

# **Torbay Carers' Strategy 2018-21**

**An inter-agency commitment to meet the  
needs of Torbay's Carers,  
including Young Carers.**

DRAFT

## Foreword

### **Diana – A Carer**

30 years ago I became a Carer, although I didn't know that I was, as at that time we had never heard of the term. The only help in those days, if you were lucky, was your Doctor. My..... how times have changed! Support for Carers has improved dramatically - we can now access practical help and advice from many quarters. We have the Carers' Register, Carer Support Workers in surgeries, even one in Torbay Hospital, and the plight of Carers is at the forefront of public notice.

In 2014, we started the Carers' Strategy Steering Group, involving other agencies to work closer with us to progress the Identification, and support of the approximately 17000 Carers known to live in Torbay.

Look round the table now, and you will often see a range of Carers including Parent Carers, a Councillor, someone from Children's Services, Adult Services and the NHS, Home Care, representatives from Mental Health, Substance Misuse, or Learning Disabilities, a Carer Support Worker, someone from Young Adult Carers and Young Carers. All these people and others will at some point help and advise us in our support for Carers.

The Action Plan for 2018 – 2021 includes early Identification of Carers, including Young Carers and Young Adult Carers, and actions to ensure that all Carers get the support required.

I am still a Carer, now also a Carer Evaluator working with Torbay and South Devon NHS Foundation Trust, and I feel privileged to be part of this team of people who work so hard to provide the help and support for all the Carers of Torbay.

### **Julien - Executive Lead for Adults and Children, Torbay Council**

Torbay is an award winning authority, recognised at national level for its progress in joining up its care systems across adult social care and health services. That process is known as the New Model of Care.

We recognise that the community plays a major and increasing part in supporting the NHS and Council services in enabling people to get the support they need to remain where they really want to be, at home. We recognise that Carers - adults, children and young people - are often the people who really make the New Model of Care work.

This strategy and its accompanying action plan is about what we can all do to support the Carers who give so much. It has been estimated that Carers contribute annually the same value to the support of people as the entire budget for the NHS. That is a truly huge social investment.

To ensure that it is the best it can be, the strategy has been put together in consultation with Carers, and with the full cooperation of the wide range of agencies that come into contact with them. My grateful thanks to the steering group and all who have helped with this work, but most importantly to the Carers themselves.

All very best wishes,

Julien Parrott

## **Content**

- **Introduction**
- **National Context**
- **Local Picture**
- **Review of Measure Up 2015-17**
- **Formulation of Priorities**
- **Priorities**
- **Action Plan**

## **1. Introduction**

**Who is a Carer?** It might be you!

A Carer is anyone, including a child, who provides care for another person, apart from those who do it as paid work, voluntary work or ordinary parenting.

It includes caring for a partner, relative, friend or neighbour, who due to physical, sensory or learning disability, mental health or drug/alcohol misuse issues, frailty, illness, long-term health condition and/or vulnerability cannot manage alone in the community.

Sometimes people are 'mutual carers' where they both provide support to each other, and everything works well until one of them deteriorates or their situation changes. This is especially common in older couples.

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 Carers, or that there is a wealth of support available to them. Torbay Carers' Strategy helps us to address this issue.

### **Why have a Carers' Strategy?**

Torbay has had an inter-agency strategy (plan) for Carers since 2000 and it is updated every three years. Torbay's Carers are consulted to find out what their priorities are, and these are worked into the Carers' Strategy, along with consideration of the national priorities for Carers. All of the agencies who come into contact with Carers then commit to the Strategy with its action plan, working together to achieve these priorities.

We find that having an inter-agency Strategy and Action Plan helps us work together in a joined-up way, to achieve what Carers really need. We have a quarterly Strategy Steering Group meeting of the various agencies and Carer Representatives to ensure that we keep on track. The updates are published on-line at

<https://www.torbayandsouthdevon.nhs.uk/services/carers-service/strategy-policy-and-quality/> .

## **2. National Context**

Since our first Strategy in 2000, there has been a huge increase in the awareness about Carers, especially Young Carers. In 2015, the Care Act and Children and Families Act became law. 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

Although this has not yet been updated, the future national Carer priorities are likely to be similar, and to include employment and technological support to Carers. If there are any significant differences from our Strategy, the Steering Group will agree how best to address this.

