

DONCASTER ALL AGE CARER’S STRATEGY ACTION PLAN 2022

No	Outcome	Action	Lead	Due Date	Measure/ impact	Status
IDENTIFICATION						
1.1	IT systems will facilitate joined up working and clear recording of carer identification.	Carers Service will record on the council’s mosaic system to enable a joined up approach with adult social care.	Carers Lead Carers Wellbeing Service (CWBS) Policy Insight & Change link (PIC)	August 22	Staff trained ready to input	Completed
		GP resource pack development (now named Practitioner Pack)	Carers Action Group (CAG) CM (NHSE)	Sep 22	Launch date secured for roll out	Completed
		The pack to ensure a consistent way of recording carers on health systems across all surgeries in Doncaster making carers more identifiable.	Primary Care Network NHSE (CM)	Sep 22	Increased number of Doncaster GP surgeries will have the pack embedded within their Practices	To commence
		Review the approach that is used in hospital to identify carers and record on health systems to make carers more identifiable	Carers Action Group Carers Strategic Oversight Group (CSOG)	Dec 22	Increase number of carers recorded on hospital systems Increased number of referrals received from health settings to Carers Wellbeing Service	Initial discussions underway

			DBTH- Carer Lead/ RDaSH- Carer Lead		GP-Carer Quality Markers (NHS) – Numbers of GP Surgeries signed up increased	
			Primary Care Networks/ Surgeries			
		Review the approach that is used in specialist mental health to identify carers and record on health systems to make carers more identifiable	Carers Action Group (CAG) RDaSH Mental Health Social Work Team (MHSW) Manager	Sep 22	Increased number of carers recorded through mental health services Carer Champion programme information provided by RDaSH Stats provided by MHSW Team Increased number of referrals received from mental health to Carers Wellbeing Service	Initial discussions taking place
1.2.	All health, social care, education, and housing partners will identify carers at the earliest opportunity.	CSOG/ CWBS 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 CSOG Public Health DMBC Communications Dept Carer Plan	March 23	Increased numbers of carers accessing support across the partnership Carers Wellbeing Service referral route data Numbers of hits captured on DMBC website	Ongoing
		Through implementing and reviewing Employers for Carers, Carer Confident accreditation, the council	Carers Lead DMBC- HR	Nov 22	Increased number of carers identified in the workplace- internally and externally	Ongoing

		and partners will identify carers in the work place and offer appropriate support.			Increase in EfC's sign up Doncaster businesses and organisations	
		Communications Teams will work collaboratively to deliver key regular messages to support carers	DMBC Carer Communications Plan	Mar 23	Increased number of carers identified/ registering to support Reporting number of hits on website/social media regarding specific carer articles/key messages	Ongoing
1.3	Health, social and housing services will work together to create pathways that have two way coordination, enabling the carer a clear pathway into and between services.	Improve specific support to young adult carers who are 18-25	Carers Wellbeing Support/Young Carers Support	Mar 23	Increased number of Young Adult Carers accessing adult carers support Satisfaction/ feedback received from young adult carers	Ongoing
		Bimonthly meetings to be held between all carer support services in Doncaster to improve carer experience	Carers Lead Carers Wellbeing Service Doncaster Partnership for Carers	Mar 23	Scheduled meetings	Completed

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- rotate membership Carers Lead Doncaster Council Practice Development Lead- Doncaster Council	Apr 22	A carer member of the CAG on the Board	Completed
		Health services will align policies and practice to ensure that carers are recognised at every conversation from admission, within wards to hospital discharge.	DBTH/ RDaSH NHS England Primary Care Network (PCN) Integrated Discharge Team	Feb 23	Carer satisfaction improved. Evidence of carers being recognised within inpatient settings.	Initial discussions 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. Via Events promotion	CAG Carers Wellbeing Service	Dec 22	Increased numbers diverse representation on the CAG Increased numbers of people LGBTQ represented at Carers Action Group CAG promotional information in place- social media pages/ twitter/ Facebook	Initial discussions taking place
		Health staff will recognise and support carers to proactively work with professionals to	DBTH/ RDaSH MH Teams NHS England	Jan 23	Increased carer satisfaction reported in Bi-Annual Carer Survey	Initial discussions taking place

		collaboratively support the person they are caring for within the setting and at discharge.	IDT- Innovation site CAG/CSOG		Reduced number of complaints from carers to PAL's Team and DMBC	
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.	Carers Wellbeing Service Communities Social Prescribing Service NHS England Practice Development Team Primary Care Networks Adult Social Care Workforce Comm's	March 23	Carer satisfaction improved-captured from partners within CSOG Carer conversation record Improved carer wellbeing data from Carers Wellbeing Service	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.	Carers Wellbeing Service- including 18-25's GP Practices Wellbeing and Social work	Sept 22	Increased number of carers with an emergency plan Message in a bottle carers sign up	Support promotes emergency plans but there is no assurance of completion at this stage.

