

Carers Strategy Action Plan 2013-2015

Carers Strategy Priority

Evidence/Progress report September

Advice, Information and Support

	Reporting period – up to March 31 st 2014	April 1 st – 30 th September 2014
To identify adult and young carers	CARERS HUB For period August 2013 – January 2014 <ul style="list-style-type: none"> 41 new young carers 134 new adult carers 	August 13 – July 14 <ul style="list-style-type: none"> 96 new young carers 548 new adult carers (whole hub) 472 new adult carers (RCC)
	Princess Alice EoL Pilot: 22 carers identified	Princess Alice Hospice EoLC Pilot Project The EoLC Pilot Project end date 15.09.14. 32 carers identified
	RB Mind Carers in Mind – Aug 2013 to Jan 14 30 new carers registered; 4 young carers referred to RCC	Carers in Mind, Aug 13-July 14 60 new adult carers 5 young carers referred to RCC
	Achieving for Children, Protection and Early Help (PEH) via Targeted Youth Support and Family Support Team Raising awareness in schools, helping young carers achieve their potential and to have the same access to education and opportunities as their peers. PEH services to work with Schools to actively engage in identifying and supporting young carers.	PEH has developed its approach to young carers by ensuring the Single Point of Access and PEH staff based in schools work in a co-ordinated way, in order to identify and support young carers going forward. This has allowed PEH to support identified young carers through a variety of interventions, including the carers break payment scheme. We have also commissioned the Richmond Young Carers service to assist in the support & mentoring process in schools and in the community via two granted funded SLA's.
To promote and signpost carers to advice and support	Carers Hub (Aug 13 – Jan 14) <ul style="list-style-type: none"> Working on referral protocol between carers hub and Richmond Well Being Service. RCC referral forms redesigned and circulated to LBRUT adults for use when referring carers post assessment/other intervention Carers Hub website development – promoting information, services and activities. Continual improvement. 15 professional awareness sessions delivered to 80 local professionals	<ul style="list-style-type: none"> Carers hub website www.richmondchs.org continually developed. RCC newsletter widely distributed 38 professional sessions (individual and group) delivered to 154 local professionals (induction of new staff, 1:1 briefings, group presentations/discussions) HRCH have produced a dementia support tool for staff so that they can identify the services and support available for carers supporting someone with dementia. This covers all services in Hounslow and Richmond. This allows staff to pass that information on to carers at the earliest opportunity
	Princess Alice EoL Pilot(Nov to Mar 2014): 22 carers signposted to further info and advice	Total 32; the specific data has not been recorded but it is standard practice to ensure that all users of the service were enabled to take up all sources of support and advised that were relevant to their

		needs.
	Carers in Mind (Aug 13 to Jan 14) 112 carers given Mental Health Carers Handbook 114 carers received emotional support	Carers in Mind, August 13-July 14 13 professional sessions for 37 professionals on acute ward and in community mental health services (Inductions, team meetings) Ongoing liaison with the RB Mind RWS low intensity team.
Carers have access to financial support and advice	Carers Hub (Aug 13 – Jan 14) <ul style="list-style-type: none"> 60 carers have accessed debt advice/financial advice through Grace Debt Advice GDA launching 'Switch' programme to support carers to better manage costs related to utilities	August 13 – July 15 <ul style="list-style-type: none"> 54 carers accessed individual debt /financial advice through Grace Debt Advice 41 carers engaged in 8 x information sessions Information sessions delivered to front line staff 125 participants and 48 front line workers reached through 'Quick Switch' campaign sessions
	Richmond AID (2013-2014) 86 carers seen by the Benefits Service and 18 supported in applications for Carers Allowance. Carers also supported in DLA, PIP, ESA claims and appeals.	1st April-30 th sept 2013 - We have supported 124 carers in this period <ul style="list-style-type: none"> 27 Benefit health checks 10 carers allowance 8 carers also supported with DLA, ESA, PIP – many with multiple benefits
	RB Mind Carers in Mind – Nov 2013 to Jan 14 2 referrals and 4 signposting to Grace Debt Advice	Carers in Mind, August 13-July 14 2 referrals and 6 carers signposted to Grace Debt Advice 4 carers referred to RB Mind Welfare Benefits surgery 6 carers signposted to Richmond AID
To offer a carer's assessment and review	LBRuT and SWLStG 2013-14 509 Carers Assessments completed during the year, 24 of these were by the Community Ward.	Updated annually. ACS Performance to complete in April 2015
To fund and performance monitor commissioned and grant funded carers organisations. The Carers Hub RB Mind	JCC Regular quarterly performance monitoring meetings held during 2013-14. Both services (Carers Hub and Carers in Mind) performing well and meeting targets.	Regular quarterly performance monitoring continues. End of year reports received. Both Services (Carers Hub and Carers in Mind meeting targets and performing well) A one year extension for both the Carers Hub contract and RB mind FLA has been agreed by the LA strategic procurement board with the condition that variations may need to made to meet the requirements of the implementation of the Care Act
Young Adult Carers	RCC has attracted funding to begin development of support to young adult carers (aged 18 – 25). Target start April 2014. Initially focus will be on research and needs identification to shape service offer	<ul style="list-style-type: none"> Research to inform shape of service offer to young adult carers completed September 14 Service offer to be in place from October 14 Part time Young Adult Carers Support Worker in post

