

DONCASTER ALL AGE CARER'S STRATEGY ACTION PLAN

No	Outcome	Action	Lead	Due Date	Measure/ impact	Status / RAG
IDENTIFICATION						
1.1	IT systems will facilitate joined up working and clear recording of carer identification.	Carers support will record on the council's mosaic system to enable a joined up approach with adult social care.	Carers Lead Carers Wellbeing Adult Social Care Practice Development	Apr 22	Improved information sharing and joined working Carer satisfaction improved. Innovation site evaluation	Training and registration for team members requested. Access requested
		The GP resource pack will promote a consistent way of recording carers on health systems across all GPs making carers more identifiable.	NHS England	Jun 22	Increase number of carers recorded through GP surgeries	GP resource pack initial meeting taken place 3 rd March. Further meeting booked for May.
1.2.	All health, social care, education and housing staff involved in delivering frontline support to people will be able to identify carers and have conversations with them around their caring role.	Training will be delivered to raise awareness with staff who are public facing around carers and the importance of their identification, having a carer conversations and providing information around carer support.	Carers Lead Young Carer support Carer Wellbeing Adult Social Care Hospitals Housing	Jun 22	Staff report greater understanding Improved carer experience Increased number of carers identified	Presentation developed with Housing colleagues
1.3.	All health, social care, education, and housing partners will identify carers at the earliest opportunity.	Through implementing Employers for Carers, Carer Confident accreditation, the council and partners will identify carers in the work place.	Adult Social Care Health Housing	Jun 22	Increased number of carers identified in the workplace	Initial discussions taking place

		Carers support will promote the offer through appropriate channels, social work teams, housing. Education and health in order to raise community awareness of the support offered	Carers Wellbeing Service	Jun 22	Increased carers accessing support	Communications plan agreed, implementation will start March 2022
1.4	Carers will be encouraged to identify and register to the carer's services at the earliest opportunity to enable access to support services at the right time.	The Carers Wellbeing Service will maintain a register of carers to enable carers initial and reoccurring access where needed. Regular promotion of the service will take place to remind carers of support to prevent crisis.	Carers Wellbeing Service	Jun 22	Increased number of carers identified and recorded	Register already in place. Promotion of service through monthly newsletter which is coproduced with carers.
		Coproduce and promote the GP Resource pack which supports and promotes the identification of carers through GPs surgeries.	NHS England CAG CSG	Jun 22	Number of people being recorded as carers through GPs Carer satisfaction with support	Initial session hosted 3 rd of March
		Through the implementation of the Carer Confident accreditation the council will ensure more carers are identified and are accessing support. Partners will adopt the carer confident accreditation	Doncaster Council CSG	Jun 22	Doncaster Council gain Carer Confident – Gold	
		Communications Teams will work collaboratively to	Doncaster Council Housing Health	Mar 23	Increased number of carers identified/ registering to support	Comms plan developed for ASC

		deliver key regular messages to support carers				
1.5	Health, social and housing services will work together to create pathways that have two way communication, enabling the carer a clear pathway into and between services.	Implement the young adult carer’s pathway and protocol; continue to deliver more specific support to young adult carers who are 18-25 Seek funding for the continued support from a Young Adult Carer worker to improve identification and support.	Carers Wellbeing Support Young carers support	Mar 23	Increased number of Younger adult carers accessing adult carers support Good satisfaction with support received from young adult carers	Draft pathway and protocol for the move of young adult carers agreed with stakeholders. YAC worker approved for an additional 12 months
		Bimonthly meetings to be held between all carer support services in Doncaster to improve carer experience; <ul style="list-style-type: none">• Carers wellbeing• Doncaster Partnership for Carers• Mental Health Carers support• Social work leads	Carers Lead Carers support	Mar 23	Improved carers satisfaction Improved carer worker satisfaction	Initial meeting held. Further meetings booked in.
RECOGNITION						
2.1	Carers will be respected and listen to as expert care partners and will be actively involved in our care planning and shared decision-making.	Carers will be represented on the Making it Real Board to influence all decision through Adult Social Care	CAG Carers Lead DC Practice Development	Apr 22	A carer member of the CAG on the Board	Initial discussions have identified a representative, initial meeting planned.
		Health services will align policies and practice to	DBTH RDaSH	Sept 22	Carer satisfaction improved.	Initial discussions

