

# Torbay Carers' Strategy Action Plan 2018 – '21 (April 2021 update)

## 1. Identification of Carers at the First Opportunity

	Priority	Target/Service Standard	Timescale	Update
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 - Council/ Trust/ DPT/ CCG / SWASFT/ Fire Service Agree Timescale and priorities for remainder	Oct 2018 March 2019 Jan 2019	Commitment to Carers signed up to by TSDFT, DPT, Youth Trust, Torbay Council, 2 GP practices. MoU with Fire Service
1.2	With Carers, to run programme of awareness training and embed use of Carer Recognition Tool to improve early identification of Carers	Maintain rolling program of awareness training to <ul style="list-style-type: none"> <li>- all GP practices in Torbay (see 1.4, 1.5)</li> <li>- pharmacies in Torbay</li> <li>- Ambulance Service</li> <li>- Fire Service</li> <li>- Police</li> </ul>	All in 3-year period	Completed. GP Awareness linked with Quality Markers
1.3	As above	Identify other priorities areas for Carer Awareness Training <ul style="list-style-type: none"> <li>- Devon Partnership Trust (DPT)</li> <li>- Set Targets 2019-20, 20-21</li> </ul>	March 2019 Jan 2019	Completed Organisations in 1.1
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 (2%) Achieve targets	Annually 18-19 18% 19-20 15%	20-21 4.4%

1.5	As above	Individual GP practices to develop strategies to target Carers at Flu Clinics	All in 3 years	In Quality Markers.
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	Done.
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	Smart Sheet used to manage communications for regular events
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	Positive feedback received.

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

	Priority	Target/Service Standard	Timescale	Update
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.	Use engagement report to address information needs.  Repeat at next engagement Target - National Carers Survey results to remain in top quartile nationally	Ongoing  2021 2020	Feedback used from Healthwatch report  Nationally postponed due to COVID
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	Extended 'til Sept '22  Review in 2021 linked to NICE guidance
2.3	As above	Further use of Health + Care Video Library to meet needs of Carers, esp. working Carers Develop videos to support Carer Awareness	Ongoing Oct 2018	Use Carers UK videos

2.4	Maintain Signposts for Carers Information Service. Investigate extending hours	Investigate with Devon Carers feasibility of using them to extend hours If unable, consider other means.	May 2018 Aug 2018	Review in 2021
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 – completed. Oct 2019	Ongoing
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.	Closed due to COVID but reopening soon
2.7	Maintain specialist Carer Support Services	Maintain Carer Support in Hospital, Mental Health, Older People’s Mental Health, Substance Misuse (SM), Young Carers (YC), Young Adult Carers (YAC) Support transfer of YC service to Youth Trust	Ongoing April 2019	All funded 21-22, incl. additional day for OPMH Transferred February 2020
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	Highly effective, continued funding
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 volunteer pilot at 1 GP practice initially	April 2018 Nov 2018	Issues with access to data and IT so unachievable.
2.10	Maintain voluntary sector support -independent advocacy enabling service, -support to Older Family Carers of people with learning disability	Renewed contracts with Carers Aid Torbay Mencap – all Carers of adults with a learning disability	Jan 2018 April 2018	All funding extended 2021/22
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.	On-going May 2018-complete	Carers Service providing service.

		Develop web-based Carers register to enable on-line application	Oct 2018	To be launched 21-22
2.12	Increase the number of Carers joining Carers' Register	Increase of 10% in applications per annum 18-19 22.6%, 19-20 24% New target 20-21 15%	¼ ly review  March 2021	20% achieved 20-21
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 Seek funding to support Carers as peer supporters in hospital. Funded 19-20	July 2018  Oct 2018  April 2019	Ongoing work  Seeking ongoing funding / vols
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	Refresh 21-22  Extended to Sep 2022
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, if possible, enhance support <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>	Plans by Oct 2018	Underway - Underway Underway Underway  Underway Underway Still to do
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	Unable to achieve

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 (TEC) Service (links with 4.4 below)	April 2018 June 2018 Ongoing	Extended 'til Sept 21
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	Started in Brixham and link with YES Still building in other areas.

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

	Priority	Target/Service Standard	Timescale	Update
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	Completed but to be revisited
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 (CSWs) in primary care – 500 in 2018-19 500 for 2019-20 500 for 2020-21	April 2019 555 in 2018-19 534 in 2019-20 605 in 2020-21	
3.3	Ensure Adult Services has a clear pathway for Carer Support, with appropriate recording on PARIS database	Review pathway and processes annually with rolling program of awareness training.	Annually	Processes trained out to zone teams.

	Ensure that this fits with Adult Services general assessment model ('three conversation')	Address recording anomalies from monthly report Achieve target for Carers assessments – 36% target 2020-21	At least quarterly  39% in 2020-21	
3.4	Ensure Childrens Services' pathway for Parent Carer Support is clear to parents Ensure Parent Carer Needs Assessments (PCNAs) are being undertaken	Review pathway and processes annually  Report number of assessments – frequency to be determined	Annually  At least annually	Parent Carer Needs Assessments are now being undertaken. Data to follow
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 Young Carers Service by adult social care / DPT.  Annual Targets to be set.	Ongoing  April 2018  Annually	With transfer to Youth Trust, this to be re-visited
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	338 Under 25s on Paris
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	
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 e.g. finances / cooking on a budget	Ongoing  Ongoing	In place.

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

	Priority	Target/Service Standard	Timescale	Update
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	Completed. To do same for 21-24 strategy
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 Ongoing Done Done	Carer chairs Strategy Steering Group
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	
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	CMH Framework
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	Insufficient capacity to extend
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	Complete As above

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	Training requested from Training Dept.
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	Currently 20 CEs. 3 x under 25
4.9	Minimum of two services a year to be evaluated and the results published.	Evaluate Intermediate Care, Transitions, Emergency Department Determine Evaluations 20-21	April 2019 April 2020 April 2021	Transitions complete COVID Services + technology completed

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

	Priority	Target/Service Standard	Timescale	Update
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	Hospitality pilot developed.
5.2	As above	Negotiate with voluntary sector partner about pilot of 'sitting' or support services (links with 2.15 above)	Sept 2018	Age UK completed. No ongoing funding
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	Ongoing work with zones
5.4	Encourage use of Direct Payment for both Carer and person they care for	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	Linked with replacement care project



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	Being completed at present
5.6	Improve technological support for Carers and those for whom they care	Support the procurement of new Technology-enabled Care provider, (NRS) and continue their engagement with Carers and Service Users	Ongoing	
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	To be launched 21-22 Too complicated
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	Ongoing – in light of COVID19 Being expanded
5.8	Review / map Crisis Support available to Carers and the people for whom they care.	Map existing crisis support, identify gaps / barriers Scope meeting those gaps, linking with existing providers (eg Samaritans)	October 2019  March 2020	Delayed by Coronavirus
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 (Done during Carers Rights Day event and Age UK pilot)	Promoted during COVID.