

1. Information for Carers Outcome: That all carers can get the information they need at the time that they need it.

Aim	Actions	Lead	Target Dates
1. More carers from Black and Asian Minority Ethnic and other marginalised groups have access to our information	a) Corporate approval for roll out of Carer Aware course b) Work with community groups to ensure that they are aware of information to support carers c) Looking after me course offered in other languages provides a link to information d) Explore the potential for provision of audio and visual language specific information e) Directory of information and services to be produced in partnership with Octagon 'Living Well in Dudley'	Integrated Local Area Workforce (INLAWS) Lead Carers Strategy Group Expert Patients Lead MARCOMMS MARCOMMS/Information and Advice Strategy Group	Spring 2011 Ongoing ongoing Ongoing Autumn 2012
2. Development workers and staff in other organisations are supported to provide our information to people with whom they work	a) Promote Carer Aware course to staff as a way of enabling people working with these communities to provide a bridge between community and information. CCG lead to discuss the roll out of carer aware to ensure all GP surgeries are 'carer aware' accredited b) Crossroads is evaluating Skills for Care/Health training materials with a view to becoming a training provider c) Direct work with staff to ascertain their training needs in respect of advising carers d) Links with training providers being developed (re young/young adult carers)	Carers Coordinators/CCG lead Crossroads/Learning & Development/Carers Co-ordinator Carers Strategy Group MBC Carers Co-ordinator	Ongoing mid 2011
3. More carers use libraries and other public access computers to get the information they need	a) Continue to work with the library service to promote the Carers Information Service especially to harder to reach groups b) Continue to promote the use of public access computers in other settings and extend the Carer Aware accreditation scheme so that staff in these settings can	MBC Carers Co-ordinator Principal Librarians	Ongoing ongoing

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	<p>assist carers to access relevant information</p> <p>c) Explore possibility to develop the INSIGHT model to use other community cafes as 'one stop shops for carers</p>	<p>MBC Carers Co-ordinator</p> <p>MBC Carers Coordinator</p>	
4.Information on the website is regularly updated to support the above aims	Explore this issue through Transforming Social Care's Information and Advice Group (IAG) to find ongoing solution	MBC Carers Coordinator/ IAG	2011
5.The Community Information Directory is widely promoted as a resource for carers	a)Ensure regular promotion of Directory through Dudley Carers Network to carers and to other groups	MBC Carers Coordinator	Ongoing
	b)Ensure that information for carers is regularly updated and that carers events are promoted through Directory so that it is attractive to carers	MBC Carers Coordinator	Ongoing
	c)Ensure that Family Information services database includes carer-specific information and links	MBC Carers Coordinator	Ongoing
6.Information produced by all agencies includes links to information for carers	a)Continue to share information with other agencies through, emails, events and talks	MBC Carers Coordinator	Ongoing
	b)Continue liaising with GPs (CCG) to ensure that they identify and refer carers 9Ref:GP contact management point [Qof] point 9)	MBC Carers Coordinator /CCG Carers Lead	Autumn 2012
	c) maintain up to date carers information on Ageing Well website (may superceded by 'Living Well' materials	MBC Carers Coordinator / CCG Carers Lead	Spring 2011
	d) Carers Co-ordinators and vol org support workers to maintain strong links possibly with regular meetings	All workers	ongoing
	e) Involvement in consultation on self care strategy in respect of information and support for carers	MBC Carers Co-ordinator/CCG Carers lead	Summer 2011

2. Access to Assessment of Needs Outcome: Carers have their needs assessed and receive help to plan the support they need