		ensure that carers are recognised at every conversation from admission, within wards to hospital discharge.	NHS England		Evidence of carers being recognised within inpatient settings.	taken place around amendments to discharge policy.
		The Carers Action Group will seek to recruit more members, from diverse backgrounds. The group, with Carers Wellbeing support will take a more proactive approach going forward to challenge practice and champion the carer's voice.	CAG Carers Wellbeing	Dec 22	More diverse representation on the CAG	Carers are becoming more proactive in agenda setting.
		Health staff will recognise and support carers to proactively work with professionals to collaboratively support the person they are caring for within the setting and at discharge.	DBTH RDaSH NHS England	Oct 22	Increased carer satisfaction Reduced number of complaints from carers	Training has been planned which will impact on staff understanding. Discussions need to take place to embed it into policy and practice.
2.2	Support systems using an asset-based access community approach supported by social prescribing models to better support carers.	The mobilisation of the Carer's Wellbeing Service will ensure that carer support aligns to the Adult Social Carer Framework. Carers support will use carer conversations records and coproduce carer plans.	Cares Wellbeing Practice Development Adult Social Care	Jul 22	Carer satisfaction improved Carer conversation record Improved carer wellbeing as a result of the service Reduced number of carer direct payments Reduced value of carer direct payments	This has been initiated through first meeting. Three months of support to be completed starting March 2022.

2.3	Carer contingency plans will be made in advance.	Carer support will ensure initial contact discusses carer emergency plans with the carer. Emergency plans promoted on YLD carer pages	Carers Wellbeing Young carers support Wellbeing and Social work	Sept 22	Increased number of carers with an emergency plan	Support promotes the plans but there is no assurance of completion at this stage.
2.4	Carers will be heard and will be considered a protected characteristic when making decisions.	Guidance around due diligence in policy writing will ensure consideration of carers. Carers will be considered when developing HR policies.	Carers Lead	Mar 23	Evidence of consideration around carers in decision making	This requires influence of the due regards statement and processes as well as democratic influence.
2.5	Carers are explicitly recognised in job descriptions, staff supervision and multi-disciplinary team meetings to ensure that staff see carers as “everyone’s business”.	Job descriptions will be considered to ensure the inclusion of carers	Carers Lead CSG CSOG	Mar 23	Carers present in job descriptions	Initial discussions taken place with HR.
		Social work / carers support supervision meetings can evidence a clear discussion around carers	Carers Wellbeing Social work	Mar 23	Evidence of discussions around carers in team / key meetings	Initial discussion taken place with HR

INFORMATION AND ADVICE

3.1	Carers are able to have conversations regarding statutory assessments linked to budgets and personalisation for long-term complex needs.	Carers are given information about the support available to them when accessing the carers service, including assessments and personal budgets	Carers Wellbeing Service	Sept 22	Increased number of carers informed	Awaiting new contract commencement .This will be delivered on council and YLD Carers webpages
		Support will ensure initial contact discusses carer emergency plans.	Carers Wellbeing service Young carers	Mar 23	Increased number of carers with an emergency plan	Service promotes the plans but there