- To include communication, information, support, access to targeted group activities (eg peer, decision making, employment/training/education/employment)

Involvement in Youth Council

1st milestone achieved – peer research led to 64 questionnaires completed. Key findings include young carers have difficulty in completing homework on time therefore fall behind, lack of time to socialise. Looking for young carers to join Youth Council.

Young carers 2 year contract 1st April 2014 – 31st March 2016 – provider Richmond Carers Centre value £23,500
To provide projects:

Project 1 – Create Workshops:

Create's Professional artists will deliver high quality, fun, interactive, creative workshops at weekends/during holidays that are carefully tailored to meet the Service's objectives.

Outcomes: highly successful, engaging new young carers.

Project 2 – GP Engagement

A new leaflet specifically for young carers will be designed and printed. A direct link to it will be made available on the GP Portal, adjacent to the existing Carers Hub Service flyer.

Outcomes: leaflet designed. Difficulty engaging with GP's therefore this work stream is discontinued and any remaining resource is transferred to the young carers activity coordinator.

Project 3 – Young Carers Activity Coordinator

The Young Carers Support Team will be extended to include a part-time Young Carers Activity Coordinator during school holiday periods, particularly over the summer months

Outcome – highly successful allowing workshop activities and engagement with young carers.

Richmond Youth Council Young Carers Project, November 2013 – July 2014 value £6,500

Aim of the project to:

1 Understand and identify from a young person's perspective young carers views – to provide a workshop for professionals on the findings


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		<p>2 to have young carer representation on the Richmond youth council</p> <p>Outcomes:</p> <p>Peer research carried out – findings developed into a workshop</p> <p>Workshop delivery delayed – due autumn 2014</p> <p>Representation achieved.</p>
Young Carers – Carers Assessment Framework	<p>Achieving for Children, Protection and Early Help (PEH) via Targeted Youth Support and Family Support Team</p> <p>PEH to ensure that young carers are identified through the SPA & CAF processes and SPA & CAF to refer young carers for assessments in order to ensure that all young carers are identified and supported accordingly. SPA to administer young carers referral for assessment within 24 hours of receipt and FST & TYS to undertake young carers assessments within 48 hours of receipt of the referral.</p>	<p>Since the start of the new financial year 2014/15, PEH has processed through the SPA and assessed 113 young carers for either intervention or young carer break payments. Although the number of young carers that have been identified through the SPA has increased year on year, in the main PEH has been able to meet self-imposed targets for assessment and service delivery intervention. We anticipate that the identified numbers of young carers will increase by the end of the financial year and provide us with a better understanding of those young people who meet the criteria.</p>

Carers Health and Wellbeing

Carers JSNA		<p>Carers JSNA published</p> <p>http://www.datarich.info/resource/view?resourceId=183</p>
NHS 40 + health checks	<p>2013-14 164 carers were invited for a health check</p> <p>82 carers completed a health check</p> <p>Carers in Mind - Article promoting Health Checks in Carers in Mind January Newsletter</p>	<p>PH</p>
Free annual flu jab		<p>PH</p>
Healthy lifestyles / Livewell		<ul style="list-style-type: none"> • HRCH Finalised a specific carers Weigh2Lose programme will be run in January 2015. Advertised in carers newsletter • HRCH : Referral pathway agreed – Health trainers will review referrals and will group W2L separately for special program as a closed group. • Section about carers in train to include and link to the carers centre • Agreed different approach as carers events are for