Aim	Actions	Lead	Target Dates
1. Provide more information on assessments and support planning	<p>a) Essential Guide to Adult Social Care e learning course now live</p> <p>b) Possibility of including same material in directory being discussed above (1.1 e) and in other formats including face to face training</p> <p>c) Growing number of carers having their needs assessed though Emergency 'peace of mind' scheme. Scheme currently being evaluated by team</p> <p>d) New arrangements being discussed to improve assessment and review procedures for carers payments</p>	<p>MBC Carers Coordinator /Learning and Development</p> <p>MARCOMMS Senior Social Worker, Carers Network Team MBC Carers Lead/OPPD managers</p>	<p>Feb 2012</p> <p>Summer 2011</p> <p>Ongoing</p> <p>Autumn 2012</p>
2.To develop a new carers questionnaire to use as a pre assessment tool which will also be used by the new Access and Living Independently Team teams to signpost carers to sources of support	Current questionnaire is being revamped to assist carers to make an informed choice in respect of requesting a formal carers assessment or approaching certain services directly. Moving and Handling Team and ALC now joining LIT in using this-only 1 returned to date from them.	DACHS Carers Lead / Carers Co-ordinator	Ongoing
3.To develop the role of the proposed Carers Co-ordinator at Russell's Hall Hospital	Postholder making good links with staff, developing support materials, encouraging carer aware, has developed an assessment form based on the carers questionnaire. Offering regular carers information sessions. Working closely with MBC co-ordinator	DCVS/CCG Carers Lead	Ongoing
4. To explore the possibility of other agencies becoming approved assessors for carers	Models used by other authorities are being examined and a decision will be made re implementation in Dudley	Carers Strategy Group	Summer 2011
5.To work with the Hospital to ensure carers included in Hospital Discharge Procedures	<p>a) Ensure needs of carers considered in procedures to prevent readmission to hospital</p> <p>b) Link in with Hospital Carers Co-ordinator (see 3 above)</p>	<p>CCG Carers Lead</p> <p>CCG Carers Lead</p>	<p>Ongoing</p> <p>Autumn 12</p>

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	c) Maintain links with Red Cross Home from hospital team	Hospital Carers Coordinator	
6.To work with the new Dudley and Walsall Mental Health Trust to develop new protocols for carrying out carers assessments	To engage with Dudley and Walsall Mental Health Trust through CCG commissioning This is not proving easy	CCG Carers Lead	Spring 2011
7.To develop additional support for carers of people with Dementia	<p>a) 3 Dementia Gateways set up and 3 advisers in post. Discussing referral procedures and links with Carers Network. Advisers briefed on support for carers. Working on development of support with Accord (see below)</p> <p>b) PCT has provided additional funding to Alzheimer’s Society to support breaks for carers</p> <p>c) Carers co-ordinator working with Accord Housing and Dementia Service on a pilot BUDS café (like Al’s café using money awarded from 2011-12 Carers Grant</p>	<p>CCG Carers Lead/DACHS Community Services</p> <p>CCG Carers Lead</p> <p>MBC Carers Coordinator</p>	<p>Summer 2011</p> <p>Ongoing</p>

3. Providing a Break for Carers Outcome: Carers are able to take a suitable break from their caring role.

Aim	Actions	Lead	Target Dates
1.To work with colleagues to ensure that carers’ need for a break is accurately reflected in planning support for service users	a)Assessment (.MAF) forms redesigned to ensure carers needs included and carers assessments . New documentation being prepared for ‘My Support	DACHS Carers Lead	Ongoing
	b). New training course will explore the treatment of ‘social capital’ and how budgets reflect carers needs- now online		ongoing
	c) Promote applications for carers one off payments for carers of adults and children available following carers assessment	MBC Carers Coordinator	Ongoing
	d). Promote short breaks for disabled children and their carers Short breaks statement has been published and promoted through children with disabilities and carers networks	MBC Carers Coordinator/DACHS carers lead /Childrens Services Carers Lead	

