



Torbay and South Devon
NHS Foundation Trust



Torbay Carers' Strategy and Action Plan 2021- 2024

An Inter-agency Commitment to
meet the needs of Torbay's
Carers, including Young Carers.



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1. Introduction

Who is a Carer?

A Carer is anyone, including a child, who provides care to 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 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 person's health deteriorates or their situation changes. This is especially common in older couples.

Two out of three of us (65%) will be a Carer at some time in our life, but many people do not realise that they are considered to be a Carer, or that there is a wide range 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 and regional 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.

Having an inter-agency Strategy and Action Plan helps partners work together in a joined-up way, to achieve what Carers really need. There is a quarterly Strategy Steering Group meeting of the various agencies and Carer representatives to ensure that the Strategy Action Plan remains on track. The updates are published on-line at <https://www.torbayandsouthdevon.nhs.uk/services/carers-service/strategy-policy-and-quality/>.

2. National Context

In the 21 years since our first Strategy was published, awareness about Carers, especially Young Carers has increased significantly. In 2014, the Care Act and Children and Families Act made the health and wellbeing of Carers a priority by law.

In 2019, the NHS published its Long-Term Plan with the following priorities for Carers.

1. GP Quality Markers for Carers
2. Identify and Support for Carers from Vulnerable Communities
3. Adoption of Carers' Passports
4. Information sharing
5. Contingency Planning
6. Supporting Young Carers

In January 2020, NICE published its guidelines for support to Carers of Adults and launched Quality Standards in March 2021.

Covid has had a significant impact on Carers and caring. Carers UK estimated that Covid increased unpaid caring by 50%¹, and demonstrated a significant impact on Carers' own mental health. Our surveys of Torbay Carers in June 2020² and then again in the Carers Consultation at the end of 2020³ show a deteriorating picture of Carers' wellbeing and increased concerns from Carers about their finances.

3. Local Picture

From the 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 in the family, so actual numbers are likely to be much higher. We expect the 2021 Census to show a greater proportion of Carers in Torbay's population.

In 2018, Carers Leads and Carers developed a Devon-wide Commitment to Carers, based on NHSE's 2014 Commitment to Carers and the Triangle of Care (treating Carers as expert partners in care). The seven principles are:

- 1: Identifying Carers and supporting them
- 2: Effective Support for Carers
- 3: Enabling Carers to make informed choices about their caring role
- 4: Staff awareness
- 5: Information-sharing
- 6: Respecting Carers as expert partners in care
- 7: Supporting Carers whose roles are changing or who are more vulnerable

Devon's main health and care organisations in the Sustainability and Transformation Partnership signed up to these principles in October 2019, with Torbay Council, Torbay and South Devon NHS Foundation Trust (TSDFT), Torbay Youth Trust, Devon Partnership Trust (DPT) and Compass House Medical Practices publishing their own commitments in late 2020. Immediate priority actions are included in the attached Strategy Action Plan, and as they complete these, their next priorities will be added to the live action plan.

4. Review of Torbay Carers Strategy 2018-2021

Despite Covid significantly affecting Carer Support during the last year, most of the 120 targets within the last 3-year strategy were achieved, demonstrating the commitment of all involved. The main summary is below, with detailed progress published at <https://www.torbayandsouthdevon.nhs.uk/services/carers-service/strategy-policy-and-quality/>

¹ <https://www.carersweek.org/media-and-updates/item/493439-Covid-19-pandemic-4-5-million-become-unpaid-carers-in-a-matter-of-weeks#:~:text=New%20figures%20released%20for%20Carers,the%20total%20to%2013.6%20million.>

² <https://www.torbayandsouthdevon.nhs.uk/services/carers-service/strategy-policy-and-quality/>

³ <https://cdn.whitebearplatform.com/hwtorbay/wp-content/uploads/2021/03/26151325/Torbay-Carers-Report-2021-FINAL.pdf>

