

## Appendix A - Carers Strategy Delivery Plan 2015-16 Q2 update for November Council Cabinet and December HCCG Governing Body

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

<b>Activity:</b>	<b>Lead organisation and officers:</b>	<b>Target date:</b>	<b>Progress update:</b>
1.1 Design and deliver a Carers Recognition Scheme for adults, young people, schools and higher & further education establishments	<u>LBHillingdon/Hillingdon Carers</u>  Cllr Haggar, Vicky Trott, Sally Chandler	Summer 2016	<p>Planning for the scheme is on track with a provisional date set of 10 May 2016 for the event.</p> <p>The proposed recognition categories are:</p> <ul style="list-style-type: none"> <li>• Young carers 5-17</li> <li>• Young adult carers 18-25</li> <li>• Adult carers</li> <li>• A school that supports young carers</li> </ul> <p>A full budget proposal is being prepared including costs for certificates, catering, communications, nomination leaflets etc... The Carers Champion is exploring options for sponsorship for some of the categories.</p>

<p>1.2 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</p>	<p><u>LBHillingdon</u>  Liz Harris</p>	<p>Ongoing</p>	<p>Additional capacity has been put in place to ensure that the Council can respond positively to an increase in the need for Carers Assessment. This is working well and if additional capacity is required then contingencies as agreed can be put in place.</p>
<p>1.3 Review carers pathway building on the feedback from carers through the consultation process and new Care Act responsibilities</p>	<p><u>LBHillingdon/HCCG</u>  Urmila Silas, Jane Walsh</p>	<p>March 2016</p>	<p>The carer's pathway has been reviewed and updated to provide information on the new assessment process, arrangements for respite, support planning and administering personal budgets, in line with the new Care Act responsibilities.</p> <p>This detail has been disseminated to all Adult Social Care staff as part of briefing sessions and added to the council's intranet.</p>
<p>1.4 Review contract arrangements for carers services building on the feedback from carers through the consultation process and new Care Act responsibilities</p>	<p><u>LBHillingdon/HCCG</u>  Liz Harris</p>	<p>March 2016</p>	<p>All contracts have been reviewed with an agreement that a tender exercise will take place to bring together all carers support services within a single contract.</p> <p>The tender is due to go out on the 14<sup>th</sup> December with the new contract due to start on 1<sup>st</sup> September 2016.</p>

<p>1.5 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.</p> <p>1.5.1 Promote eligibility for carers allowance and right to Community Healthcare/nursing allowance assessment/ equipment.</p> <p>This will include using existing networks and materials e.g. Hillingdon People, Local Press, street champions newsletter and GP PPG groups, Public Health initiatives and voluntary sector promotional events e.g. at police stations and bus stations.</p> <p>1.5.2 Explore use of audio/online stories where carers share their experiences.</p>	<p><u>LBHillingdon/</u> <u>HCCG/Hillingdon</u> <u>Carers</u></p> <p>Charlotte Stamper, Vicky Trott, Urmila Silas, Niall Smith, Sally Chandler</p>	<p>March 2016</p>	<p>A joint communications campaign between the Council and HCCG is being drafted with the aim of raising awareness of the caring role and encouraging more carers to access services to assist them in their role and to continue providing care.</p> <p>The campaign will take the form of internal and external communications including posters, media articles and online case studies.</p> <p>As part of the development of the 'Carer Collaborative' there are plans for a borough-wide 'Think Carer' campaign which has been included in Hillingdon Carers new Communication Strategy. This also includes the development of a bank of at least 10 case studies for promotional use.</p>
<p>1.6 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.</p> <p>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, as well as promoting carers rights.</p>	<p><u>LBHillingdon/</u> <u>HCCG/Hillingdon</u> <u>Carers</u></p> <p>Charlotte Martin, Vicky Trott, Niall Smith, Sally Chandler</p>	<p>Ongoing</p>	<p>A full review has been completed of material available to carers including what is presented on the Connect to Support Website.</p> <p>Hillingdon Carers has launched 26 new Carer Fact Sheets and plans to develop this range over the next 12 months. This includes a 'Legal Matters' series produced by Turbervilles Solicitors</p>