Although there is increased awareness about Carers, the changes within health and social care have meant increased pressure on Carers. Every two years there is a National Survey of Carers of Adults (NSCA) who have had a Carers' assessment. The 2016-17 survey showed deterioration nationally in Carers' quality of life, with many Carers neglecting their own health and wellbeing. Carers UK undertakes an annual survey of all types of Carers, and its data also backs this up. In 2017, 6 out of 10 Carers (61%) have had a deterioration in their physical health due to their caring role, 7 out of 10 (70%) have had mental health issues, 8 out of 10 (78%) are more stressed, 7 out of 10 more anxious (72%), and 7 out of 10 (69%) Carers have sleep difficulties due to their caring role. These figures worsen for Carers who care for more than 50 hours per week, of which Torbay has more than the national average.

### **3. Local Picture**

From 2011 census data, approximately 1 in 8 people in Torbay identified themselves as Carers. 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.

Torbay has a long history of supporting Carers through partnership working, often attracting national recognition such as in the Care Act Statutory Guidance 2018. 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 was recognised as a model of good practice.

However, the national deterioration in Carers' health and wellbeing is mirrored here, as shown in the comparison between NCSA 16-17 and NCSA 14-15. Torbay Carers' quality of life measure dropped from 8.3 to 7.8 out of 10. There is a drop of 10% in carers who felt they looked after themselves in terms of getting enough sleep or eating well (55% compared with 65%). 3 in 10 (29%) Carers are not looking after themselves well enough and there has been an increase of 5% of Carers neglecting themselves (16% compared to 11%).

In Torbay, the age of Carers and the number of hours for which they provide care are significantly higher than nationally, which has an inherent impact on their health and wellbeing. Over half of Torbay Carers in NCSA 16-17 (51.4%) care for more than 100 hours per week compared to 1 in 4 (25.7%) nationally, and compared to 39% in Torbay in the previous survey. 6 in 10 of Torbay's Carers in NCSA 16-17 (63%) are aged over 65, and the proportion is expected to increase.

It is, therefore, essential for this Strategy to support Carers' Health and Wellbeing.

#### **4. Review of Measure Up 2015-17**

Most targets within the last 3-year strategy have been fully achieved. The main summary is below, with the detail published in Measure Up Action Plan Section of <https://www.torbayandsouthdevon.nhs.uk/services/carers-service/strategy-policy-and-quality/> with a hard copy available on request by phoning (01803) 666620.

##### Identification of Carers

- The awareness-raising activities in GP practices has resulted in them exceeding their targets for increasing numbers of Carers registered at their practices. However it is clear from our recent consultation that there is still more work to do.
- Torbay and S Devon NHS Foundation Trust ('the Trust') introduced free hospital parking for Carers when supporting the person they care for. This has really encouraged people to self-identify as Carers and is the most-valued service.
- Awareness campaigns have been undertaken with pharmacies, Fire Service, Living Well@Home, Ambulance Service, Wellbeing Coordinators and others.
- A Devon-wide Carer Recognition Tool was launched to encourage professionals to identify Carers and link them to support.
- Insufficient Young Carers have been identified by adult community health and social care services, so this is an ongoing priority.

##### Information, advice and support

- We have maintained all Carers' Information and Support Services, although these will change slightly from 2018 onwards.
- Signposts Information service has expanded to cover the Hospital Advice Point.
- Carers' Support Workers have been maintained in each GP practice, with hours now based on practice list size.
- Torbay Carers' Register more than achieved the target of 10% increase in applications each year, with almost 2000 new applications during three years. There are now over 4000 Carers on the Register. (NB it is not a net increase of 2000, due to people leaving the Register when their caring role ends.)
- Signposts newsletter is sent electronically to 1500 Carers, thus reducing costs.