Identification of Carers

- The Commitments to Carers include this as a priority for each of the organisations mentioned above. There is also Memorandum of Understanding in place with the Fire Service.
- Almost all of Torbay's GP practices have completed their Carers' Quality Markers, and achieved their Carer identification target. However, although this has improved by 5% since the last consultation, doctor's surgeries still remain the place where Carers say that they could have been identified sooner.
- Hospital identification of Carers remained similar, which would be disappointing were it not for Covid meaning that for more than a year, only extremely limited Hospital visiting and hospital-based Carer Support has been permitted.
- Awareness campaigns have been undertaken with pharmacies, the Fire Service, the Ambulance Service, Community Helpline staff, Devon Partnership Trust and organisations that work with people from ethnic minority, refugee and asylum seeker backgrounds including Imagine Torbay Multi-cultural Group and Devon and Cornwall Chinese Association.

Information, advice and support

- We have maintained all existing Carers' Information and Support Services, and those that have been used have been well-rated by Carers.
- The Torbay Carers Together website was initiated, supporting smaller Carers organisations. It requires ongoing development.
- Before Covid, support in hospital had been expanded. This will be re-instated.
- Developing volunteer support to GP Carer Support Workers was not feasible due to the limitations on volunteers being able to access databases, and there was also insufficient capacity to undertake volunteering within the Lifestyles team.
- Despite the drop in Carers' Registrations due to Covid, there were more than 2,700 new applications between 2018 and 2021 compared to just under 2,000 during the previous three years. An extensive audit took place in 2019 which meant that the Register data was very accurate, enabling a very speedy response to data requests for Carers to receive Covid vaccination, especially as consent to share data with GP practices and other organisations is standardly requested.
- The audit also resulted in an increase from 1,500 to 2,800 Carers opting to receive Signposts newsletter electronically, further reducing costs.
- Partnership work with the voluntary sector continued, and a network of Carers allies meets regularly.
- Work started to support Carers from ethnic minority, refugee and asylum seeker backgrounds, with two 'Carer ambassadors' from these communities agreeing to identify and support people in their communities.
- Torbay's Carers received additional support during Covid, with excellent partnership working between Carers Services, the NHS, Torbay Council and Torbay's Community Helpline. Torbay Carers Services undertook 1151 welfare calls to Carers, initially prioritising older Carers – particularly those caring for someone with dementia or with a learning disability and who were identified as having no access to on-line support. Carers in Torbay received PPE supplies some six months before this was agreed nationally, plus lateral flow testing and access to enhanced adult Social Care Support.

Carers' assessment including whole family approach

- GP Carer Support Workers exceeded their target of 500 Health and Wellbeing Checks (HWBCs) each year.
- Carers' Aid Torbay continued to provide independent enabling and advocacy.
- Partly due to a change in recording processes, the annual Carers' Assessment target of 36% only reached 29% in 2018-19, but due to extensive work with Adult Social Care teams reached 40% in 2019-20, and is on target to achieve 36% in 2020-21 - particularly impressive given the impact of Covid.
- Parent Carer Needs Assessments by Children's Services, which had been a red-rated risk, started being undertaken in 2019-20, and numbers increased in 2020-21. There is ongoing work to improve parent Carers' access to support.
- There is also ongoing work required to ensure that Whole Family Working is properly embedded in all services.
- Dedicated support to families as children transition from Children's Services to Adult Services was introduced during this Strategy. The service was recently evaluated and Carers feedback is being used to support its further development.

Involvement of Carers in service delivery, evaluation and commissioning

- Carers are involved in all aspects of Torbay Carers Service including chairing the Carers Strategy Steering Group.
- Carers were involved with the commissioning of Torbay's Technology Enabled Care Service.
- More Carer Evaluators including Young Adult Carers have been recruited and have undertaken various evaluations including evaluation of the impact of Covid on Torbay's Carers, and additional projects such as providing hospital-based support in 2018 and 2019 and undertaking welfare calls to Carers during Covid.
- Due to capacity issues, peer support has not moved forward as much as we would like, so this will be addressed in the 2021-24 Strategy.