<p>1.7 Review carer support offer through mainstream and universal services and health and social care services, including peer led support.</p>	<p><u>LB Hillingdon/HCCG/ Hillingdon Carers</u></p> <p>Paul Richards, Jane Walsh, Sally Chandler</p>	<p>March 2016</p>	<p>All carer support services are to be reviewed and progressed as part of the tender exercise for a new carer's service.</p>
<p>1.8 Develop a Carers Collaborative for the Borough that promotes better coordination and collaboration between all organisations working with carers to deliver improved outcomes</p>	<p><u>Hillingdon Carers</u></p> <p>Sally Chandler</p>	<p>August 2016</p>	<p>An initial meeting was held with a carer's organisation in September 2015.</p> <p>A series of focus groups have been arranged to look at specific areas of provision i.e. dementia, carer training, therapeutic care, respite etc...</p>
<p>1.9 Explore participating in the 'Employers for Carers' Scheme.</p> <p><a href="https://www.employersforcarers.org/business-case/join-us">https://www.employersforcarers.org/business-case/join-us</a></p>	<p><u>LB Hillingdon/HCCG</u></p> <p>Vicky Trott, Jane Walsh</p>		<p>Participation in this scheme has been explored but felt that the annual subscription fee would not add any further value to what is currently offered.</p> <p>Special leave arrangements are in place for those members of staff who find themselves needing to take time off due to their caring role.</p>

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

For example, by running activity sessions and the health and support for carers

<b>Activity:</b>	<b>Lead organisation and officers:</b>	<b>Target date:</b>	<b>Progress:</b>
2.1 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.	<u>Hillingdon Carers</u>  Sally Chandler	Summer 2015	Exercise sessions are provided every Tuesday and Saturday at Youth Centre clubs, workshops have been run on first aid, sexual health and staying safe on social media and there is are regular healthy eating cookery sessions.  Staff are awaiting training on the 'C Card' initiative from KISS - 'Keep It Safe and Sorted' so they can train, educate and distribute condoms for the supported transition project.
2.2 Deliver a programme of physical activity sessions for carers including new sessions of dance and yoga.	<u>Hillingdon Carers</u>  Sally Chandler	Summer 2015	The ongoing physical activity programme has seen 333 carers accessing 1,031 wellbeing sessions from Apr-Sept 2015. These include exercise, health MOT days and carer cafes.
2.3 Provide free counselling and advocacy service for adult and young carers.	<u>LBHillingdon/Hillingdon Carers/ GP networks</u>  Chris Scott, Sally Chandler, Jane Walsh	Ongoing	Advocacy arrangements will be reviewed as part of the new carers services contract with ongoing services available and staff training in place to meet current requirements in relation to Care Act changes.

			<p>25 carers have received free counselling from Hillingdon Carers, funded through voluntary donations.</p> <p>Emotional support has been extended at all carer cafes through the provision of a qualified counsellor at all meetings.</p>
2.4 Deliver 'Caring and Coping' training for mental health carers	<u>Rethink Mental Illness</u> Richard Mascarenhas	Ongoing	A new staff member has been trained in the delivery of these sessions with the next session to be delivered by December 2015.
2.5 Deliver mental health carers information events at Brunel University	<u>Rethink Mental Illness</u> Richard Mascarenhas	September 2015	There has been a slight delay in the delivery of this objective with events planned to start by the end of December 2015.
2.6 Provide therapeutic care in partnership with British Red Cross.	<u>Hillingdon Carers</u> Sally Chandler	September 2016	From Apr-Sept 2015, 192 carers have accessed 280 sessions of therapeutic care.
2.7 Deliver 2 Health MOT days per year so carers can access health professionals face to face. Target of 50 per event	<u>Hillingdon Carers</u> Sally Chandler	September 2015 & March 2016	The September Health MOT day was attended by 22 carers and a further event is planned for Nov.
2.8 Design an online 'Life Planning Support' checklist to support carers in considering long term plans and review Emergency Plans so they are more carer friendly.	<u>LBHillingdon/HCCG</u> Cllr Haggard, Urmila Silas, Jane Walsh	December 2015	A joint meeting has taken place to review the provision of a 'Life Planning Support' checklist. It is proposed that this is made