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	<p>e). Ensure colleagues refer carers to the 'peace of mind ' emergency planning service where appropriate and explore rollout of scheme so that other workers can complete plans</p> <p>f) Promote community activities available for carers and people with disabilities</p>	<p>Childrens Services Carers Lead</p> <p>DACHS Carers Lead / MBC Carers Coordinator</p> <p>Community Information Directory</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
2.To publicise alternative funding sources to carers groups and agencies and to assist them in securing such funding to provide social and other activities	<p>a).Through e bulletin and passing on information sent routinely by DCVS</p> <p>b). Actively suggesting to groups what funding they might apply for and promoting support offered by DCVS and providing practical help when required</p>	<p>MBC Carers Coordinator/DCVS</p> <p>MBC Carers Coordinator/DCVS</p>	<p>Ongoing</p> <p>Ongoing</p>
3.To look specifically at the breaks needs of carers from different ethnic/age and geographic communities	<p>a) Through assessment and support planning</p> <p>b) continued promotion of carers one of payments to individuals and the yearly grants to voluntary organisations</p> <p>c) working with groups which are active in these communities to raise awareness of carers issues and services to support them</p>	<p>DACHS Carers Lead</p> <p>MBC Carers Coordinator</p> <p>MBC Carers Coordinator</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
4.To look specifically at the breaks needs of carers looking after people with dementia and mental health problems	<p>a). Promoting Telecare solutions including the Just Checking service.</p> <p>b) as in 3.3a, b, c above</p>	<p>MBC Carers Coordinator</p>	
5.To promote activities across the whole community which carers can access	<p>a). Regularly through newsletter, e bulletins and promotion of Community Information Directory</p> <p>b). Liaising with activities providers to encourage them to ensure activities are carer friendly</p> <p>c). Promoting any activity/ organisation that does offer carer concessions</p>	<p>MBC Carers Coordinator</p> <p>MBC Carers Coordinator</p>	<p>Ongoing</p>

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	d). Work with colleagues in on developing a Timebank or similar scheme	MBC Carers Coordinator	
6. Work with PCT to provide breaks for carers	Additional funding allocated to Crossroads and to Alzheimers Society. CCG to explore other options in respect of specific pathways. Mapping of support commissioned through Health is underway	CCG Carers Lead	Autumn 12

4. Supporting Carers to be Part of the Community Outcome: Carers are able to access the full range of services and activities available to the general community

Aim	Actions	Lead	Target Dates
1. To promote the wide range of community based activities that are available	See 3.5 a,b,c,d	MBC Carers Coordinator	Ongoing
2. To encourage other agencies and services to consider the particular needs of carers	a) Through promotion of carer aware course and carer aware accreditation scheme. b) Maintaining links with Housing in respect of tenancies, housing options and other issues relevant to carers. Fact sheet on wide range of support for users and carers available through housing service has been produced	MBC Carers Coordinator Carers Strategy Group	
3.To support User led Organisations (ULO) to develop capacity of carers groups	a) The development of ULOs is supported by Dudley MBC through the Transforming Social Care Team (TASCT) b) offer support, advice and information to carers and to carers groups as requested	DACHS carers lead/ TASCT Lead MBC Carers Coordinator	Ongoing ongoing
4.To encourage the development of social business and micro services for and by carers	Actively engaging with the Micro services co-ordinator to ensure an exchange of information between carers and the co-ordinator and offering practical advice to carers and carers groups as requested	Micro Services Coordinator/ MBC Carers Coordinator	ongoing
5. Publicise the provisions of the Equality Act 2010 in respect of provision of goods and services and discrimination by association	a) Through promotion of carer aware course as widely as possible outside Directorate b) By seeking corporate approval for course roll out to all MBC staff c) through newsletters and bulletins so that carers are aware of their rights	MBC Carers Coordinator INLAWS lead MBC Carers	Ongoing Spring 2011

	d) Involvement in Hate Crimes Strategy Group –	Coordinator	
6. Explore the potential of Timebank and skills sharing schemes for supporting carers	See 3.5 (d)		

5. Emotional Support for Carers Outcome: Carers are provided with the emotional support they need at different stages of caring

