

# Measure Up Action Plan 2015 – 2017 – Final Report April 2018

## 1. Identification of Carers at the First Opportunity

	Target/Service Standard	Timescale	Responsible	Progress
1.1	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	Awareness work in practices completed. Needs refresher programme.   16-17 Target pharmacies ongoing 17-18 target ambulance + police. Ambulance Awareness training completed. Police awareness training to be delivered.
1.2	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	Average 5.9% increase achieved 15-16 Average 2.2% increase in 16-17 (target 2%) Average 17% increase in 17-18 (target 2%) – This is particularly high as no Register audit has taken place so far in 2018. Targets will be set for each individual practice in the new strategy for 2018-22.
1.3	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	Project completed and presented No new projects undertaken under Ageing Well.  16-17 20 new Carers under 25 (target 50). 17-18 49 new Carers under 25 (target 50)  Triangle of Care Agreed – working party to be set up

1.4	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	Linked with 1.1 and 1.2 above  Unable to separately monitor
1.5	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  April 2016  Mar'16 '17	Strategy Steering Group  Torbay Carers Services / Carers Register Strat. Steering Group	15-16 Hospital + Living Well@Home done 16-17 Wellbeing Coordinators done Pharmacies ongoing, Lifestyles screening pilot. Carers Rights Day achieved 17-18 Ambulance and Fire Service

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

	Target/Service Standard	Timescale	Responsible	Progress
2.1	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)	Done  53% easy, 6% v diff, compared to 54% easy, 5% v diff last time, In top quartile in country
2.2	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	Done  Facebook set up. New leaflet launched. Improved information with Carers Register letters. 67%helpful, 7.5% unhelpful, compared to 66% helpful, 7% unhelpful last year
2.3	Undertake feasibility study re extending Signposts Information service availability with timescales	Oct 2015	Carers Services	Being reviewed annually.

2.4	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	Practice Information Boards updated. Electronic Carers information on screens being regularly updated.
2.5	Carers Centres 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	In discussion about moving Brixham Centre to be part of new Hospital development.
2.6	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	Completed and annually reviewed.
2.7	Ensure the sustainability of the Carers Emergency Card, Safely Home Scheme, Signposts Newsletter and Carers Discount Scheme.	On-going	Torbay Carers service	Efficiency savings made without reducing service. Electronic newsletter working well. On-line application in development.
2.8	Carers Register Increase of 10% per annum from 2014 baseline. 14-15 had 584 new, 13-14 had 415 new	Quarterly review	Carers Services / Carers Register / Alarm Service	15-16 - 12% increase 444 (target 10%) 16-17 - 22% increase – 807 (target 10%) 17-18 - 17.8% increase – 711 ( target 10%)
2.9	Signposts Information Service Audit distribution of printed information Implement recommendations	Oct 2015 Jan 2016	Carers Services	Updated all leaflets
2.10	Torbay Hospital – Carers Information Point Link with development of new front entrance. Ensure staffing needs are identified and resourced	As building progresses Oct 2015	Carers Services and Hospital	Hospital Advice Point for Family, Carers and Friends (and staff) open. Under regular review.
2.11	Role of volunteers to be encouraged, with appropriate support to be resourced - ? Ageing well opportunity Link with Policy Action Plan	April 2016  ongoing	Hospital Carers Steering Group  Hospital Carers Group	ED pilot completed, now moved to another part of hospital  Superseded by Triangle of Care Group

2.12	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	Carers Services	Hiblio videos on Carers pages, Getting Links from other pages
		April 2016	Carers Services	'Health and Care Videos' set up. Accessible by all organisations including voluntary sector. Further development funded.
		Oct 2015	Strat. Steering Group	
2.13	Circles of Support 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	Carers Services	Project completed and presented.
		Full report March '17	Carers Services	

### 3. Carers Assessments Proportionate to Needs

	Target/Service Standard	Timescale	Responsible	Progress
3.1	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	Carers Services / TSD Operations	Variety of assessments in place 15-16 - 43% against (target 40%) 16-17 – 38.3% against target of 40% 17-18 - 42.2% against target of 43%
		Ongoing	Carers Services TSD Operations	
3.2	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	Carers Services	526 completed in 15-16 549 completed 16-17 (target 500) 622 completed 17-18 (target 500)
		2015/16	Carer Support Workers in GP Practices	