Enhanced support to the person being cared for

- A two-year Replacement Care project funded by the Better Care Fund developed the use of hospitality providers to give breaks to Carers. However, the final year was completely undermined by Covid. As lockdown lifts, breaks for Carers will be a really important step in their recovery.
- Children's Services review of Short Breaks Service is still to be completed.
- Technology support to Carers was set up and has been further enhanced during Covid.
- Buddying Carers who are IT-confident with those who are less confident was set up in 2019 and will continue to be further developed.
- 'Planning Ahead' support was included in the Age UK sitting service and continues to be promoted. There was insufficient ongoing funding for a partially-funded sitting service, but the need for replacement care remains an issue.

5. Formulation of Priorities for 2021-2024

The development of potential priorities for 2021-24 was based on Carer Consultation while taking account of national and local priorities, and evidence of what works well.

Healthwatch Torbay carried out a Carers' engagement exercise in late 2020, with almost 450 Carers responding. As this is only 1:10 of registered Carers, and due to the timing (during the second lockdown), the survey was left open for Carers to complete whenever they are able, although their views are not included the final report. There was a much better rate of return of paper surveys compared with electronic surveys, so future engagement surveys will be posted to all. The full report can be seen at <https://cdn.whitebearplatform.com/hwtorbay/wp-content/uploads/2021/03/26151325/Torbay-Carers-Report-2021-FINAL.pdf>

6. Key Priorities for 2022-2024

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 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, there are a challenging number of targets with underlying themes of Covid-related recovery, supporting Carers with finance and employment-related issues, and improving the use of technology and digital equality for both Carers and the people for whom they care. Support will continue to be targeted at Carers in transition or who may have difficulty accessing support, in line with the Commitment to Carers.

In light of likely increased demand on Carers Services due to Covid, especially as lockdown is eased, it will be more important than ever to link into community-based, volunteer and peer support. Continuation of excellent partnership working is therefore essential.

Torbay Carers' Strategy Action Plan 2021 – 2024

Commitment to Carers (C2C): Organisations' Top 3 Priorities – To report / refresh June '21

Organisation	Priority 1	Priority 2	Priority 3
Torbay and South Devon NHS Foundation Trust (TSDFT)	Undertake assessment by Employers for Carers as a Carer-friendly employer	Ensure NICE Quality Standards re support for Carers of Adults are embedded into training and practice across the Trust, including Acute and Community, Health and Social Care Staff	With partners and Young Adult Carers to start co-design of a Strategy for Carers aged under 25, which includes whole family working, targets for identification of Carers under 25 (including Adult Social Care and Substance Misuse Services) and formalises transition agreements
Torbay Council (TC)	Support schools / colleges to identify Young Carers and Parent Carers, particularly those who are disadvantaged or impacted by COVID	Work with partners to address the ten actions agreed in the response to the evaluation of support for families going through transition from Children's to Adults' Services	With partners to start work on a Strategy for Carers aged under 25, which includes whole family working, cross-referencing information about Young Carers with TYT and formalises transition agreements
Torbay Youth Trust (TYT)	Embed processes and practice of identifying Young Carers across the Youth Trust and all its partners.	Develop robust Young Carers awareness training to be delivered across the Youth Trust and to its partners.	With partners and Young Carers to start co-design of a Strategy for Carers aged under 25, which includes whole family working, cross-referencing information about Young Carers with TC and formalises transition agreements
Devon Partnership Trust (DPT)	Ensure Carers Voice is embedded in all DPT developments such as Community Mental Health Framework	Ensure NICE Quality Standards re support for Carers of Adults are embedded into training and practice across all aspects of the Trust.	With partners to start work on a Strategy for Carers aged under 25, which includes whole family working, and targets for identification of Carers under 25 for Mental Health and Substance Misuse Services

