

Carers Strategy 2017-18

Delivery Plan 2017-18 - end of year and final update

Priority one: Cross-cutting and strategic activity			
Activity:	Lead organisation	Target date:	Progress update:
1.1 Deliver the Carers Recognition Scheme for adults, young people, schools and higher & further education establishments (with a special focus on engagement with schools)	<u>LB Hillingdon</u>	Aug. 2017	Completed. Carers Recognition Scheme event was delivered on 12 th July 2017 - 68 Carers were recognised and thanked by the Mayor of Hillingdon and the Leader of the Council, Councillor Ray Puddifoot MBE.
1.2 Maintain increased 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	<u>LB Hillingdon/ Hillingdon Carers Partnership</u>	March 2018	Completed. Carers' assessments are now delivered as an integral part of the registration process for new Carers via the HCP. A two-tier system has been developed and all assessments are conducted on Connect to Support. LBH also conduct assessments (joint and individual Carer's assessments for OP/PD/LD/MH/Parent Carers). The annual target was 569 and the combined total of assessments completed was 889.
1.3 Continue to raise awareness of Carers support/services to include identifying "hidden" and "young" Carers including using existing networks and materials e.g. Hillingdon People, Local Press, street champions newsletter, Public Health initiatives and voluntary sector promotional event	<u>LB Hillingdon/ HCCG/ Hillingdon Carers Partnership</u>	March 2018	There are currently 6,700 adult Carers and 773 young Carers registered with Hillingdon Carers. This equates to just under 26% of adult Carers in the borough.
1.4 Continue to 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.	<u>LB Hillingdon/ HCCG/ Hillingdon Carers Partnership</u>	March 2018	Hillingdon Carers Partnership continues to develop its range of information for Carers. Information packs are distributed to all new Carers to the HCP. The development of new resources are routinely tabled for discussion at the Carers Forum Steering Group.

1.5 Implement NHS England's Integrated approach to assessing Carer health and wellbeing; agree local Memorandum of Understanding and monitor progress	<u>LB Hillingdon/ HCCG/ Hillingdon Carers Partnership</u>	March 2018	Completed. NHSE's seven principles have been incorporated into refreshed Strategy and new Delivery Plan. A Memorandum of Understanding has been drafted, consulted on and will be going through the governance and approval process during Q1 2018/19.
1.6 Continue delivery of the new combined Carers support services contract and continue to improve joint working between HCP and the Council	<u>LB Hillingdon</u>	March 2018	Year 2 of the refreshed combined contract is underway and 6 monthly monitoring reports are being completed. Hillingdon Carers Partnership are routinely achieving over the agreed targets and bring added value to this partnership.
1.7 Continue to develop the remit of the recently-launched Young Carers Strategy group to embed young carer initiatives at a Strategic level.	<u>LB Hillingdon/ Hillingdon Carers Partnership</u>	March 2018	Over 800 young Carers were supported in the last year and 773 are registered with HCP. Referrals from schools have increased by 29% in the last year. The young Carers team presented at 3 safeguarding hubs, which hit the majority of schools in the borough and generated multiple follow-up requests for presentations in assemblies and PSHE lessons. HCP Young Carers' briefing has been delivered by invitation at the Hillingdon Attendance Network to circa 65 Schools frontline attendance leads.
1.9 Support Carers throughout the process of hospital admissions and discharge care planning	<u>LB Hillingdon/ THH/Hillingdon Healthwatch</u>	March 2018	Completed. For all Service Users referred to Adult Social Care in relation to discharge care planning, Carers are identified and assessed/supported as required. Healthwatch considered this as part of their review and report about discharges from Hillingdon Hospital - "SAFELY 'HOME' TO THE RIGHT CARE."
1.10 Maximise awareness of and access to Carer Personal Budgets	<u>LBH/Hillingdon Carers Partnership/HCC G</u>	March 2018	Completed. HCP refer Carers requiring additional/enhanced support to Adult Social Care. ASC complete joint/individual Carer's assessments with due consideration of the need for statutory support services and Carer Personal Budgets as appropriate.
1.11 Continue to 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	<u>LB Hillingdon/ HCCG/ Hillingdon Carers Partnership/THH</u>	March 2018	Completed: Four local Carer forums delivered in Hayes, Northwood, Heathrow Villages and Uxbridge between Jul 16 & Apr 17. Approximately 100 carers attended and gave views on: <ul style="list-style-type: none"> • Respite

planning and delivery, across all providers.			<ul style="list-style-type: none"> • Crisis Intervention • Support for new Carers • Integrated health & social care • Future involvement in reviewing services. <p>Feedback used to develop 2018-21 strategy and delivery plan.</p> <p>Completed: Carer Forum delivered 13 March 2018 to consult Carers on the priorities for the 2018-21 delivery plan. Approx 90 Carers (including new Carers) attended and gave their views.</p>
1.12 For Carers to attend the CNWL Hillingdon Service User and Carer involvement meetings. Maintain existing Carers groups with CNWL services and review and expand where required	<u>CNWL</u>	March 2018	<p>Completed. Service User and Carer Involvement meeting is ongoing and meets bi monthly. Director of Mental Health attends 3 times a year. Established Carers groups have been maintained within service areas. Twice monthly Carers cafes started in 2017 in the 3 main bases (community, inpatients and older adults) and are jointly run by Hillingdon Carers Partnership and CNWL. These provide information and support to Carers.</p>