Aim	Actions	Lead	Target Dates
1. Work with national charity, Omega, to find ways of providing additional support to bereaved carers	1. Pilot course being offered in Dudley by OMEGA. OMEGA is exploring funding opportunities	MBC Carers Coordinator /OMEGA	2011
2. Work with Macmillan Palliative care team on their programme for staff supporting carers caring for people at end of life	<p>a) Team has produced a specialist module to add to Carer Aware, final touches being made , need to liaise re deployment</p> <p>b) Children with Disabilities Team also works with Acorns Hospice</p> <p>c) Liaise with carers group at Mary Stevens Hospice and work with Mary Stevens on their 'Hospice at Home' proposals</p> <p>d) Link with CAB/Macmillan advice service made and their service is being promoted</p>	<p>Macmillan/ MBC Carers Coordinator</p> <p>Children Dis. Lead MBC Carers Coordinator</p>	<p>Autumn 2012</p> <p>ongoing</p>
3. Explore particularly the emotional support needs of young and young adult carers	<p>a) Working with DCVS on a consultation with young and young adult carers. Report has been drafted. Will feed into tendering process for young carers service. Grant obtained from public health to fund some follow up activities</p> <p>b) Linking with Connexions service to develop support for young and young adult carers and with external training providers. Looking After Me course being offered to this group</p>	<p>MBC Carers Coordinator / Children Dis. Lead/DCVS</p> <p>Childrens Services Commissioning Manager / MBC Carers Coordinator</p>	<p>Spring 2012</p> <p>2011</p>

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	<p>c) Education services have appointed a lead to look at issues around young carers in Education-explore ways of working together</p> <p>d) exploring possibility of being part of lottery bid re NEETS to focus on NEETS with caring responsibilities</p>	<p>Education Young Carers Lead/ Childrens Services Young Carers Lead/DCVS</p>	
<p>4. Further encourage peer support offered by carers groups and organisations</p>	<p>a). Continue to promote initiatives such as Dudley Carers Forum, INSIGHT café, Carers writing group as well as groups linked to specific illnesses .</p> <p>b). Actively encourage funding applications (see 3.2)</p> <p>c) Workers at Thomas Pocklington Trust and Rethink developing range of activities</p>	<p>Carers Strategy Group/Carers Coordinator Carers Co-ordinator</p>	<p>Ongoing</p> <p>Summer 2011</p>

6. Maintenance of Carer's Own Health Outcome: Carers are able to access services to enable them to maintain and improve their own health

Aim	Actions	Lead	Target Dates
<p>1. Encourage all local practices to complete the Carer Aware training course</p>	<p>a). 2 practices so far have completed online Carer Aware course (Moss Grove and High Oak). Promote to all practices through GP consortium and Quality and Outcome Framework(QoF) Manager. CCG lead to pursue this so that all practices become Carer Aware accredited</p> <p>b). Crossroads working with some practices who are involved with the pilot face to face training and aim to roll this out further. See 1.2 (b)</p>	<p>CCG Carers Lead</p> <p>Crossroads/ Carers Co-ordinator</p>	<p>2012/13</p> <p>Summer 2011</p>
<p>2.Continue to work with Practices to encourage identification of carers and development of practice based services to support them</p>	<p>a). A number of practices do regularly make referrals. Raise through GP consortium</p> <p>b). Carers included as an improvement area in new NHS Outcomes Framework (Domain2. Improvement area 2.4. CCG lead to promote identification protocols along with Carer Aware</p>	<p>CCG Carers Lead</p>	<p>Ongoing</p> <p>2012/13</p>
<p>3.Explore Government incentives to encourage training in carers issues for GPs</p>	<p>These were announced last year , need to explore</p>	<p>PCT Carers Lead/ MBC Carers Coordinator</p>	

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4.Continue to promote the Expert Patient Programme and Looking After Me courses offered by PCT and partners	Routinely through newsletters, bulletins and carer aware course	Carers Coordinators/ Carers Strat. group	ongoing
5.Continue to promote public health campaigns and services to carers	Routinely through newsletters and e bulletins. Circulate bulletin Mental Health promotion team is developing new e bulletin to promote their campaigns	Carers Coordinator	ongoing

7. A Voice for Carers Outcome: Carers are seen as true ‘partners in care’ and are involved in consultation, planning and delivery of services on an individual and organisational level

