issues with Carers and Employers	PAVS	Ongoing	