	Carers will have access to high-quality information and advice at the right time.	YLD pages and partners will promote the completion of an emergency plan.	Wellbeing and Social work			is no assurance of completion at this stage.
3.2		All partner organisations will ensure they have tailored information and advice for carers in their workforce, around their rights and what support they can access. Employers for carers information will be widely disseminated through carer structures	CSG CSOG Carers	Mar 23	Survey results demonstrate increased knowledge on rights	Adoption of the Employers for Carers will support in achieving this action. Initiation discussions / promotion taken place though needs to be widened.
3.3	Universal information support and guidance relevant to locality.	Your Life Doncaster will become the central hub for all information and advice which is carer related, developed by the CAG.	Carers Lead YLD Lead CAG Carers Services	Oct 22	Pages developed	Initial discussion with all stakeholders taken place.
		Carer information, groups and meetings enable feed in from local services to improve carer access to information and advice	Carers support	Oct 22	Increased number of carers reporting they are accessing local services for support	A rolling programme of information sharing will be implemented at contract go live.
3.4	Carers who want to and are able to continue in their role have the right information about the condition of the person they are caring for, including medication.	Carers support will ensure they continue to share up to date information and advice to adult carers. Including information and advice on the conditions of the person they are caring for, tailoring it to meet their needs.	Carers Wellbeing Service Young Carers service	Mar 23	Survey results demonstrated increased knowledge of rights	Part of specification. Requires monitoring through carer satisfaction.

3.5	Carers are supported to get financial advice, including information about welfare and benefits.	Carers support will encourage carers to access information around carer – specific financial support and benefits available	Carers Wellbeing service DWP	Mar 23	Increased number of carers accessing Carers Allowance when compared to those eligible	Initial conversations taken place with DWP
RIGHTS						
4.1	Carers are empowered to make choices about their caring role and access the appropriate services and support for them, and the person they care for.	Carer support facilitates and encourages carers of all ages to voice their opinions and make their own choices, including their ability and desire to care and in what ways; there are no assumptions.	CSG CSOG Carers Wellbeing Young carers support	Dec 22	Carer satisfaction increased	Implementation of the adult social care framework will support this through carers service
		Carers support will act as an advisory body supporting carers at an individual level to ensure their rights are championed	Carers Wellbeing service Wellbeing and Social work	Jun 22	Carer satisfaction increased	Carers services currently advise carers of their rights and support.
4.2	Carers are informed of their rights and are confident in exercising their rights in health and social care settings. Services are open and transparent about the carer's rights.	Hospitals advise carers of their rights around supporting someone in hospital, information sharing and discharge. They actively publish this information for carers.	DBTH RDaSH	Aug 22	Carers satisfaction increased	Initial discussions taken place.
		GP practices promote the rights of carers, the benefits of registering as a carer with surgeries and the carer's rights to health checks and vaccinations.	NHS England PCN	Aug 22	Carers satisfaction increased	Initial work has started on the GP Resource pack, raising carer awareness and promoting

						carers within surgeries.
4.3	Carers have their rights and those of the person they care for championed and protected	CAG will seek to strategically influence services to ensure carer's rights are met.	CAG	Aug 22	Evidence of projects/ policy influenced through the CAG	As the group grows they will become more influential
4.4	Carers are aware of the role of advocacy and local agencies.	Carers support, health, social care, housing and education settings promote access to advocacy to enable carers to exercise their rights and have their voice heard	Carers support Health Social care Housing Education	Sept 22	Increased number of carers accessing advocacy support	For discussion at the CSG
4.5	Young adult carers are supported in exercising their right to choose not to care.	Young adult carers support will ensure that young adult carers know their rights and understand their right to choose not to care.	Young adult carers support	Sept 22	Young Adult carers report they understand their rights to choose not to care	YAC project work will pick this action up at assessment
4.6	Carers are aware of their rights and their entitlement to an assessment of their needs in their own right	Carer's rights are published through various media channels including social media, YLD carer pages and Carers support.	CAG Carers Wellbeing Young Carers Support	Nov 22	Carers satisfaction increased	Social media links require further promotion to improve success
	CONNECTION					
5.1	Carers are able to express their views, share their lived experience and have their voice heard through an independent route.	Carers support brokers opportunities for all carers to get together and share experiences through meetings/ online sessions/ social media groups	Carers Wellbeing Service CAG Young Carers service	May 22	Number/ type of sessions	Part of offer should be ongoing
		Carers support will encourage community	Carers support	May 22	Increased number of carer networks	