		<p>socialising . Instead joint approach to promoting on HRCH behalf through mail drops/newsletter etc.</p> <ul style="list-style-type: none"> Continuation of clinics is running in St Johns Health Centre (Twickenham), Centre House, THSCC, Whitehouse Community Centre (Hampton), Greenwood Centre (Hampton Hill) and TMH. All the aspects of LWR are accessible to carers and non-carers. Review underway to increase evening and weekend sessions of W2L and HT appointments Extending EPP to encourage attendance by carers and the person they care for, in addition to non-carers. Review of EoR – if the carer was to attend this they could arrange attending at the same times each week to make it easier to get someone to cover their caring role. Discussions underway to assess how useful telephone befriending could be to carers as so many are relatively isolated
Supporting the mental health of carers	<p>RB Mind Carers in Mind (Nov 13 to Jan 14) 9 carers signposted to RWS Richmond Wellbeing Service – 268 carers seen during 2013-14</p>	RWS
Acute Carers Recovery Project	<p>Carers in Mind (Nov 13 to Jan 14) 69.25 hours of face to face support delivered during 50 1:1 sessions. 27.5 hours of telephone support delivered during 93 telephone support sessions. 304 text contacts with carers.</p>	<p>Carers in Mind, August 13-June 14 Identified 141 carers in Acute Mental Health Services 249 1:1 sessions delivered, 353 telephone support sessions and 958 text contacts 55 carers received face to face service during crisis with additional 4 receiving substantive telephone support</p>
Carers breaks payments	<p>LBRuT/RCCG 1096 Carers Payments awarded to adult carers by LBRuT and RCCG during 2013-14, 539 of these endorsed by carer support organisations 112 Young Carers received Carers Payments during 2013-14 97 Parent Carers received Carers Payments following assessments by Disabled Childrens Team £50K extra funding available for Young Carers 2014-15.</p>	<p>September 2014 update :</p> <p>684 in total – see embedded document for detail.</p> <p> 2nd Qtr NHS Carers Breaks YTD 2014-201</p>

Leisure activities for carers	<p>Carers Hub (Aug 13 – Jan 14)</p> <p>Adult carers</p> <ul style="list-style-type: none"> • 2483 breaks delivered (range of specialist and generic activities) <p>Young Carers</p> <ul style="list-style-type: none"> • 206 breaks delivered <p>Caring Café</p> <p>12 cafes delivered (average of 13 carers per café)</p> <p>Carers in Mind – Aug 13 to Sept 14</p> <p>232 attendances at social activities</p>	<p>August 13 – July 14</p> <ul style="list-style-type: none"> • 4886 breaks delivered adult carers <ul style="list-style-type: none"> ○ 3640 5 hours or under ○ 1246 over 5 hours • 395 individual breaks delivered to young carers • 24 Caring Cafes delivered at Sheen Lane <ul style="list-style-type: none"> ○ 54 individual carers have accessed ○ Launch of 2nd café at Homelink August 2014 <p>Carers in Mind, August 13-July 14</p> <p>118 carers accessed social activities with 493 attendances at 31 social events.</p> <p>174 carers accessed face to face emotional support with 776 attendances at 1:1 sessions and 57 support group meetings.</p>
Respite	<p>Carers Hub (Aug 13 – Jan 14)</p> <p>As above.</p> <p>Formal respite</p> <ul style="list-style-type: none"> • Crossroads at home respite - 629 sessions <p>Homelink site based respite – 621 sessions</p>	<p>August 13 – July 14</p> <ul style="list-style-type: none"> • As above re BREAKS • Formal respite <ul style="list-style-type: none"> ○ Crossroads – 38 carers have accessed 1232 sessions ○ Homelink – 1188 sessions
	<p>LBRuT – Shared Lives Scheme (Dementia) Jan to March 2014</p> <p>2 carers provided with respite under this scheme</p> <p>2 Shared Lives Carers approved</p> <p>6 new Shared Lives Carers being assessed for the Shared Lives Scheme (Dementia)</p> <p>RB Mind</p> <p>Conducting a survey for MH carers about the value of a MH respite service</p>	<p>4 Shared lives carers approved.</p> <p>5 family carers provided with respite care</p> <p>2 new referrals</p> <p>4 potential shared lives carers being assessed for the Shared Lives Scheme</p> <p>Carers in Mind, August 13-July 14</p> <p>105 responses to the Mental Health Carers Respite survey - final report due October 2014.</p>
Emergency Respite		<p>Crossroads Care : April 2014 to October 2014 : 4 events - total of 123 hours of support provided.</p>
When caring ends	<p>Princess Alice Hospice (Nov 13 to March 14)</p> <p>Number of people using welfare benefits advice service = 4</p> <p>Number of welfare benefits applied for =14</p> <p>Number of welfare benefits accessed =7</p> <p>CRUSE (bereavement counselling)</p>	<p>Princess Alice Hospice</p> <p>Number of people using welfare benefits advice service = 6</p> <p>Number of welfare benefits applied for = 26</p> <p>Number of welfare benefits accessed = 13</p> <p>CRUSE (bereavement counselling)</p>