##### Carers' Assessment and Support

- The role of GP Carer Support Workers undertaking Carers' Assessments is fully embedded, with them exceeding their target of 500 Health and Wellbeing Checks (HWBCs) each year, and a stunning 622 HWBCs in 2017-18.
- Carers' Aid Torbay (formerly Crossroads Care, and Carers' Trust Phoenix) continue to provide independent enabling, brokerage and advocacy.
- The target for Carers' Assessments which in 2014-15 was 35% was increased significantly which resulted in variable performance, but culminated in 42.2% being achieved against a target of 43% for 2017-18. NB The changes to assessments processes have resulted in a lower target being set for 2018-19.
- All assessments and processes meet the legislative requirements brought in in 2015. Adult Social Care is reviewing processes in line with the 'three conversation model' and a lighter touch Carers' Assessment is being developed.

### Developing a whole family approach

- The inter-agency strategy for Carers Under 25 has been refreshed and remains the focus of work with this age group.
- Transition arrangements for young Carers appear to work very well.
- Transition arrangements for children with additional needs are now in place between Children's and Adult's Services, with staffing support.
- Parent Carer Needs Assessments remain an area of concern
- The Lifestyles Team has done significant work with Carers, consistently exceeding their target (184 Carers against target of 100 in 2017-18)

### Involvement of Carers in Service Delivery, Evaluation and Commissioning

- Carers are involved in improving services across Adult and Children's health and social care. The Parent Participation Forum was re-branded to be Parent Carer Forum with a new website and over 400 members.
- Torbay Carers' Electronic Forum became a Facebook page, with increasing membership, but still needs more active Carer involvement.
- More Carer evaluators have been recruited and they have undertaken some excellent evaluations and additional projects.

### Targeting Carers and Employment

- Support to Carers wishing to return to employment was mapped and gaps identified
- Careers coaching for Carers was set up by Trust, and an Employment event was run jointly with Devon County Council.
- Carers' Services extended Carer Support to include one evening per week.
- Staff who are Carers have been targeted in Trust and Council via payslips.

## **5. Formulation of Priorities for 2018-21**

The development of potential priorities for 2018-21 was based on Carer Consultation while taking account of national and local priorities, and evidence of what works well.

Healthwatch Torbay carried out a huge Carers' engagement exercise in late 2017, with over 800 Carers responding. The questions had been devised on the basis of Carers' anecdotal feedback about what were the key issues for them. The full report can be seen at <https://www.torbayandsouthdevon.nhs.uk/uploads/carers-consultation-2018-2021-strategy.pdf>. A hard copy is available on request from Signposts for Carers on (01803) 666620.

The draft priorities underwent a public consultation, and a detailed action plan was then devised. A multi-agency Strategy Steering Group led by a Carer will monitor progress against the strategy. We are still awaiting National guidance, so the attached action plan may need to be amended in light of this.

## 6. Key Priorities for 2018-21

1. Identification of Carers at the first opportunity;
2. Information, advice and support services available to all Carers;
3. Carers' assessments proportionate to needs, including a whole family approach
4. Involvement of Carers in service delivery, evaluation and commissioning;
5. Enhancement of support to person being cared for.

Within these priorities are two underlying themes of supporting Carers with employment-related issues, and improving the use of technology for both Carers and the people for whom they care.

It has been necessary to redesign Carer Support in light of increased demand and diminishing resources. Public consultation has approved the development of peer support and carer-led projects, particularly improving the links with former Carers to use their wealth of skills to develop and deliver Carer Support. Specialist Carer Lifestyles support is no longer funded, as Carers are well-supported within the mainstream Lifestyles offer. We plan to enhance this with volunteers who have used the service themselves in the past, and continue to fund Lifestyles Carers' events.

The Emotional Support Scheme for Carers of Adults was proposed to be reduced from ten to six sessions but, in response to the public consultation, six vouchers will be issued, with the option at the end to extend by up to a further four in extenuating circumstances. A lighter touch Carers' Assessment will be developed to free up Carer Support Worker (CSW) capacity, and ensure that Carers do not have to undergo a more detailed assessment than necessary. The level of CSW support which has been in place since 2016, has been enhanced by a three-day 'floating' support worker to cover areas of pressure and set up and manage volunteer support within Carers' Services.

With the NHS's Sustainability and Transformation Plans (known as 'Devon-wide Working'), more of our work will include liaising across Devon, to ensure broad consistency of approach where possible, especially as many of our providers, such as Devon Partnership Trust and the Ambulance Service, cover more than one area. This should also allow us to benefit from economies of scale in large developments, such as replacement care\*.