	Carers are socially connected and not isolated, they are actively encouraged to develop social circles and networks.	carer groups to establish to form local carer networks				
5.2		The Carers Action Group will be actively promoted to recruit as many carers as possible	CAG	Aug 22	Increased number of CAG members	New service starts 1 st April
5.3	Carers are able to meet their own cultural and spiritual needs	Carers have the opportunity to access peer support, in groups, via social media or on a 1:1, matched on similar experiences and values. Carers support will work to deliver local carers peer support groups to enable to grow local community connections.	Carers Wellbeing Young carers support	Jul 22	Carers satisfaction increased	The Carers Wellbeing service was commissioned to deliver 1:1 peer support with clear safeguards. This will be start to be implemented from 1 st April 2022
5.4	Carers are assessed in the context of a whole family and their local community.	Carers support ensures that they work collaboratively with social work / practice development colleagues. Support ensures a conversation with the carers around the whole family and the community within which they are a part of. Support will encourage community links and networks.	Carers Wellbeing Social Work	Jul 22	Assessments demonstrate conversations includes discussion around networks and local community	Innovation site work will ensure those working with carers to assess their needs discuss networks and local communities

5.5	Carers have the opportunity to access peer focussed support for connection and advice.	Carers support will facilitate carers peer support through sessions for: <ul style="list-style-type: none"> • Ethnic minority carers • Young adult carers • Carers of those with dementia • Carers of those with mental illness 	Carers Wellbeing Service Young Carers support Carers All Together Group	Dec 22	Number/ type of groups available	Some of these groups are established will ensure accessibility and satisfaction from carers.
INDEPENDENCE AND WELLBEING						
6.1	Carers have access to training and support that will enable carers to feel confident about their caring role, with comprehensive free training packages.	The current offer for carers is reviewed in partnership with the CAG and promoted through various channels, including on the YLD website and through carers support.	Workforce CAG Carers Wellbeing	Jul 22	Number of carers attending/ accessing training	There is some training in place, this will be reviewed.
6.2	Carers have equality of access to replacement care for the person they care for, regardless of conditions.	Carers Action Group will feed in to the short breaks work stream which is looking at access to replacement care.	CAG Carers Lead	Jul 22	Reporting from short breaks work stream	The short breaks work stream will be monitored through the CAG.
6.3	Carers have improved access for aids and adaptations to reduce risks	Information on YLD signposts carers to information on aids and adaptations. Discussions with young and adult carers consider the needs for aids and adaptations to support the carer	CAG Carers wellbeing Young carers support	Oct 22	Number of carers reporting their needs are met through aids and adaptations	

6.4	Carers have access to high-quality services that are responsive and flexible, recognising and supporting carers in a personalised and integrated approach.	Support will ensure a flexible approach to the support delivered to every individual carer. The practice and conversation records will ensure a discussion takes place which is person centred and focussed what is important to the carer.	Young carers support Carers support	Jul 22		
6.5	Carers have access to support which empowers them to have a creative approach to meeting their care needs with a focus on the carer	Carers support will work with individuals to identify creative solutions which focus on the carer.	Carers Lead Carers wellbeing Young carers	Oct 22	Increased satisfaction Increased number of carers reporting their needs are met	This has been specified though it requires confirming through carer experience.
6.6	Carers have access to activities with one-to-one and group support in their communities.	Carers support aligns to the adult social care framework aspirations	Carers Lead	Mar 23	Carers satisfaction increased	Ongoing – will need regular checks
6.7	Carers have access to health checks and preventative health support more readily	Through the GP resource pack carer will have access to health checks and preventative support.	NHS England	Apr 23	Increased number of carers having health checks/ preventative support in GPs	Work underway to support