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	Cruse Bereavement 2013-2014 saw 201 individuals (unable to differentiate those who were carers and those who were not) Cruse to be asked to monitor number of carers in future.	Number of Carers who accessed CRUSE during the period is 15.
Employment	<p>LBRuT – discussions with HR to set up a Carers page on internal intranet to coordinate references to all HR flexible working policies for LBRuT employees</p> <p>RCVS</p>	<ul style="list-style-type: none"> • Katrina Waite’s team are working on a communication for all staff on the key survey results so these can be shared. • HR are currently working through all comments made in the survey to categorise all suggestions made and work on an action list. • HR are considering a Carer’s policy and are starting to pull together information for a Carer’s page on RIO with helpful links etc. • HR are building a relationship with Skills4Care to help support their work on Carers at Richmond. A staff support group for Carers will be launched and members will be asked to help shape the project further <p>RB Mind Dependents Policy in place – includes flexible working for carers.</p> <p>RCVS hosted a pilot training event focussed on HR supporting carers in the workforce (held in collaboration with Skills for Care).</p> <p>HRCH used a version of the staff survey undertaken by LBRuT to identify staff who have a role as carers. Outputs are currently being reviewed</p>

Carers as Expert Partners in Care

Department of Health Carers Survey (every two years)	Next survey to be carried out in autumn 2014	<p>Reporting end 2014/15</p> <p>HRCH have a policy of allowing carers of dementia patients on the inpatient unit at TMH to attend at any time. Visiting times are not restricted. This recognises carers as expert partners in care.</p>
Representation	<p>Carers Hub</p> <p>Promotion of opportunities through RCC newsletter, Carers Hub website, and through hub providers and Action for Carers Network</p>	<p>August 13 – July 14</p> <ul style="list-style-type: none"> • Significant promotion of opportunities to engage in local activities through website, newsletter, bespoke campaigns • Carers forum – redesigned – as at September 14, 76 carers have signed up to receive targeted information about local and other

		<p>opportunities to get involve.</p> <ul style="list-style-type: none"> Recruited 5 carers to participate in Care Act Co-production group. Co-managing co-production group with LBRuT. Recruited and supported carers to participate in service user/care panels for recruitment to Head of Learning Disability and Mental Health post. Co-Organised and recruited carers to participate in service user/carer panel for Director of Joint Commissioning Collaborative recruitment.
	<p>Carers in Mind 33 carers attended 13 carer representation opportunities</p>	<p>Carers in Mind, August 13-July 14</p> <ul style="list-style-type: none"> 63 carers attended involvement opportunities with 148 attendances at 28 different involvement events <p>MH carers representatives attending Adult MH Strategy Group, RB Mind Service Users Forum and SWLSTG Carers, Families and Friends Reference group.</p>
Commissioning	<p>Community Independent Living Services (CILS) launched April 2014 – to provide signposting and support to vulnerable adults in the community as well as events and activities.</p> <p>RCVS</p>	Recruited and supported carers to participate in CILS procurement panels
Consultation	<p>JCC and RCVS: Carers Engagement Event held February 2014 to inform priorities for Better Care Fund proposals submitted to NHS England April 2014.</p>	(RCVS) Co-Production Group (see representation) has provided input into the Local Authority response to Care Act regulations consultation.
Personalisation	<p>LBRuT – introduced new MH Carers Assessment Form</p>	Work on Care Act – to be reported 2015
	<p>Carers in Mind Aug 13 to Jan 14 Carers project co-ordinator supported the inclusion of MH carers within SDS process and revision to Carers Assessment Forms</p>	
Carers Annual Conferences/Carers Forums	<p>Carers Hub (Aug 13 – Jan 14)</p> <ul style="list-style-type: none"> 3 forums facilitated <p>RCC Annual conference in planning stages. Date 11 June 2014. Focus on care bill implementation.</p>	<p>August 13 – July 14</p> <ul style="list-style-type: none"> 5 forums facilitated New approach implemented from August 2014 to support carer engagement Annual (adults) carers conference delivered June 14. Focus on Care Act. 78 carers registered for event. 67 carers attended. Report widely circulated. First annual Young Carers Awareness Day event – 32 young carer

