

‘Working together for Torbay’s Carers’

Torbay’s Plan for Carers 2024 -27 **An Inter-agency Strategy for All Carers**

Who is a Carer?

Anyone who cares for a relative, friend or neighbour who cannot manage alone without them. (Unless its 'usual' parenting, their paid or voluntary job.)

Two thirds of us will be a Carer within our lifetime. Carers can be:

- as young as four or five years old.
- older couples caring for each other.
- a parent caring for a child with a disability such as autism
- 'mutual Carers' – caring for each other. An example is a person with a learning disability whose parent has physical health needs.
- someone who 'keeps an eye' on a neighbour with dementia. They may collect shopping or prescriptions for them.
- someone supporting a friend with drug, alcohol or mental health needs. They may provide emotional support.

There are many other examples.

Why support Carers?

Carers are very important. Without them, health and care services would not be able to provide enough support for people who need help.

There are laws and guidance about how Carers should be supported. Many local organisations have plans to support Carers or the people that they care for. They have agreed to work together to support Carers and signed a Commitment to Carers. (Sub-Appendix 1). It is based on the 'Triangle of Care'. This is equal partnership between professionals, Carers and the people that they care for. We try to make sure that work is 'joined up' -that we are all working towards the same goals.

What do Torbay's Carers want?

Every three years, Torbay Carers' Service works with Carers to make a survey about what they want. Healthwatch manages the survey, so it is independent. The results are published on-line and help us agree the priorities for the next three years.

We also publish how we have performed against the previous plans.

This plan includes Young Carers under 25. Once it is agreed, they will develop their own more detailed plan.

Carers' Priorities for 2024-27

- 1. As soon as I start my caring role, I want to be identified, recognised and valued as a Carer.**
- 2. I want to be able to easily find information, advice and support to meet my needs as a Carer.**
- 3. I want to know that every Carer involved in a person's care can have a Carer's assessment when they need one.**
- 4. I want to be confident that Carers guide all things that affect them.**
- 5. I want the care and support to the person that I care for to also meet my needs as their Carer.**

Within these priorities, there are other issues to be addressed:

- a. Information to Carers to include support to the person they care for
- b. Carers and employment
- c. Carers' own mental health. Support to people with Mental Health issues and their Carers
- d. Partnership working / information sharing across organisations
- e. Carers' finance / cost-of living challenges
- f. Improving support at transitions
- g. Improving use of technology and digital support

What happens next?

An outline action plan has been agreed for the three years of the Strategy ([link](#)). The detailed actions for 2024-5 are on the next page. For each of the five main priorities, organisations have agreed the first actions to focus on. These are written in bold.

How will Carers know what has been achieved?

Actions will be measured and reported quarterly to the Carers' Strategy Steering Group. This is a group of Carers and staff from health and care organisations. They make sure that the plans are on track.

We will publish progress on-line every 3 months. ⁴ We will also report achievements in the Signposts magazine. Every year in April, we will update the action plan.

1. 'As soon as I start my caring role, I want to be identified, recognised and valued as a Carer.'

	Target / Service Standard. <i>Priority for 2024- 25 in bold.</i>	Organisations
1.1	Have or develop basic Carer Awareness Training at induction and role-specific as required. To cover identifying, involving and valuing Carers, including staff Carers. Ideally to be designed and delivered / co-delivered with Carers.	Devon Partnership Trust, Torbay + S Devon Trust, Torbay Council, GP practices
1.2	Have mechanisms to identify staff Carers joining the organisation and at annual review	Devon Partnership Trust, Torbay + S Devon Trust, Torbay Council, GP practices
1.3	Work towards identifying Carers at the earliest contact with their service.	All organisations above. Community Helpline
1.4	GP practices to increase numbers of people recorded with Carers' codes.	GP practices
1.5	Embed Triangle of Care in Acute and Community Hospitals	Torbay +S Devon NHS Foundation Trust
1.6	Embed Triangle of Care across inpatient and community Mental Health Services	Devon Partnership Trust
1.7	Evaluation about Parent Carers feeling valued by Children with Disability Team. To include transitions (links with 3.2 and 4.3)	Torbay Council with parent Carers and Carers Services

2. 'I want to be able to easily find information, advice and support to meet my needs as a Carer.'