The entire agenda with Carers is about prevention and early intervention. Early identification ensures that Carers know what support is available well before a crisis arises. Timely information and advice, with access to appropriate benefits, enables Carers to make informed decisions about their caring role. Assessment, coupled with early support, aims to prevent, reduce or delay the negative impact on Carers' health and wellbeing, thus supporting both them and the person for whom they care.

*\* 'Replacement Care' is the term which includes services historically known as 'respite' care, where someone else provides the care which is normally provided by the Carer. It covers all categories of care such as residential care, day care, day opportunities, night care, and sitting services, where services are actually used by the person with needs, but which result in support to the Carer, by giving them a break.*



# Torbay Carers' Strategy Action Plan 2018 – '21

## 1. Identification of Carers at the First Opportunity

	Priority	Target/Service Standard	Timescale	Responsible
1.1	To work across Devon, using NHSE's Memorandum of Understanding (MoU) for Carers as the basis of inter-agency agreements to identify and support Carers	Finalise Devon-wide MoU for Carers Get sign-up from agencies listed in NHSE MoU - six key partners signed up (as opposite)  Agree Timescale and priorities for remainder	Oct 2018  March 2019  Jan 2019	Devon's Carers Leads Carers Services Council/ Trust/ DPT/ CCG SWASFT/ Fire Service Strategy Steering Group
1.2	With Carers, to run a programme of awareness training and embed use of Carer Recognition Tool to improve early identification of Carers	Maintain a rolling program of awareness training to - all GP practices in Torbay (see 1.4, 1.5) - pharmacies in Torbay - Ambulance Service - Fire Service - Police	3-year period	Carers Services in liaison with - Practice Managers - Pharmacists - SWASFT - Fire Service - Police Service
1.3	As above	Identify other priorities areas for Carer Awareness Training - Devon Partnership Trust (DPT) - Set Targets 2019-20, 20-21	March 2019 Jan 2019	Carers Services / DPT Strategy Steering Group
1.4	Improve GP Practices' identification of Carers (minimum target increase across all practices average of 2%)	Agree GP practice targets for identification of Carers and reporting arrangements Achieve targets	Annually  Annually	Strat. Steering Group / Practice Managers
1.5	As above	Individual GP practices to develop strategies to target Carers at Flu Clinics	All in 3 years	Practice managers /CSWs
1.6	Improve Hospital identification of Carers via adoption of Triangle of Care	Develop Hospital Working Group and Action Plan to implement this and report quarterly	Oct 2018	Carers Services with Hospital Staff

1.7	Develop communication strategy to enable efficient use of staff time in public awareness campaigns	Draft Strategy to enable quarterly press / publicity, use of media, GP and hospital screens etc.	July 2018	Carers Services
1.8	Measure effectiveness of training	Use variety of methods eg staff survey, course evaluation, issue of info cards, source of Register and Signposts referrals	Ongoing as per training in 1.2 and 1.3	Carers Services

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

	Priority	Target/Service Standard	Timescale	Responsible
2.1	Enable Carers to find information easily, by maintaining a range of information, in a variety of formats, and available at a range of places.	Use engagement report to address information needs. Repeat during next major consultation. Target - National Carers Survey results to remain in top quartile nationally	Ongoing  2021 Next survey	Carers Services (Adults and Children)
2.2	Review Web-based information for Carers to ensure it meets Carers needs, especially those in employment (links with 2.14)	Trial Carers UK Digital Offer Engage with Carers for their feedback Improve Parent Carer information on Trust website Develop Carers + Employment web-page	April 2018 Aug 2018 Oct 2018 Nov 2018	Carers Services  Employment Group
2.3	As above	Further the use of Health and Care Video Library to meet the needs of Carers, especially those in work Develop use of videos to support Carer Awareness	Ongoing  Oct 2018	Carers Services / Health and Care Videos
2.4	Maintain Signposts for Carers' Information Service. Investigate extending hours to support Carers in employment	Investigate with Devon Carers feasibility of using them to extend hours If unable, consider other means.	May 2018  Aug 2018	Carers Services
2.5	Maintain drop-in services at Carers Centres in Brixham, Paignton and Torquay.	Work with Brixham Does Care to move Brixham Carer Support to new Centre. Ensure Paignton Carers Centre fits with Paignton Wellbeing Centre plans.	April 2019  Oct 2019	Carers Service / Brixham Does Care  Carers Services