1. Identification of Carers at the First Opportunity

	Priority	Target/Service Standard	Timescale	Responsible
1.1	Devon-wide Commitment to Carers (C2C)	Ensure that the main health and Care organisations which cover Torbay complete their commitment to supporting Carers. <ul style="list-style-type: none"> - Clinical Commissioning Group (CCG) - SW Ambulance Service 	Jun 2021 April 2022	Carers Lead to liaise with Carer Rep
1.2	Devon-wide Commitment to Carers (C2C)	Ensure those organisations that have signed their C2C, report progress against their priorities on a quarterly basis.	Quarterly	Named person in each organisation
1.3	Devon-wide Commitment to Carers (C2C)	Encourage other partner organisations to undertake a Commitment to Carers or a Memorandum of Understanding. <ul style="list-style-type: none"> - Rowcroft? - Citizens Advice Torbay - pharmacies To determine other organisations to target.	Carers Rights Day Carers Week Carers Rights Day Once Complete	Carers Lead Steering Group
1.4	GP Carers Quality Markers	Ensure that all GP practices have completed their Carers Quality Marker self-assessment and action plan and review regularly.	3-monthly review	Practice Managers, Carers Development Manager
1.5	GP Carers Quality Markers	To ensure that GP practices upload their Quality Marker information onto the national website once this goes live.	When available	Practice Managers
1.6	GP Carers Quality Markers – contingency planning	To ensure that GP practices record contingency planning information on a patient’s summary care record.	Monitor at 3-monthly review	Practice Managers, Carers Development Manager, CCG
1.7	GP Quality Markers – identification of Carers	Agree targets for identification of Carers. Achieve targets.	Annually	Steering Group and Practice Managers

1.8	Carers Awareness - programme of on-line and bespoke training with Carers which embeds use of Carer Recognition Tool and improves early identification of Carers including Young Carers	Maintain rolling program to <ul style="list-style-type: none"> - GP practices - pharmacies - Ambulance Service - Fire Service - Police - Community Helpline staff and partners 	3-year cycle	Carers Services
1.9	Carer Awareness	Develop suite of on-line training for different situations – <ul style="list-style-type: none"> - First brief video – basic awareness - Carers stories onto video - Seven-minute Adult Social Care briefing 	Carers Week Carers Week Carers Rights Day	Carers Services
1.10	Carer Recognition Tool to be used by organisations that may identify Carers and whose staff wear lanyards	Log requests for use of Carer Recognition tool by <ul style="list-style-type: none"> - C2C organisations - Other organisations 	Annually	Carers Services
1.11	Improve Hospital identification of Carers	Run regular campaigns to promote Carer Awareness across Hospital.	Carers Week Carers Rights Day Young Carers Day	Carers Services Carers Services Youth Trust
1.12	Improve C2C organisations identification of Carers	Link into national Carers events to promote identification of Carers by the organisation.	Carers Week Carers Rights Day Young Carers Day	C2C organisations
1.13	Improve public self-identification of Carers	Using methods identified in Healthwatch report and linking into 2.2 undertake media campaigns to promote awareness.	Carers Week Carers Rights Day Young Carers Day	C2C organisations
1.14	Improve identification of Carers via disability organisations	Target three organisations per year to promote Carer identification in awareness week eg MS week, Learning disability week.	Annual Apr 2021 Jun 2021	Carers Services
1.15	Improve identification of Carers from ethnic minority, refugee and asylum seeker backgrounds	Work with partners eg Imagine Multi-cultural group and Devon and Cornwall Chinese Association to recruit Carer Ambassadors from these communities to identify Carers and enable them to access support.	Ongoing	Carers Services and Youth Trust