Aim	Actions	Lead	Target Dates
1. Ensure that carers are routinely involved in the Joint Strategic Needs Assessment	To be progressed through the JSNA Board. Also an action for Prevention Strategy Draft Guidance for JSNAs and health and wellbeing strategies is out for consultation. Recommendations re carers	Head of Policy / Performance Public health Lead	
2. Ensure that carers are represented on all strategy and clinical pathway groups to ensure that their views and needs incorporated	a) Mapping exercise is needed to gauge to what extent this is happening b) development of plan to improve the position c) development in patient panels at Russells Hall	Carers Strategy Group	Late 2011
3.Develop and encourage feedback to carers on issues that affect them	Carers Network routinely provided this. Need to encourage this as a routine in line with Good practice outlined in community engagement training materials and good practice	Carers Strategy Group	ongoing
4. Encourage training for staff that emphasises role of carers as ‘partners in care	Carer Aware training now live. Crossroads piloting face to face carer aware training for voluntary and independent sector (see sections above)	Carers Strategy Group /Learning and Development	ongoing
5.Promote the development of User Led Organisations (ULO) led by or incorporating carers	Development of ULOs is supported by Transforming Social Care Team. See 4.3 ‘Disability in Action’ is up and running at Queens Cross. Some funding available from LA to support this Carers Forum has decided not to change its status. INSIGHT team being supported by DCVS- has now opened large premises in BH.	Carers Lead DCVS	Ongoing 2011/12

6. Promote the availability of training and support to empower carers to be involved	Community Engagement Network offers training and support to groups. Explore opportunities for individuals with DOSTI	MBC Carers Coordinator	
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8. Young Carers Outcome: Young carers are supported so that their quality of life does not suffer as a result of caring responsibilities

Aim	Actions	Lead	Target Dates
1. Ratify and promote the protocol between adult and childrens services to inform service delivery and improve support for young carers	Needs to be ratified, as part of general support to carers, by both adults and children services and across Health community via HIMMT) This process has begun and work is ongoing	DACHS/ Childrens Services CCG Carers Leads	Spring 2011
2. Work in partnership to identify funding opportunities to provide enhanced support for both young and young adult carers	See consultation work in 5.3a above – await report recommendation and ideas how to proceed	MBC Carers Coordinator /Children with Disabilities lead	Spring 2012
3. Build links with colleagues in Education and Further education to raise awareness of carers issues in schools	a). Education services have designated a lead to look at support for young carers in schools b). Working with Connexions to develop support for young and young adult carers c) Young carer aware in production by Cylix	Education, Young Carers Lead Children Services commissioner /Carers Coordinator MBC Carers Coordinator /Children with Disabilities lead	Autumn 2012

9. Financial Matters Outcome: Carers have the information they need to maximise their income and reduce financial hardship

Aim	Actions	Lead	Target Dates
1. Empower colleagues to support carers by alerting them to information on benefits issues	a) Information on benefits and sources of support in newsletters, bulletins, factsheets and Carer Aware course b) Welfare Benefits Officers within adult and childrens teams will advise on benefits for carers WBO Manager offers training on benefits to groups and a specialist advisory service	MBC Carers Coordinator Benefits Officers/ Manager	Ongoing ongoing
2. Work with organisations providing support with access to training and employment so that they are aware of the needs of carers	a) Maintain links with Job centre Plus's Supporting carers into work scheme b). Maintain links with team supporting employment for people with disabilities which also supports carers c) Continue work with Micro businesses co-ordinator on opportunities for carers (see above)	MBC Carers Coordinator	ongoing
3. Continue to promote sources of benefits advice across the Borough	Range of services including Age UK, Pension Local , Citizens advice (including Care and Disability Advice Line and CAB / Macmillan advice) promoted through e bulletins, newsletter and Carer Aware	MBC Carers Coordinator Carers Strategy Group	ongoing
4. Increase number of carers and organisations receiving e bulletins which give up to the minute information on benefits changes, concessions etc	This is an ongoing campaign. E bulletin redesigned to look more professional and be easier to promote and manage	MBC Carers Coordinator	ongoing