			<p>available online as well as in a booklet format that carers can keep and refer to when needed.</p> <p>The checklist will be formatted around the four priorities of the carers strategy.</p>
2.9 Deliver GP Health Checks and Flu Jab programmes for carers.	<p><u>LBHillingdon/ GP networks/ Community Pharmacies</u></p> <p>Becky Manvell, Jane Walsh</p>	Ongoing	<p>NHS England commissions GP practices to provide flu vaccinations for various patient groups including carers.</p> <p>Hillingdon Carers has supported the flu jab programme at Yiewsley Health Centre and have outreach sessions booked for a further 3 GP practices.</p> <p>Public Health team are to follow up on any existing crossover with Hillingdon Carers work around GP health checks.</p>
2.10 Promote the CNWL Recovery and Wellbeing courses to those carers/supporters of people who are CNWL service users.	<p><u>CNWL/ Rethink Mental Illness</u></p> <p>Katherine Sims, Richard Mascarenhas</p>	Ongoing	<p>Rethink and carers regularly receive information on the Hillingdon Recovery HUB and CNWL Recovery College.</p> <p>Rethink have been provided with the current Recovery College prospectus and timetable.</p>

2.11 Deliver End of Life planning and support at the appropriate time	<u>LB Hillingdon/ HCCG/ NHS providers/ third sector providers</u>  Debra Lake/Gary Collier	Ongoing	The November meeting of the multi-agency End of Life Forum will be considering the specific needs of carers of people at end of life. This will identify whether there are any gaps in provision not currently addressed by the Council's offer to carers.
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**Priority three: For carers to say "I am not forced into hardship by my caring role"**

<b>Activity:</b>	<b>Lead organisation and officers:</b>	<b>Target date:</b>	<b>Progress:</b>
3.1 Deliver a workshop programme to cover budgeting and financial management for young adult carers.	<u>Hillingdon Carers</u>  Sally Chandler	March 2016	Lloyds Bank, Uxbridge have committed to a delivering a programme of workshops during September to December 2015 for young carers covering budgeting, an introduction to the workplace and mock interviews.
3.2 Develop a new E-HANCE Transition programme for 17-24 year olds to prevent them becoming NEET: <ul style="list-style-type: none"> <li>• Support for young adults to access training, apprenticeships, further education and qualifications</li> <li>• Training and mentorship</li> <li>• CV writing</li> <li>• Development of individual support plans</li> </ul>	<u>Hillingdon Carers</u>  Sally Chandler	May 2015	31 young adult carers are actively engaged with the new supported transition project. To date 11 have personal support plans, 11 have attended C.V. writing workshops with Lloyds Bank and 12 young carers have accessed further education.



<p>3.3 Maximise carer income through:</p> <ul style="list-style-type: none"> <li>• Benefit advice</li> <li>• Help to claim benefits</li> <li>• Help with appeals</li> <li>• Representation at tribunal</li> <li>• Promoting eligibility for carers assessments</li> <li>• Promoting eligibility for CHC/ nursing allowance/ ADL assessment/equipment</li> <li>• Housing advice</li> </ul>	<p><u>LB Hillingdon/ HCCG/ Hillingdon Carers</u></p> <p>Urmila Silas, Jane Walsh, Sally Chandler</p>	<p>Ongoing</p>	<p>From April to September 2015, 136 requests have been made for carer assessments with 59 full assessments completed to end September.</p> <p>Ongoing benefit advice and support for carers has secured £481,344 in benefit entitlements.</p>
<p>3.4 Keep providers informed about employment support projects and funding opportunities (including the new European Social Fund programmes) aimed at supporting carers 'move towards' work or into employment.</p>	<p><u>LB Hillingdon</u></p> <p>Inga Spencer</p>	<p>Ongoing</p>	<p>Hillingdon Carers is part of a collective Carers Trust bid for NW London to the ESF Social Fund.</p>

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

<b>Activity:</b>	<b>Lead organisation and officers:</b>	<b>Target date:</b>	<b>Progress:</b>
<p>4.1 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.</p>	<p><u>Hillingdon Carers</u></p> <p>Sally Chandler</p>	<p>Ongoing</p>	<p>The average take up of social opportunities in the last financial year was 6.7 breaks per young carer, up from 5.0 the previous year. Three years continuation funding has been secured for the Young Carers Plus project, 27 families have accessed the new social programme and the Young Carers team is supporting 267 families.</p>