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

	Priority	Target/Service Standard	Timescale	Responsible
2.1	Enable Carers to easily find information, by maintaining a range of information, in a variety of formats, and available at a range of places.	Develop hard-copy booklet about Carers Services. With Carers, co-produce inclusive booklet about Carers Services meeting NICE Quality Standards. Target - National Carers Survey results to remain in top quartile nationally.	June 2021 June 2022 Next survey	Carers Services Carers Services with partners
2.2	Ensure Carers information meets NICE Quality Standards	Review web-based information. Review paper-based information incl. Signposts magazine.	June 2021 June 2021	Carers Services Carers Services
2.3	Maintain and develop on-line information to Carers	Continue funding Carers UK Digital Offer. Promote to C2C organisations. Promote to small + medium businesses. Enhance Torbay Carers Together Website. Continue access to Health and Care videos.	Ongoing Ongoing 3 per year Ongoing Ongoing	Carers Services Carers Services Carers Services All partners
2.4	Maintain specialist Carers Information and Advice Service.	Maintain Signposts for Carers Service. Maintain Advice Point at Torbay Hospital.	Ongoing	Carers Services
2.5	Maintain specialist Carers drop-in information and advice services at Carers Centres in Brixham, Paignton and Torquay.	Work towards re-opening Olive Centre and Friends Centre in line with COVID guidance. Work with Voluntary Sector partners to develop shared hub at Paignton library.	June 2021 June 2021	Carers Service Carers Services
2.6	Maintain and develop GP-based Carer Information and Support	Maintain GP-based Carer Support Workers (CSW) min. 1 day per week per practice, based on list size plus 'floating' worker to cover. Work with practices' Social Prescribers to develop identification and support of Carers. Promote consistent Carers messaging and web-based information for practices.	Ongoing March 2022 Link to 1.5 above	Carers Services Carers Services / GP CSWs Carers Services and CCG

		Improve links with Patient Participation Groups.	Two per year	Carers Services and GP CSWs
2.7	Maintain specialist Carer Support Services	<ul style="list-style-type: none"> - Hospital - Working Age Mental Health - Older People's Mental Health, - Substance Misuse, - Young Carers, - Young Adult Carers (YAC) - Carers aged 18+ providing support to Adults with a Learning Disability (Mencap) – merge separate contracts when feasible. 	Ongoing When contracts end	TSDFT TSDFT + DPT TSDFT TSDFT + DPT Youth Trust TSDFT TSDFT-funded contracts
2.8	Maintain specialist voluntary sector support of Carers	Independent advocacy and enabling service for all Adult Carers – Carers Aid Torbay.	Ongoing	TSDFT funded
2.9	Improve benefits and finance advice and support to Carers in light of impact of COVID	Maintain funding to Carers Aid Torbay's Bay Benefits Improve links with FAIR providers in Torbay – eg Citizen's Advice.	Ongoing As 1.3	Part TSDFT funded Carers Services
2.10	Maintain the Universal Carer support services available through Torbay Carers Register (CR) <ul style="list-style-type: none"> - Back-up planning - Carers Education - Carers Week / Carers Rights Day / Young Carers Day activities 	Align contingency planning aspect in light of national guidance. Finalise and test web-based Carers register to enable on-line application and improve data security. Continue to provide a range of face-to-face and on-line learning and activities, linking with other partners and, where appropriate, Devon-wide on-line offer.	June 2021 Oct 2021 Ongoing	Carers Services Carers Services with Council IT Carers Services incl. Youth Trust
2.11	Work with partners across peninsula to develop a regionally-recognized Carers Card (Passport card)	Develop template card. Plan introduction of Card in Torbay, based on remaining cards and cost. Consider separate Young Carers card to promote identification at school / GP practices. If agreed, then co-produce with Young Carers.	June 2021 Dependent on costs June 2021 June 2022	Carers Services Carers Services Youth Trust Youth Trust