	Target / Service Standard. <i>Priority for 2024- 25 in bold.</i>	Organisations
2.1	To refer Carers to Signposts Information and Advice Service. To encourage Carers to join Torbay Carers to access support.	Devon Partnership Trust, Torbay + S Devon Trust, Torbay Council, Community Helpline
2.2	Work with Carers to produce on-line and paper Carer information. To promote information for Carers' Week, Carers' Rights Day, Young Carers' Action Day.	Devon Partnership Trust, Torbay + S Devon Trust, Torbay Council, GP practices
2.3	To maintain Carer support to Carers of all ages as per Sub-Appendix 2.	Torbay + S Devon Trust, Torbay Council, Carers' Services, Young Carers' Services with Carers
2.4	To maintain a range of Carer information both on-line and in paper.	Torbay Carers' Service with Carers
2.5	To quickly produce a brief booklet about Carer support. Then co-produce a fuller version with Carers.	Torbay Carers' Service with Carers
2.6	To work together to ensure needs of Mental Health Carers are being met	Devon Partnership Trust, Torbay + S Devon Trust, Carers' Services, Young Carers' Service, Carers
2.7	Work with partners to develop volunteer-delivered sitting service	Torbay Carers' Service with partners

3. 'I want to know that every Carer involved in a person's care can have a Carer's assessment when they need one.'

	Target / Service Standard. <i>Priority for 2024- 25 in bold.</i>	Organisations
3.1	All organisations that undertake Carer assessments to meet targets.	Torbay Young Carers' Service, Children with Disabilities Team. Adult Social Care. Torbay Carers and commissioned Carers' services
3.2	Evaluation of quality of assessments including waiting times (See 1.7, 4.3)	Children with Disability team
3.3	At every opportunity especially at transitions to ensure processes identify, involve and support <u>all</u> Carers. Young Carers' Service to report referrals from: Adult Social Care Mental Health Services Substance Misuse Services	Torbay + S Devon Trust's Adult Social Care and Community Services. Children's Social Care, Devon Partnership Trust

4. 'I want to be confident that Carers guide all things that affect them.'

	Target / Service Standard. <i>Priority for 2024- 25 in bold.</i>	Organisations
4.1	To involve Carers in service development / commissioning / policies / procedures / services that directly affect them. To include: Consultation, Engagement, Co-design and Co-production Carers to decide how to measure how well these are done.	Young Carers' Service. Children with Disabilities Team. Devon Partnership Trust. Torbay Carers including Commissioned Carers' Services, Adult Social Care.
4.2	Evaluation of quality of Parent Carer Needs Assessments and plans. (See 1.7 and 3.2). To be co-produced with parent Carers.	Children with Disabilities team. Torbay Carers' Service Carer Evaluators
4.3	Regular / sample audits of separate and combined Carers' Assessments re involvement.	Torbay Carers' and Young Carers' Services, Adult Social Care, Children with Disability Team
4.4	To develop means for receiving timely feedback from Carers. Then respond in a timely fashion	Torbay Carers' Service

5. I want the care and support to the person that I care for to also meet my needs as their Carer.

	Target / Service Standard. <i>Priority for 2024- 25 in bold.</i>	Organisations
5.1	To involve Carers in service development / commissioning / policies / procedures / services that affect the person that they care for. To include: Consultation, Engagement, Co-design and Co-production Carers to decide how to measure how well these are done.	Torbay + S Devon NHS F Trust, Adult Social Care, Children's Social Care Devon Partnership Trust (DPT)
5.2	Regular sample audit of Assessments. Children with Disability Team, transitions. Adult Social Care, Mental Health and Older People's Mental Health	Children with Disability Team, Adult Social Care, Devon Partnership Trust
5.3	To improve access to and range of replacement care (respite) services.	Adult Social Care Children's Social Care
5.4	Triangle of Care rolled out across acute and community hospital wards. Regular audit of nursing records	Torbay + S Devon NHS F Trust
5.5	Adult Social Care to investigate getting timely feedback from Carers and the person that they care for. Then to respond to concerns	Adult Social Care