2.6	Maintain drop-in service for staff and Carers at Advice Point Torbay Hospital	Undertake evaluation to develop service – staff awareness / survey / Carer feedback / times of usage	Jan 2019	Carers Services
2.7	Maintain specialist Carer Support Services	Maintain Carer Support in Hospital, Mental Health, Older People's Mental Health, Substance Misuse services, Young Carers (YC), Young Adult Carers (YAC) Support transfer of YC service to Youth Trust	Ongoing  April 2019	Carers Services (Adult and Children's)/ DPT Children's Services
2.8	Provide for minimum of 1 day per week of Carers' Support Worker (CSW) time in all GP practices	All GP practices to have access to a Carers' Support Worker for at least one day per week. Proportionate to list size.	Annual review	Carers Service / practice managers
2.9	Develop the use of volunteers and peer supporters at GP practices to support the CSW role, to link with Patient Participation Groups, and support Practice Action Plans.	Employ 'floating' Carer Support Worker to manage volunteers. Start pilot at 1 GP practice initially	April 2018  Nov 2018	Carers Services / practice managers
2.10	Maintain voluntary sector support of Carers providing -independent advocacy and enabling service, -support to Older Family Carers of people with learning disability	Renewed contracts with Carers Aid Torbay Mencap	Jan 2018 April 2018	Carers Service / Carers Aid Torbay / Mencap
2.11	Maintain the Universal Carer support services available through Torbay Carers Register	With change of provider, ensure quality of service is maintained. Update standard letters and undertake data audit. Develop web-based Carers register to enable on-line application	On-going  May 2018  Oct 2018	Carers service /commissioners Carers Service  Carers Service / Torbay Council
2.12	Increase the number of Carers joining Carers' Register	Increase of 10% in applications per annum	Quarterly review	Carers Services / Carers Register
2.13	Carers' support around hospital discharge to be linked in to Triangle of Care work 1.6 above	Pilot use of Carer Supporters in RADS (Rapid Assessment and Discharge Service) Ensure Carer Support embedded in 'Onward Care' pathway	July 2018  Oct 2018	Hospital Working Group Adult Social Care

		Seek funding to support Carers as peer supporters in hospital	April 2019	Hospital Working Group
2.14	Improve support to Carers in Employment or wishing to seek employment by improving opportunities, targeted support and ensuring that TSDFT is a good example of a Carer-friendly employer	Set up Employment Working Group Develop Employment Strategy for Carers and action plan and report quarterly Sign up to Carers UK Employers for Carers Review Trust's HR policies. Undertake staff survey	May 2018 Dec 2018 Quarterly April 2018 March 2019 Oct 2018	Carers Services Employment Group  Carers Services Employment Group Carers Services
2.15	Target groups of Carers where there are gaps in service or particular needs to address, whether due to changes in service or increase in demand.	Investigate and, where possible, enhance support to <ul style="list-style-type: none"> <li>- Parent Carers</li> <li>- People affected by substance misuse</li> <li>- Carers of people with dementia</li> <li>- Carers of people with mental health issues</li> <li>- Carers 25-40</li> <li>- Carers of adults with learning disability</li> <li>- Carers of vulnerable people at risk of radicalisation</li> </ul>	Develop plans by Oct 2018	Carers services / Children's Services / substance misuse services / Older people's Mental health Services / vol sector
2.16	Due to loss of specialist Carers Lifestyles workers, develop use of volunteers to support the Carers Lifestyles offer.	Maintain Lifestyles team links with Carers, with targeted events. Monitor annually Develop Carers volunteer-led support	Ongoing Annual April 2019	Carers Service / Lifestyles
2.17	Ensure that Carers are aware of technological support that may assist their caring role whether supporting them or the person they care for (see also 5.7 below)	Trial Carers UK Digital Offer (DO) including free use of 'Jointly' App for Carers Set up Carers Technology Group to look at options and evaluate usefulness of DO Be involved in development of new Technology-Enabled Care Service (links with 4.4 below)	April 2018  June 2018  Ongoing	Carers Services  Carers Services  Carers Services
2.18	Building on existing community support (eg community builders, wellbeing coordinators and voluntary sector) Develop micro-community models of Carer support across Torbay, based on local need.	Link with community builders to encourage use of time-banking by Carers and former Carers to build links to support each other in local area Prioritise and develop one project in each area of Torbay, based on Carers' need	Oct 2018 April 2019	Carers Services / Community Development Trust Carers Services / Voluntary sector

