

Appendix A - Carers Strategy Delivery Plan 2015-16

This plan will be reviewed and refreshed on an annual basis to take into account the implementation of the Care Act 2014 and reflect changes in operational activity. The plan will be monitored by the Carers Strategy Group, co-chaired by LB Hillingdon and Hillingdon CCG, on a quarterly basis with updates to the Health and Wellbeing Board via the Joint Health and Wellbeing Strategy performance report. Performance indicators will be referenced when data is available in order to monitor ongoing performance.

Priority one: Cross-cutting and strategic activity			
Activity:	Lead:	Date:	Progress:
Increase assessment capacity across the borough to provide additional support to carers via the provision of on-line support through Connect to Support Hillingdon, in addition to telephone and face to face support	LBHillingdon	31 March 2016	
Review carers pathway and contract arrangements for carers services building on the feedback from carers through the consultation process and new Care Act responsibilities	LBHillingdon	31 March 2016	
Deliver a communications campaign to increase awareness and take up of carers support/services to include identifying "hidden" and "young" carers and a 'What would you do? Where would you go?' initiative to raise awareness for all residents who could become carers at any time. This will include using existing networks e.g. street champions newsletter and GP PPG groups, Public Health initiatives	LBHillingdon/ HCCG	31 March 2016	

Work with carers to develop co-produced material for carers which is timely, clear and concise to assist with the navigation of services available in the instances of immediate or gradual caring responsibilities. This will include legal, finance, respite, support and crisis and NHS services such as continuing health care, Procedures with a Threshold and Long Term Condition information	LBHillingdon/ HCCG	31 March 2016	
Increase capacity for carer support through ensuring mainstream and universal and existing health and social support services meet carers needs.	LBHillingdon	31 March 2016	
Develop a Carers Collaborative for the borough that promotes better coordination and collaboration between all organisations working with carers to deliver improved outcomes	Hillingdon Carers	31 March 2016	

Priority two: For carers to say "I am physically and mentally well and treated with dignity"

Activity:	Lead:	Date:	Progress:
Deliver a programme of workshops for young carers to include first aid, mental health, personal hygiene, dental hygiene and deliver a physical activity programme including new street dance activity.	Hillingdon Carers	31 March 2016	
Deliver a programme of physical activity sessions for carers including new sessions of dance and yoga.	Hillingdon Carers	31 March 2016	
Provide free counselling and advocacy service for carers.	Hillingdon Carers/ GP networks	31 March 2016	

Provide therapeutic care in partnership with British Red Cross.	Hillingdon Carers	31 March 2016	
Deliver 2 Health MOT days per year so carers can access health professionals face to face. Target of 50 per event	Hillingdon Carers	31 March 2016	
Design an online 'Life Planning Support' checklist to support carers in considering long term plans.	LBHillingdon/CCG	31 March 2016	
Review Emergency Plans so they are more carer friendly.	LBHillingdon	31 March 2016	
Deliver GP Health Checks and Flu Jab programmes for carers	GP networks/ integrated care provider	31 March 2016	
Deliver End of Life planning and support at the appropriate time	CCG/ NHS providers/ third sector providers	31 March 2016	

Priority three: For carers to say "I am not forced into hardship by my caring role"

Activity:	Lead:	Date:	Progress:
Deliver a workshop programme to cover budgeting and financial management for young carers.	Hillingdon Carers	31 March 2016	
Develop a new E-HANCE Transition programme for 17-24 year olds to prevent them becoming NEET: <ul style="list-style-type: none"> • Support for young adults to access training, apprenticeships, further education and qualifications • Training and mentorship • Development of individual support plans 	Hillingdon Carers	31 March 2016	

Maximise carer income through: <ul style="list-style-type: none"> • Benefit advice • Help to claim benefits • Help with appeals • Representation at tribunal 	Hillingdon Carers	31 March 2016	
Coordinate and share employment related activities and training opportunities available to carers.	LBHillingdon	31 March 2016	
Promote eligibility for carers allowance and right to CHC/nursing allowance assessment/ equipment.	LBHillingdon/CCG	31 March 2016	

Priority four: For carers to say "I enjoy a life outside of caring"

Activity:	Lead:	Date:	Progress:
Continue to develop a range of social activities for young carers, including School holiday activity programmes, Young Carers Plus social programme (for young people dealing with adults with mental health, alcohol or substance misuse issues) and a new Family Time social programme.	Hillingdon Carers	31 March 2016	
Extend social programme of trips and activities, including arts for Carers programme, whole family working and pamper days at Uxbridge College.	Hillingdon Carers	31 March 2016	
Promote carers assessments to ensure appropriate and sufficient respite is provided to meet the carers needs including overnight and weekend respite.	LBHillingdon	31 March 2016	

Explore options to extend services for carers e.g. weekend carers cafes, more activities in winter months and condition specific cafes e.g. dementia, MH, autism and provide access to appropriate and improved 7 day health care services	LBHillingdon/ CCG	31 March 2016	
Encourage schools to take part in the 'Young Carers in Schools Programme' run jointly by Carers Trust and The Children's Society Young Carers in Focus partners including raising awareness of young carers needs with school nurses.	LBHillingdon/CN WL/ Hillingdon Carers	31 March 2016	

Priority five: For carers to say "I am recognised, supported and listened to as an experienced carer"

Activity:	Lead:	Date:	Progress:
Develop the school liaison programme to support young carers, including advocacy.	Hillingdon Carers	31 March 2016	
Provide advocacy and support for families at Team around the Family, Child in Need and Child Protection meetings.	Hillingdon Carers	31 March 2016	
Develop a Carer Champion programme in GP practices.	Hillingdon Carers/ GP networks	31 March 2016	
Establish Carer Collaborative for the borough as part of the Carer Forums.	Hillingdon Carers/Carers Trust Thames	31 March 2016	

Encourage carers to register as a carer with their GP.	GP networks/ CCG	31 March 2016	
Promote carers rights under the NHS Constitution	Healthwatch Hillingdon/ CCG	31 March 2016	
Design and deliver an integrated engagement framework for carers, including parent carers, to enhance the voice of carers in service planning and delivery, across all providers. Includes exploring the feasibility of a Carers Assembly and the use of technology to engage.	LBHillingdon/ CCG/ THH/ CNWL	Design framework 30 Sept. 2015 Deliver framework 31 March 2016	
Enhance training programmes for staff and carers including new carers assessment process. Embed and develop the principles of co-production.	LBHillingdon/CCG CNWL/ THH/ GP networks	31 March 2016	
Utilise Carers Impact Assessment on all service developments.	CCG/ NHS providers	31 March 2016	
Develop a Carers Assembly, run by carers and coordinated by Hillingdon Carers	Hillingdon Carers/ LBHillingdon	31 March 2016	