2.12	Promote 'Carers Passport' branding of all Carers offers in Torbay	Develop 'passport' branded information. Promote on dedicated webpage. Encourage C2C partners and GPs to develop their 'passport' offer for service users and their own staff. Refresh and enhance discounts for Carers – links with 5.1	Linked to 2.11 timings	Carers Services Carers Services Carers Services / C2C partners / GPs Carers Services
2.13	Increase the number of Carers joining Carers' Register	Increase of 10% in new applications per annum.	Quarterly review	Carers Services / Carers Register
2.14	Support to newly identified Carers	Ensure that Carers identified via Carer Vaccination programme and Census are linked to support.	Oct 2021	Carers Services incl. GP CSWs
2.15	Improve support to Carers caring for someone in hospital or hospice or recently-discharged	Reinstate hospital-based support as COVID allows. Evaluate value and cost of continued phone-based review of discharges particularly of 'Pathway Zero' where no social care support required. Evaluate value and cost of 'family / carer supporters' and enhanced discharge support. Support Devon Carers Services to have presence at Torbay Hospital as appropriate. Once volunteers allowed back onto wards, consider whether processes undertaken by Carers / Lifestyles and voluntary sector staff to identify Carers during COVID can be undertaken by volunteers. Initiate work with Rowcroft to support End-of-Life Carer Support.	June 2021? July 2021 Quarterly Ongoing June 2021? June 2021	Carers Services Carers Services Carers Services Carers Services Carers Services / Volunteers Services Carers Services / Rowcroft
2.16	Improve support to Carers in employment or wishing to seek employment by improving opportunities, targeted support and ensuring that C2C organisations are Carer-friendly employers	Refresh employment support for Carers and report quarterly. Maintain Carers UK Employers for Carers funding. Develop links with voluntary sector partners who support Carers into work eg Brixham Yes and Eat that Frog. Maintain virtual Staff Carers Group. Improve offer to Staff Carers within C2C organisations and link to Passport 2.12.	Oct 2021 Ongoing	Carers Employment Group Carers Services Carers Services C2C organisations

2.17	Target groups of Carers who are under-represented.	Linked to 1.15 develop support to these groups. Seek external NHSE? Funding to continue work. Target – to equal the ratio of Carers in general population receiving Carer support. Develop school-based identification of Carers especially those from disadvantaged groups.	Ongoing Ongoing March 2022 March 2022	Carers Services inc Youth Trust Carers Register data Youth Trust / Council
2.18	Consider how to support the Carers Lifestyles offer.	Maintain Lifestyles team links with Carers, with targeted events. Monitor annually. Consider peer support.	Ongoing Annual March 2022	Carers Service / Lifestyles As above
2.19	Develop technological support to assist caring role whether supporting Carer or the person they care for (see 5.6 and 5.7)	Continue funding Carers UK Digital Offer (DO) including free use of 'Jointly' App for Carers. Continue and evaluate NRS project launched during COVID to support Carers with technology.	Ongoing Dec 2021	Carers Services Carers Services / NRS
2.20	Further develop digital inclusion support to unpaid Carers	Continue to fund and evaluate project with Age UK for Carers over 50 in order to determine ongoing funding. Continue to fund and evaluate project with NRS for Carers over 50 in order to determine ongoing funding. Use Digital Inclusion Survey to determine barriers for unpaid Carers. Continue agreement with Healthwatch to provide limited IT support for Carers. Review usage. Develop discounted offer for formal ongoing IT support for Carers with Netfriends	Dec 2021 Dec 2021 June 2021 Ongoing Quarterly June 2021	Carers Services / Age Uk Carers Services / NRS Carers Services Cares Services / Healthwatch Carers Services
2.21	Continue 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.	Continue to have regular network meetings with Carers allies. Respond to local need to develop community-based offers. Review quarterly. Promote use of Torbay Together platform as link to community-based support.	Ongoing Quarterly Ongoing	Carers Services / voluntary sector Carers Services / Voluntary sector Carers Services / voluntary sector

3. Carers Assessments Proportionate to Need, including 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.	Consider on-line 'lighter touch' assessment for quick and easy access to Universal Carers services, where full Health and Wellbeing Check not required. (Links with electronic Carers Register 2.10) Improve review processes – annual review.	April 2022 Annually	Carers Services Carers Services
3.2	Ensure that all health and social care staff are aware and working to NICE Quality Standards for adult Carers	All Social Care teams to review practice against NICE Quality Standards. Develop means of providing assurance in each team. Monitor in supervision. Adult Social Care (ASC) to formalise role. description of 'Carers Champion' in each team. Ensure ASC training and induction package includes NICE Quality Standards Ensure Children's Services training and induction package includes NICE Quality Standards.	June 2021 Monthly June 2021 June 2021	Adult and Children's Services Adult and Children's Services Adult Social Care / Carers Services Principal Social Worker Children's Social Care
3.3	Maintain offer of a Carers' Health and Wellbeing check (HWBC) to all Carers	Set target HWBC per annum to be provided by GP Carers' Support Workers. Achieve target. Target of 100 HWBC in Carers Aid Torbay's contract – achieve target.	April 2021/2/3 April 2022/3/4 April 2022/3/4	Strategy Steering Group Carer Support Workers Carers' Aid Torbay
3.4	Ensure Adult Social Care (ASC) has a clear pathway for Carer Support within the 'new front door' plans.	Review proposed pathway and processes, including recording. Monitor data to ensure no reduction in Carer Support.	As developed Monthly	Carers Services / Front door project team

