

Torbay Carers' Strategy Action Plan 2021 – 2024 (Jan 24 update)

Commitment to Carers (C2C) Organisations' Top 3 Priorities – Year 3			
Organisation	Priority 1	Priority 2	Priority 3
Torbay and S Devon NHS Foundation Trust (TSDFT)	Improve Hospital identification, recording and support to Carers. <i>Ongoing work with Triangle of Care at Hospital</i>	Promote and develop Carers Support to marginalised groups eg from ethnic minority backgrounds, LGBTQ+, Substance Misuse etc <i>Piloting Community Carers Worker to work with 'hard to reach' groups</i>	Ensure web- and paper-based information as inclusive as possible, and available as possible. Make finding information simple! <i>Ongoing work updating Carers webpages. 3 leaflets updated into simple English</i>
Torbay Council (TC)	To recognise and support carers and show appreciation for the huge contribution they make. <i>Await update</i>	Ensure information is accessible and useful and Parent Carers feel able to feedback about services which informs service development plans, ensuring children experience the best services within their childhood and in their transition and preparation for independence. <i>Awaiting update</i>	Identify and support Council employees who are Carers. <i>Awaiting update</i>
Devon Partnership Trust (DPT)	Review Carer and Family Strategy and set priorities for next three years. Triangle of Care compliance reported via self-assessments + programme of Carer Awareness training to teams. <i>New strategy approved.</i>	Develop DPT Carer Steering Group (with support from Devon Carers and Torbay Carers) to monitor the implementation of the Carer and Family Strategy 2023-26. <i>Meets regularly. Project Management Officer supporting strategy implementation will begin 26th October. Will help draft the implementation plan.</i>	Complete the Carer Champion (CC) role review and amend role outline so it is more realistic and there is better support in place. <i>Every inpatient service has now got at least one CC. 61 in total. CC meetings successful. Review of DPT's Carer Charter due October. Recruiting CC within community services/ teams.</i>
Torbay Young Carers Service	Rollout of the transition assessments that have been developed over the last year. <i>Transition Assessments are now in place and are being undertaken with as many students as we can reach in years 9,10,11 and above.</i>	Increase links with CAMHS, ASC, Substance Misuse and Adult MH. To be measured through referrals and joint worked cases. Agencies to sign up to a refreshed memorandum of understanding for YCs. <i>Ongoing progress being made.</i>	Improve link with primary schools. Each to have named YC lead worker. To be evidenced in school census. <i>Continuing to build links with primary schools, starting termly groups in some. Census reporting is currently underway.</i>

1. Identification of Carers at the First Opportunity

	Priority	Target/Service Standard	Timescale + RAG	Update
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"> - CCG = now Integrated Care Board – ICB - SW Ambulance Service 	Jun 2021 April 2022	ICB agreed Oct 22 No success yet
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	Reporting process in place
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	Published June 21 Completed Nov 22 Day Lewis pharmacies Samaritans Nov 22
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 All QMs complete.	Devon-wide monies received for practices to work together.
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	National website may not happen
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 6-monthly review	This will move forward as part of S1.4 above
1.7	GP Quality Markers – identification of Carers	Agree targets for identification of Carers. Achieve targets. 5% for 21-22, stretch 7% 22-23 6.1% 23-24 stretch target 7%	Annually Annually	On target - 6.1%

1.8	Carers Awareness - programme of on-line and bespoke training with Carers which embeds use of Carer Recognition Tool + 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 Done quarterly	Rolling program of training
1.9	Carer Awareness	Develop suite of on-line training – <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	CRT video shared Completed Completed
1.10	Carer Recognition Tool for organisations whose staff wear lanyards + may identify Carers	Log requests for use of Carer Recognition tool by <ul style="list-style-type: none"> - C2C organisations - Other organisations 	Annually	Distribution and logging in place
1.11	Improve Hospital identification of Carers	Run regular campaigns to promote Carer Awareness across Hospital. 21-22 complete, 22-23 complete,	Carers Week Carers Rights Day Young Carers Day	Done Triangle of Care work re-started.
1.12	Improve C2C organisations identification of Carers	Link into national Carers events to promote identification of Carers by the organisation. 21-22 complete, 22-23 complete,	Carers Week Carers Rights Day Young Carers Day	Done Done
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	Done Done
1.14	Improve identification of Carers via disability organisations	Target three organisations per year to promote Carer identification in awareness week 21- MS, LD, SM 22- Dementia, Stroke, Diabetes, 23 - Parkinsons	March 22 March 23 March 24	23-24 Parkinson's, Autism (Mar), Cancer
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 ID Carers and enable them to access support.	Ongoing. Have 2 ambassadors. Imagine actively involved in events	Awareness targeted at Polish Community. Community worker pilot started.