3.3	Ensure tools and processes across adult services / children's services / DPT promote whole family working Monitor evidence of whole family working	April 2015  Quarterly	Carers Services  TSD Operations / Children's Services	Processes are in place, prompts in adult PARIS. Audited in adult services - adequate
3.4	Parenting Support Build in systems to record and report relevant assessments. Provide feedback on this quarterly Monitor evidence of parenting support	April 2015  Quarterly Quarterly	Carers Services  Carers Services TSD Operations	Unable to monitor quarterly Audited in adult services - adequate
3.5	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	Done. Internal audit also satisfactory  Improving support to working Carers
3.6	Online framework for self-assessment, after review of tool	Oct 2015	Carers Services / IT	Health and Wellbeing Check on-line. Awaiting IT guidance before undertaking algorithm development
3.7	Review of Carers' Questionnaire and Action Plan	April 2015	Carers Services	Further amendments to be undertaken.
3.8	Assessment Frameworks For Carers under 25 and Parent Carers of Disabled Children Review paperwork	April 2015	Carers Services / TYCS / Children's Services	Excellent work around transition to adulthood for Carers under 25. Ongoing work with Children's Services
3.9	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	Carers Aid Torbay provides enabling and brokering service. My Support Broker development Pathway with Children's Services formalised

## 4. Developing a Whole Family Approach to Supporting Carers

	Target/Service Standard	Timescale	Responsible	Progress
4.1	Carers Under 25 Strategy Action Plan under review as targets achieved. Revised plan to be finalised. Targets to be achieved	April 2015  ongoing	Carers Services All agencies	Strategy relaunch delayed, but all actions underway
4.2	Whole family training. 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	Whole family training to be undertaken with MH services
4.3	Ensure smooth transition of Young Carers Service to Youth Trust Ensure viability of both services	Oct 2016	Young Carers Services  TYCS / YAC	Youth Trust not yet in place. YAC Baseline budget agreed. Additional fundraising achieved.
4.4	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	Link maintained with SM services  To be agreed
4.5	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	Transition Strategy completed Training Needs Identified Need to be updated by Children's Services Transitions Officer being appointed in adult services.
4.6	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	Carer Support now included in Local Offer Needs action plan going forward Issues remain with Children's Services re Parent Carer Assessments, and support funding.

4.7	Promote through Health and Wellbeing Check, and Carers Assessments	April 2015	Carers Services	Lifestyles included in check and guidance
	Lifestyles Team to work with 100 carers in 2015/16, 16/17	March 2016	Lifestyles Team	198 Carers identified, 90 direct work
	Improve online information about Carers	March 2017		16-17 134 full assessments (target 100)
	Health Trainers / Lifestyles Team	March 2016	Carers Service / Lifestyles Team	17-18 184 full assessments (target 100).

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

	Target/Service Standard	Timescale	Responsible	Progress
5.1	Carry out review of engagement / involvement policies including best practice from other areas.	April 2016	Carers Services / Healthwatch Strat. Steering Group	Ongoing work with local organisations about effective engagement.
	Agree consistent approach where possible	April 2016		
5.2	Carers Forum 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	Agreed to develop into Facebook pages. This has been set up and being promoted.
5.3	Evaluation of two Services 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	Complete Service amended after Carers feedback 16/17 complete 17/18 complete
5.4	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	Active membership of Monitoring Group Much more active engagement by DPT. DPT drafted own Carers Strategy

5.5	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 '15 March 2016	Carers Services	More carer evaluators recruited and trained in 2016.
5.6	Develop a good practice guide to carer involvement linking with 5.1 above and looking at national best practice	March 2017	Strategy Steering Group	Not yet complete
5.7	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 to develop a wide range of volunteering opportunities for Carers	Oct 2015 Oct 2015 March 2017	Carers Services Carers Services with Hospital Carers Group Carers Services	Partnership between Carers and Volunteers Services Plans to improve support to Carers volunteers in Hospital To be further developed in new strategy

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

	Target/Service Standard	Timescale	Responsible	Progress
6.1	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	Generic support identified. Services promoted to Carers. Trust Coaching support to Carers, ongoing work in new strategy.
6.2	With Carers undertake audit re Accessibility of Carers Services by Carers in employment Use national evidence / guidance to make recommendations. Address identified issues where possible	Oct 2015 Oct 2015 April 2016	Carers Services Carers Services Carers Services	Completed Report – Jan 2018 16-17 47 Carers helped with employment (target 30). No target 17-18 as difficult to measure
6.3	Target Steering Group's Agencies Identify largest employers and target	March 2016 March 2017	Strat. Steering Group Carers Services	Information in pay slips for Council and Trust. Some work done as part of Carers Rights Day. Carers UK resources purchased