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		and their families attended event run by RCC Young Carers Team
	Carers in Mind conference for MH carers scheduled on 13 June 2014.	Carers in Mind, August 13-July 14 <ul style="list-style-type: none"> • Mental Health Carers Conference attended by 58 carers. • 3 meetings of Mental Health Carers Development Group - 5 mh carer members.
National Engagement	Carers Hub Promotion of opportunities through RCC newsletter, Carers Hub website, and through hub providers and Action for Carers Network.	Continued promotion of opportunities.
Quality Assurance		First Triangle of Care Audit completed for Richmond Community Mental Health Team June 14
Training	Carers Hub (Aug 13 – Jan 14) <ul style="list-style-type: none"> • 15 professional awareness sessions delivered to 80 local professionals 60 carers have accessed 8 training sessions	August 13 – July 15 <ul style="list-style-type: none"> • 38 professional sessions (individual and group) delivered to 154 local professionals (induction of new staff, 1:1 briefings, group presentations/discussions) • 24 training sessions promoted to carers • 123 carers have taken up training offer
	Carers in Mind (Aug 13 to Nov 14) 9 sessions of the Family Skills Workshops programme (Nov to Jan) 5 'monthly' Friday workshops 114 carers accessing training	Carers in Mind, August 13-July 14 36 training sessions for carers delivered 103 carers accessed training with 353 attendances
Equalities	JCC The carers Hub service is required to provide equalities data as outlined in the published Carers Equalities Impact Needs Assessment http://www.richmond.gov.uk/carers_hub.pdf	JCC The Carers Hub service is required to provide equalities data as outlined in the published Carers Equalities Impact Needs Assessment. this data is provide quarterly http://www.richmond.gov.uk/carers_hub.pdf
Safeguarding	<ul style="list-style-type: none"> • Carers will be offered advice and information to know how to report abuse • Carers will be treated fairly and offered support if they themselves are the subject of a safeguarding adult's 	Safeguarding team

investigation.		
Additional services provided		<p>Crossroads Care runs a Saturday club every Saturday during term time for children with emotional/challenging behaviour, some are also young carers. The club provides a break for the parent carers.</p> <p>Crossroads Care also provides respite to carers in Richmond in addition to the Hub contract.</p>
		<p>A Carers Self-Advocacy Group has been set up at the Whitton Centre by POhWER & Partners. Unfortunately no one attended the first group. As a result POhWER & Partners have linked with the Richmond Carers Centre to look at ways of enabling Carers to engage with the service. POhWER & Partners will be working with Richmond Carers Centre over the next 6 months to help carers understand the benefits of advocacy and to understand how a self-advocacy group differs from other support groups they may be linked to. Advocacy will be the focus of Carer’s Rights Day at the end of November and the provider has agreed a programme of events including monthly blogs, newsletter articles and workshops.</p> <p>POhWER & Partners hope to increase the numbers of carers accessing the service and to re-launch the Carers Self-Advocacy group towards the end of the year.</p>

<p>All Organisations</p> <ul style="list-style-type: none"> • Carers Hub Service • CRUSE • Hounslow and Richmond Community Health Trust (HRCH) • Joint Commissioning Collaborative (JCC) • London Borough of Richmond upon Thames (LBRuT) • Princess Alice Hospice • Richmond Borough Mind Carers in Mind (RB Mind) • Richmond Carers Centre (RCC) • Richmond Clinical Commissioning Group (RCCG) • Richmond Council for Voluntary Services (RCVS) • Richmond Wellbeing Service • Richmond Public Health • Three Wings Trust • South West London and St George’s Mental Health Trust (SWLStG) 	<p>Next update due March 2015</p> <p>Strategy will be published on the LA website in May 2015</p>
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