3.5	Ensure Adult Social Care (ASC) meet legal obligations for combined and separate assessments of Carers with appropriate recording on PARIS database	Achieve target for Carers assessments. ASC leads to monitor in supervision and report to Performance Board Committee. ASC teams to have Carers Champion/s promoting good practice and recording. Work to be undertaken with DPT re 'combined' assessment in mental health. Review assessment and support within substance misuse services.	April 2022/3/4 Monthly June 2021 June 2022 June 2022	Adult Social Care ASC Leads ASC leads Carers Services / DPT MH Carers and Substance Misuse Services
3.6	Ensure Children's Services' pathway for Parent Carer Support is clear to parents Ensure Parent Carer Needs Assessments (PCNAs) undertaken	Review pathway and processes annually. Report number of assessments to Steering Group.	Annually Quarterly	Carers Services / Children's Services Children's Services
3.7	Ensure Whole Family Approach (WFA) is embedded, addressing the needs of Carers of disabled children, Young Carers, and parenting support.	Whole family approach included in induction and ongoing awareness training with - ACS teams - zone / specialist - Children's Services - Devon Partnership Trust Measure referrals to Young Carers / Children with Disability team / Early Support by - Adult Social Care - Mental Health - Substance Misuse SM Services Annual Targets to be set once baseline established. Continue family events for young Carers.	Review Oct 2021 June 2021 June 2021	Adult Services / Children's Services / DPT Youth Trust Children's Services ASC MH services SM services Steering Group Youth Trust
3.8	Ensure parent Carers are supported whilst their children are in transition between Children's and Adult Services	Ensure the ten actions in the response to Transition Evaluation are completed. Provide annual update to Steering Group. Consider future re-evaluation.	June 2021 Annually Oct 2022 earliest	Transition Lead Transition Lead Steering Group

3.9	Ensure Carers under 25 are identified, and receive proportionate assessments which enable appropriate support to ensure impact on health / wellbeing and academic attendance / attainment of Young Carer is minimised	Partners and Carers under 25 to start to develop Carers under 25 Strategy. Report progress to Steering Group. Ensure Youth Trust meet contractual obligations for Young Carers. Agree data sharing / cleansing between organisations. Continue family events for young Carers.	June 2021 Quarterly Annual June 2021 Ongoing	C2C partners above TBC Youth Trust / Torbay Council Youth Trust / Torbay Council Youth Trust
3.10	Ensure Young Carers are supported in the transition to adulthood and to Adult Services	Review transition processes. Maintain transition events. Continue skills-based training eg finances / cooking on a budget.	As 3.6 above 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. Continue to use Carers UK reports to develop support to Carers. Support postponed Annual Carers Survey. Promote Census to Carers and use that data to develop services.	April 2021 Ongoing Oct2021? Ongoing	Carers Services Carers Services Council Carers Services
4.2	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 Use Annual Staff Carers survey and involvement of staff who attend virtual Staff Carers meeting.	ongoing ongoing Annual	Carers Services Carers Services Carers Services