<p>4.2 Extend social programme of trips and activities, including arts for Carers programme, whole family working and pamper days at Uxbridge College</p>	<p><u>Hillingdon Carers</u>  Sally Chandler</p>	<p>Ongoing</p>	<p>From April to September 2015, 110 carers have accessed the Arts Programme over 152 sessions, 120 carers accessed training over 659 sessions, 20 carers attended a Pamper Day at Uxbridge College and 2 trips were attended by 40 carers.</p>
<p>4.3 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</p>	<p><u>LBHillingdon/ HCCG/Hillingdon Carers</u>  Liz Harris, Jane Walsh, Sally Chandler</p>	<p>March 2016</p>	<p>Options are being explored as part of the new carers services contract specification.  Plans are in development for a Sunday Carer Café for working carers which is on target for March 2016.</p>
<p>4.4 Provide minimum three respite activities per year for mental health carers</p>	<p><u>Rethink Mental Illness</u>  Richard Mascarenhas</p>	<p>Ongoing</p>	<p>The last respite activity took place in October 2015 with the next planned for December 2015.</p>
<p>4.5 Deliver programme of workshops and activities at the mental health carers cafes</p>	<p><u>Rethink Mental Illness</u>  Richard Mascarenhas</p>	<p>Ongoing</p>	<p>Workshops are taking place fortnightly at the Carers cafes.</p>

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

<b>Activity:</b>	<b>Lead organisation and officers:</b>	<b>Target date:</b>	<b>Progress:</b>
5.1 Develop the school liaison programme to support young carers, including advocacy.	<u>Hillingdon Carers</u>  Sally Chandler	Ongoing	From April 2015, six school outreach sessions and four staff awareness sessions have taken place, school information packs are being developed and outreach work is under review.  Relationships with Uxbridge College, Brunel and Bucks New University continue to develop with two aspiration-raising campus stays and university visits.
5.2 Provide advocacy and support for families at Team around the Family, Child in Need and Child Protection meetings.	<u>Hillingdon Carers</u>  Sally Chandler	Ongoing	July to September 2015, the Young Carers team was supporting 24 young people with Child Protection Plans, 18 with Child In Need plans and attended TAF meetings for 9 children.
5.3 Develop a Carer Champion programme in GP practices.	<u>Hillingdon Carers/ GP networks</u> Sally Chandler, Jane Walsh	Ongoing	The programme is in place with 19/46 GP practices having a champion in place.  A GP information pack is being developed.  The CCG Gateway programme will review the GP liaison function.

<p>5.4 Establish Carer Collaborative for the Borough as part of the Carer Forums.</p>	<p><u>Hillingdon Carers/Carers Trust Thames</u>  Sally Chandler</p>	<p>March 2016</p>	<p>An initial meeting has been held with carer organisations in September 2015 and a series of focus groups have been arranged to look at specific areas of provision i.e. dementia, carer training, therapeutic care, respite etc.</p>
<p>5.5 Deliver monthly surgeries for mental health carers as a 7 month pilot</p>	<p><u>CNWL</u>  Katherine Sims</p>	<p>Starting in June 2015. Reviewed in December 2015</p>	<p>These surgeries are ongoing and continue to be promoted within the mental health services so carers are aware of the provision.</p>
<p>5.6 Maintain existing carers groups with CNWL services and review and expand where required</p>	<p><u>CNWL</u>  Katherine Sims</p>	<p>Ongoing</p>	<p>The existing carers groups have been mapped with a view to expanding these to all teams.</p>
<p>5.7 Design and deliver an integrated engagement framework for carers, including parent carers and carers of those with dementia and mental health issues, 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.</p>	<p><u>LBHillingdon/ HCCG/ THH/ CNWL/ Rethink Mental Illness/ Hillingdon Carers/ Hillingdon Healthwatch</u> Lisa Taylor, Niall Smith, Richard Mascarenhas, Katherine Sims, Sally Chandler, Graham Hawkes</p>	<p>Design framework Sept. 2015  Deliver framework March 2016</p>	<p>A draft engagement framework is out for consultation with key stakeholders. Feedback will be discussed with members of the Carers Strategy Group.  A pilot Carers' Assembly took place on the 12 November.</p>

<p>5.8 Enhance training programmes for staff including new carers assessment process. Embed and develop the principles of co-production.</p>	<p><u>LBHillingdon/HCCG CNWL/ THH/ GP networks</u></p> <p>Kate Kelly-Talbot, Gill McLean</p>	<p>Ongoing</p>	<p>140 council care management staff have been briefed on the new carers assessment and support planning processes.</p>
<p>5.9 Utilise Carers Impact Assessment on all service developments and incorporate carers into the LB Hillingdon Equality Impact Assessment.</p>	<p><u>HCCG/ NHS providers/ LB Hillingdon</u></p> <p>Jane Walsh, Vicky Trott</p>	<p>Ongoing</p>	<p>Since 1 July 2015, carers impact assessment (CIA) incorporated into equality impact assessment documentation (EIA) used for all HCCG service developments.</p> <p>Carers are now included in the Council Equality Impact Assessment form.</p>