		Emergency plans promoted on Your Life Doncaster Carer Pages	Contract Monitoring CAG Young Carers Council			
2.4	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 HR CSOG PIC- workforce Carer action plan (Borough 10 Year Strat)	Mar 23	Carers present in job descriptions Policy Insight Change plans delivered Carer Confident- Active status will be secured HR Templates will reflect carers and support carer conversations	Initial discussions taken place with HR/Policy Insight Change Team
		Directorates within DMBC are aware of carers support standards Departments can evidence carer conversations	Carers Strategic Lead Heads of Service/Assistant Directors DMBC Workforce	Mar 23	Evidence of discussions around carers in team / key meetings/ I21's Carer Awareness Training to be mandated for all DMBC Staff	Initial discussion taken place with HR

INFORMATION AND ADVICE

3.1	Carers will have access to high-quality information and advice at the right time.	Carers are able to have conversations regarding statutory assessments linked to budgets and personalisation for long-term complex needs	Carers Wellbeing Service Young/Young Adult Carers Services Heads of Service-DMBC	Mar 23	Increased number of carers informed- evidenced by Mosaic data Information to be present on council and YLD Carers webpages Carers will be present in DMBC Service Plans	Service promotes information via new contract.
3.2	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 Carers Wellbeing Service Comms- DMBC CAG Doncaster Carers Services CSOG	Oct 22	Pages to be developed within YLD/ DMBC pages Partners to add link for CWBS to their respective websites	Initial discussion with all stakeholders taken place.
3.3	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 DMBC Workforce GP's DBTH	Mar 23	Increased number of carers accessing training via DMBC- workforce DPfC's and other partners data	Part of specification. Requires monitoring through carer satisfaction.

			Social Prescribing Service Doncaster Partnership for Carers			
3.4	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 across the partnership 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 CCG members Carers Wellbeing Service (CWBS) Young Carers Young Adult Carer support Well Doncaster Adult Social Care Wellbeing Service Making it Real Board	Dec 22	Carer satisfaction increased- scrutiny, oversight and feedback of CWBS/ASC/ Partners/ Board Carers Service monitoring Bi Annual Carers Survey results	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 & Adult Social Care	Dec 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.	Working towards Hospital advising carers of their rights around supporting someone in hospital, information sharing and discharge. They actively publish this information for carers.	DBTH RDASH Integrated Discharge Team	Nov 22	Increased numbers of Carers signposted to CWBS	Initial discussions taken place.

	In line with NICE guideline- Quality standard [QS200] Supporting adult carers	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 CWBS Social Pxbing	Nov 22	Increased numbers of Carers signposted to CWBS/Social Pxbing GP's can demonstrate an increase in number on carers registers/coded as carers	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/CSOG members	Nov 22	Evidence of projects/ performance management information/ policy influenced through the CAG	As the group grows they will become more influential
4.4	Carers are aware of the role of advocacy	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 Services Health/Social care Housing Education VoiceAbility Doncaster PALS	Sept 22	Increased number of carers accessing advocacy supported- numbers to be reported by provider (VoiceAbility / CWBS)	For discussion with VoiceAbility
4.5	Young adult carers are supported	Young adult carers support will ensure that young adult carers know their rights and have access to services	Young Adult Carers- CWBS Young Adult Carer's	Sept 22	Young Carer/ Young Adult Carers feedback via respective services/ Carer Groups	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, Your Life Doncaster carer pages and Carers support.	CAG Carers Services Young Carers Support ASC	Nov 22	Contract monitoring CWBS/ Social Prescribing Service Increased hits on website	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 Services CAG Young/ Young Adult Carers	July 22	Increase number of sessions held with increased number of carers participating	Part of offer - ongoing
5.2	Carers are socially connected and not isolated, they are actively encouraged to develop social circles and networks.	Carers support will encourage community carer groups to establish to form local carer networks Wider coverage needed across the Borough (*resources)	Carers Services YAC/YC's Service CSOG Membership/ reps Social Px Bing Well North Carer Communications Plan- DMBC Localities Teams	May 22	Increased number of carers connected- Data from Carers Services/ Services Numbers of hits on website/s	Ongoing
		The Carers Action Group will be actively promoted to recruit as many carers as possible CAG- promotional piece needed to increase awareness of group and to recruit carers	CAG Carers Services Carers Strategic Lead	Aug 22	Increased number of CAG members CAG promotional information in place	New service starts 1 st April Work on CAG promotional information underway
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	Carers Services	Jul 22	Data from CWBS/ other carer provision on carers	The Carers Wellbeing service was

		<p>on a 1:1, matched on similar experiences and values. Carers Wellbeing Service to deliver local peer support groups to grow local community connections.</p>	<p>Young/ Young Adult Carer Support</p>		<p>directed/supported to access local connections and groups</p> <p>Diversity Partnership information</p>	<p>commissioned to deliver 1:1 peer support</p>
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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.	DMBC Workforce CAG Carers Services Dementia Alliance Doncaster Partnership for Carers	Jul 22	Number of carers attending/ accessing training increased	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 within the realms of the Carer Eligibility Criteria- (Care Act)	Carers Action Group will feed in to the short breaks work stream which is looking at access to replacement care.	CAG Carers Lead Adult Social Care	March 23	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 Your Life Doncaster (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 Services Young/ Young Adult Carers Service RDaSH DMBC- Wellbeing Service St Ledger Homes	Oct 22	Number of carers reporting their needs are met through aids and adaptations	Ongoing

			GP/NHS			
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/ Young Adult Carers support Carers Services GP's Social PxBing Hospitals/ Integrated Discharge Team /Integrated Care System CSOG members	Dec 22	Partnership performance information	Initial conversations being held
6.7	Carers have access to general 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 Carers Wellbeing Service Primary Care Networks	Feb 23	Increased number of carers having health checks/ preventative support in GPs	Work underway to support