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

	Priority	Target/Service Standard	Timescale + RAG	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.	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 be in top quartile nationally.	June 2021 June 2022 *Next survey	Drafted Process started *Missed by 3 points – priority.
2.2	Ensure Carers information meets NICE Quality Standards	Review web-based information. Review paper-based information incl. Signposts magazine.	June 2021 June 2021	Ongoing processes for both.
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	Devon-wide 23-24 funding agreed. Promoted @Jobsfair Not 'resurrected'
2.4	Maintain specialist Carers Information and Advice Service.	Maintain Signposts for Carers Service. Maintain Advice Point at Torbay Hospital.	Ongoing Ongoing	Funded 23-24
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	Complete. Need to improve Bxm access Complete
2.6	Maintain and develop GP-based Carer Information and Support	Maintain GP-based Carer Support Workers (CSW) min. 1 day pw per practice, based on list size, '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. Improve links with Patient Participation Groups.	Ongoing March 2022 Link to 1.5 above Two p.a.	Funded 23-24 Good partnerships in place Link to Carer-friendly Torbay Corner Place done Links to S1.4 above

2.13	Increase the number of Carers joining Carers' Register	Increase of 10% in new applications per annum. Stretch target 20% 21-22, 22-23, 22-24	20% 21-22 18% 22-23	12.4% YTD – on target
2.14	Support to newly identified Carers	Ensure that Carers identified via Carer Vaccination programme and Census are linked to support.	Oct 2021	Complete
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. Work with Rowcroft to support End-of-Life Carer Support.	June 2021 July 2021 Quarterly Complete July 2021 June 2021	Complete Processes amended to make more cost-effective Re-evaluation required Posters to enable people to self-refer. Re-do awareness with vols Ongoing work
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. 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. Review quarterly	Ongoing Oct 2021 Ongoing Ongoing Ongoing	Reported Funded 23-4 Good links Devon-wide work with ICS
2.17	Target groups of Carers who are under-represented.	Linked to 1.15 Develop support to these groups. Seek external funds to continue work. Decided unnecessary. *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 *Mar 2022 March 2022	*Did not achieve target. Work in progress School survey soon

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	ABL have Carers Champion
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	Membership transferred to Council Evaluation done. Funding extended
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 quarterly. Develop discounted offer for formal ongoing IT support for Carers with Netfriends	Dec 2021 Dec 2021 June 2021 Ongoing June 2021	Netfriends supporting all ages. Awaiting Evaluation Complete Low usage Discounted offer in place
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	Requires further work

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

	Priority	Target/Service Standard	Timescale + RAG	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.	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	Tool drafted, needs to be trialed. Discussions with ASC
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 per 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 Audit in place Monthly June 2021 June 2021 June 2021	Ongoing work Annual Refresh Annual Refresh complete. Annual Refresh due.
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 500 21/22, *410 in 22/23 Achieve target 500 per annum Target of 100 HWBC in Carers Aid Torbay's contract – achieve target. 136 in 22/23	April 2021/*2/3 April 2022/3/4	Q1, 2, 3 = 458 Q 1, 2, 3 = 157
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 to ensure no reduction in Carer Support.	As developed Nos reduced initially	Ongoing monitoring and support Needs constant review

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 (36% with stretch to 40%) 44% 21/22, 37% 22/23 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 Ongoing June 2022 Ongoing June 2022 Ongoing Ongoing	On track
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. 21-22 target 60 - 63, *22-23 target 90 - 73, 23-24 target 90	Annually Quarterly	On track 85 PCNAs completed in Q1,2 & 3.
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 set once baseline established.	Review Oct 2021 Ongoing Ongoing Ongoing June 2021 NB issue re recording eg people self-refer or via hub *target 5 per Q	Annual Refresh Done Due In discussion *Data Q2+3 ... *ASC - 7 MH - 0 SM - 0 (65total inc 43 primary)
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	All complete including Easy Read versions

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.	2022-25 Strat completed Quarterly Annual June 2021 Ongoing	Now back within Torbay Council No longer required as in Council Siblings and family day 17 th June
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	Ongoing work

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. 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 Done	Survey for 2024-27 complete. Strategy being drafted Complete- data good Focus 50+hr Carers + Polish community
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	Session in Nov Staff Carers = 118 'On request' service also offered now

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 YCs+ families in YC services.	Ongoing Ongoing Ongoing Ongoing	Advertised for more. Active
4.4	Ensure Carers involved in commissioning, review and development of relevant services	Community Mental Health Framework. Proposed Multi-complex needs contract.	Ongoing	Links with work in 3.7 above.
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	Complete New volunteers recruited Working party done. Autism peer support
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	Done. Letters updated. Loved and Lost group started.
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	
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	Sufficient Carer Evaluators in place.
4.9	Minimum of two services a year to be evaluated and the results published.	Evaluate Hospital-based Support and Digital / Technology Support. Use of DPs, Hospital 21-22 Learning Disability, Technology, phonenumber 22-23 Digital inclusion and Assessments planned 23-24	March 2022 March 2023 Annual	Assessments and Hospital liaison evaluation complete. Publish on website.

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

	Priority	Target/Service Standard	Timescale	Update
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 (RC). Work with Arranging Support Team (AST) to extend their role to unpaid Carers including privately funded – evaluate any cost implications.	Ongoing Ongoing	Carefree MoU signed. Hospitality in place. RC still an issue Will links to Accelerated Reform Funding 2024-26
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	Spot-purchase of sitting service funded
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	Issue with recording services to benefit Carer.
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 promoted. Investigate whether enhanced DPs during COVID were used and whether they improved Carers outcomes.	Ongoing April 22	Evaluation complete – they did
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	Complete Complete
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	Ongoing Promoted to Carers
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 Jun 2021 *Jan 2022 Ongoing	Done *Register not yet on-line - IT issues

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	Linked with Bee Well Links made. Ongoing work
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	Updated planning ahead web-page Promoted at Carers Rights Day event