4.3	Ensure genuine Carer representation in Carers Services meetings / developments, with associated support and training as required. Especially relevant in 2.15	Strategy meeting to be chaired by Carer/s and have strong Carer Representation. Carer Involvement in Signposts newsletter, Website, Facebook, leaflets and comms; In all Carers projects. Maintain Young Adult Carer (YAC) Operational Group. Enhance involvement of young Carers and their families in YC services.	Ongoing	Carers Services Carers Services Carers Services YAC service Youth Trust
4.4	Ensure Carers involved in commissioning, review and development of relevant services	Community Mental Health Framework. Proposed Multi-complex needs contract.	Ongoing When restarts	DPT / Carers Services TSDFT / Youth Trust
4.5	Develop peer support opportunities for Carers and former Carers.	Maintain funding of Carer Support Worker to manage volunteers eg phone line. Set up Peer Support Working Party to work up priorities, and draft action plan including 5.6.	Ongoing June 2021	Carers Services Carers Services incl. Carers Aid Torbay
4.6	Target Carers who are moving on from their caring role, to support them in transition, and into peer support or employment if wished	Review process for people leaving Carers Register. Peer support working party to link to support to choose residential homes / supported living / bereavement / peer support.	Oct 2021 June 2021	Carers Services Peer Support Working Party
4.7	Develop more Carer-led projects, including Carers running (rather than co-running) awareness training.	Re-instate Carer-led project in hospital. Increase number of Carers trained in presentation skills from 6 to 12.	June 2021? June 2022	Carers Services/ Trust Carers Services
4.8	Maintain employment opportunities for Carers and former Carers as Carer Evaluators (CEs)	Maintain a pool of 15 Carer Evaluators, including Carers under 25 and Parent Carers.	Ongoing	Carers Services
4.9	Minimum of two services a year to be evaluated and the results published.	Evaluate Hospital-based Support and Digital / Technology Support. Determine Evaluations 2022-23, 2023-24.	April 2022 Annual	Carers Services Steering Group

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

	Priority	Target/Service Standard	Timescale	Responsible
5.1	Continue to work with Adult Social Care (ASC) to develop adult replacement Care opportunities and develop the market.	Continue to work with hospitality providers and domiciliary care to offer discounts to Carers for breaks / replacement Care. Work with Arranging Support Team to extend their role to unpaid Carers including privately funded – evaluate any cost implications.	Ongoing Ongoing	Carers Service Adult Social Care / Carers Services
5.2	As above	Consider cost-implications of funding a free initial ‘sitting’ or support service to encourage Carers and the person that they care for to accept support.	June 2022	Carers Services
5.3	Adult Social Care to ensure Carers’ needs met when assessing clients	ASC teams to have action plan with targets, including packages of support to Carer/ to benefit Carer.	June 2021	Adult Social Care
5.4	Promote Direct Payments for both Carer and person they care for	As ASC reviews Direct Payments policies and processes, ensure Carers Direct Payments are promoted. Investigate whether enhanced DPs during COVID were used and whether they improved Carers outcomes.	Ongoing Start now	Carers Services / Adult Social Care Carers Services
5.5	Review existing replacement care for children, and opportunities to develop	Review Short Breaks offer. Recruit foster carers to offer specialist support and breaks.	June 2021 Ongoing	Children’s Services
5.6	Improve equipment and technological support for Carers and those for whom they care	Re-start Carers Technology Group. Ongoing work with NRS. Review Carers UK offer of ‘Ask Sarah’.	Ongoing June 2021	Carers Services
5.7	Improve Carers awareness and use of technological support.	Regular feature in Signposts magazine. Torbay Carers Together web-page re technology. On-line Register Application (2.10). Promote usage. Peer Support to improve confidence	Ongoing Jan 2022 Jan 2022 Ongoing	Carers Services Carers services Carers Services Carers Services

5.8	Regularly review / map Crisis Support available to Carers and the people for whom they care.	Ensure information about Crisis Support is up-to-date. Improve links with existing providers (eg Samaritans).	Oct 2021 Jan 2022	Carers Services Carers Services
5.9	Planning ahead – coordinated approach to planning ahead with and for the person being cared for. (links with 1.8, 1.9 and 2.3)	Promote within awareness training. WRAP (Wellness, Recovery Action Planning) and advance directives for Mental Health. Review suite of information re Power of attorney, Advance Directives, Funeral planning End-of-life Care and support Promote within and using relevant literature / videos.	Ongoing Ongoing Every 3 years	Carers Services Carers Services / DPT Carers Services