### 3. Carers Assessments Proportionate to Need, using a Whole Family Approach

	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 'lighter touch' assessment for quick and easy access to Universal Carers services, where full Health and Wellbeing Check not required Improve review processes – annual review	June 2018  June 2018	Carers Services  Carers Services
3.2	Maintain offer of a Carers' Health and Wellbeing check (HWBC) to all Carers	Achieve target HWBC per annum to be provided by Carers' Support Workers in primary care – 500 in 2018-19 Set target for 2019-20, 20-21	April 2019	Carer Support Workers Strategy Steering Group
3.3	Ensure Adult Services has a clear pathway for Carer Support, with appropriate recording on PARIS database Ensure that this fits with Adult Services general assessment model ('three conversation')	Review pathway and processes annually with rolling program of awareness training. Address recording anomalies from monthly report Achieve target for Carers assessments – 36% in 2018-19	Annually  At least quarterly  April 2019	Carers Services / Trust Operations / PARIS Trust zone and specialist teams Trust Operational managers
3.4	Ensure Childrens Services' pathway for Parent Carer Support is clear to parents Ensure Parent Carer Needs Assessments are being undertaken	Review pathway and processes annually  Report number of assessments – frequency to be determined	Annually  At least annually	Carers Services / Children's Services  Children's Services
3.5	Ensure whole family approach is embedded, addressing the needs of Carers of disabled children, Young Carers, and parenting support.	Awareness raising in induction and ongoing with - Trust Zone + specialist teams - Children's Services - Devon Partnership Trust Measure referrals to Children's Services by adult social care / DPT. Annual Targets to be set.	Ongoing  April 2018 Annually	Carers Services Adult Services / Children's Services / DPT Adult Services DPT Strategy Steering Group

3.6	Ensure Carers under 25 are identified, and receive proportionate assessments that enable appropriate support	Carers under 25 Strategy to formally feed in to Strategy Steering Group. Continue family events for young Carers	Annually Ongoing	Young Carers Service / Young Adult Carers Services /Children's Services
3.7	Ensure parent Carers are supported whilst their children are in transition between Children's and Adult Services	Ensure Transition Worker in liaison with Carer Support Workers – check processes Review annually	June 2018 Annually	Childrens Services / Adult Services / Carer Support Workers
3.8	Ensure Young Carers are supported in the transition to adulthood and to Adult Services	Maintain robust transition processes and transition events Continue skills-based training for Carers under 25 eg finances / cooking on a budget	Ongoing Ongoing	Young Carers Service / Young Adult Carers Service

#### 4. Involvement of Carers in service delivery, evaluation and commissioning

	Priority	Target/Service Standard	Timescale	Responsible
4.1	Ensure local and national surveys of Carers are used to develop services that affect them	Use Healthwatch Engagement Report to develop Torbay's Carers' Strategy	April 2018	Carers Services
4.2	Ensure genuine Carer representation in Carers Services meetings / developments, with associated support and training as required	Carer representation at Carers' Strategy and Developmental meetings - chairing Carer Involvement in Signposts newsletter, Facebook etc Maintain Young Adult Carer (YAC) Operational Group Maintain involvement of young Carers and their families in YC services	Ongoing	Carers Services Carers Services YAC service Young Carers Service
4.3	Ensure both national and local Carers 'voice' in developing Trust's Carer Friendly Employer status (links with 2.14)	Carer reps in Employment Group Carers UK Employers for Carers materials to be used Trust Staff Survey (links with 1.6)	May 2018 Dec 2018 Oct 2018	Carers Services Carers Services Carers Services

4.4	Ensure Carers involved in commissioning, review and development of relevant services	Replacement Technology-Enabled Care Service Mental Health Services – Engagement Lead	From May 2018 Ongoing	Carers Services DPT / Carers Services
4.5	Develop peer support opportunities for Carers and former Carers, based on Carers priorities.	Employment of Carer Support Worker to manage volunteers (2.9 above) Set up Peer Support working party to work up priorities, and draft action plan	April 2018 June 2018	Carers Services Carers Services
4.6	Actively target Carers who are moving on from their caring role, to support them in transition, and into peer support or employment	Ensure process for people leaving Carers register Peer support working party to link to support to choose residential homes / bereavement / peer support	Sept 2018 October 2018	Carers Services Peer Support Working Party
4.7	Develop more Carer-led projects, including Carers running (rather than co-running) awareness training.	Continue Carer-led project in hospital Increase number of Carers trained in presentation skills from 6 to 12	Ongoing October 2018	Carers Services/ Trust Carers Services
4.8	Promote employment opportunities for Carers and former Carers as Carer Evaluators (CEs)	Maintain a pool of 15 Carer Evaluators, including Carers under 25. Develop pool of Parent CEs	Ongoing April 2019	Carers Services Carers Services
4.9	Minimum of two services a year to be evaluated and the results published.	Evaluate Intermediate Care, Transitions Determine Evaluations 19-20, 20-21	April 2019 Annual	Strategy Steering Group

## 5. Enhancement of support to the person being cared for.

	Priority	Target/Service Standard	Timescale	Responsible
5.1	Investigate adult replacement Care in Torbay/ Devon, and opportunities to develop market.	Investigate residential replacement care options, (including micro-provider model, Care BnB) and plan to develop these Review Short Break Voucher scheme for existing users	April 2019 Nov 2018	Council Commissioner Carers Service

5.2	As above	Negotiate with voluntary sector partner about pilot of 'sitting' or support services (links with 2.15 above)	Sept 2018	Carers Service
5.3	Adult Social Care to ensure Carers' needs met when assessing clients	Develop Zone-led action plan with targets, including packages of support to Carer/ to benefit Carer	Sept 2018	Carers Services and Adult Social Care
5.4	Encourage use of Direct Payment for both Carer and person for whom they care	Investigate whether enhanced use of DPs can avoid admission to or support discharge from hospital (Links with 2.13 and 5.2 above)	April 2019	Carers Services / Adult Social Care
5.5	Review existing replacement care for children, and opportunities to develop	Recommission Short Break Service. Investigate informal replacement care opportunities, Scope whether formal review is necessary / feasible	Oct 2018 March 2019 March 2019	Council Commissioner Parent Carer Working Party
5.6	Improve technological support for Carers and those for whom they care	Support the procurement of new Technology-enabled Care provider, and continue their engagement with Carers and Service Users	Ongoing	Carers Services and Technology Group
5.7	Improve Carers awareness and use of technological support.	Regular feature in Signposts magazine Develop Trust web-page re technology On-line Register Application complete. Promote usage Scope linking Application into Carers info provision	Ongoing Dec 2018 Sept 2018 Nov 2018	Carers Services Carers services Carers Services Carers Services
5.7	As Above	Improve Carers ability to access technology by linking with Healthwatch project. Promote in Signposts. Investigate buddying projects where IT literate Carers support others.	Ongoing October 2018	Carers Services / Healthwatch Carers Services / Technology Group
5.8	Review / map Crisis Support available to Carers and the people for whom they care.	Map existing crisis support, and identify gaps / barriers Scope meeting those gaps, linking with existing providers (eg Samaritans)	October 2019 March 2020	Carers Services Carers Services
5.9	Planning ahead – coordinated approach to planning ahead with and for the person being cared for. (links with 1.2, 1.3 and 2.3)	Promote within awareness training. WRAP (Wellness, Recovery Action Planning) and advance directives for Mental Health. Ensure Suite of information re Power of attorney, Advance Directives, Funeral planning Promote within and using relevant literature / videos	Ongoing Ongoing	Carers Services Carers Services / DPT