Priority two: For Carers to say "I am physically and mentally well and treated with dignity"			
Activity:	Lead organisation:	Target date:	Progress:
2.1 Deliver a programme of workshops for young Carers to include work readiness, CV writing, sexual health, first aid.	<u>Hillingdon Carers Partnership</u>	March 2018	Completed. Programme of workshops delivered and accessed by 26 young adult Carers and 97% supported transition project participants are now in E,E,T.
2.2 Deliver a programme of physical activity sessions for Carers, to include yoga, chair exercise and fun fitness sessions.	<u>Hillingdon Carers Partnership</u>	March 2018	Completed. Delivered as planned and accessed by 232 Carers
2.3 Deliver the Bupa UK Foundation-funded Healthier Carers Hillingdon programme.	<u>Hillingdon Carers</u>	Aug. 2018	Completed. 180 Carers received 1:1 personal training sessions; 28 workshops delivered – 14 in the evenings to accommodate working

	<u>Partnership</u>		Carers; 13 Fit-by-Phone weight management groups established; 9 carer Health Champions identified to date and training is underway
2.4 Provide free counselling service for adult Carers and source for young Carers, centralise third sector counselling in partnership with Harlington Hospice and Hillingdon Mind and support the development of Hillingdon Mind as a Counselling Training Centre and centralise all volunteer and paid counsellor supervision	<u>Hillingdon Carers Partnership</u>	March 2018	Completed. Counselling services now merged under one management and supervision structure
2.5 Deliver new Mental Health support programme for Carers.	<u>Hillingdon Carers Partnership</u>	March 2018	Completed. Four new Carer Cafes established at four MH Centres. Existing social group now self-managing, with support. 59 Carers accessed training in the last year and there were 76 Carers who attended a Carer Café, craft or Peer support session.
2.6 Deliver an expanded programme of Therapeutic Care for Carers.	<u>Hillingdon Carers Partnership</u>	March 2018	Completed. An expanded Therapeutic Care offer has been implemented. In the last 6 months: <ul style="list-style-type: none"> - 62 Carers accessed complementary therapies - 69 accessed comfort touch - 68 attended wellbeing workshop programme - 26 attended Pamper Days
2.7 Deliver 2 Health MOT days per year so Carers can access health professionals face to face. Target of 25 Carers per event.	<u>Hillingdon Carers Partnership</u>	Sept. 2017	Completed. 42 Carers received comprehensive health checks at two annual Health MOT days in late 2017.
2.8 Deliver the Young Carers Plus programme for young Carers affected by parental drug, alcohol or mental health issues.	<u>Hillingdon Carers Partnership</u>	March 2018	Completed. Young Carers Plus supported 120 young Carers in the past 12 months and has just had funding confirmed for a further two years.
2.9 Deliver a 'Life Planning Support' checklist to support Carers in considering long term plans.	<u>LB Hillingdon</u>	March 2018	Consultation has been completed on the content of the checklist and is with the Carers Strategy Group for final approval.
2.10 Continue to promote GP Health Checks and Flu Jab programmes to Carers.	<u>LB Hillingdon/ GP networks/</u>	March 2018	Support and promotion given to flu jabs campaign and information stalls and talks led in 3 GP practices, as well as HCP monthly stall at Hillingdon

	<u>Community Pharmacies/ Hillingdon Carers Partnership</u>		Hospital and accompanying ward visits.
2.10 Deliver workshops to Carers living with a long-term conditions.	<u>CNWL/IAPT /Hillingdon Carers</u>	Sept. 2017	Completed. Two programmes of Carer-specific workshops delivered and HCP have also launched a monthly programme at Harlington Hospice, specifically as follow-up for Carers after the Therapeutic Care service. 47 Carers have accessed this to date.
2.11 Advertise and promote CNWL recovery and wellbeing courses.	<u>CNWL</u>	March 2018	Completed. Recovery and Wellbeing courses continue to be facilitated in Hillingdon on a termly basis. All Carers of Service Users are able to attend free of charge. A wide range of Recovery and Wellbeing college courses are available in other boroughs within the Trust. Both the prospectus and the local timetable are made widely available to 3 rd sector organisations including Hillingdon Carers Partnership.
2.12 Develop and deliver the new Dementia Support offer for Carers, including new provision in the south of the borough funded through HCT.	<u>Hillingdon Carers Partnership/ Public Health</u>	March 2018	Completed. 128 Carers received support under this programme in the past 6 months (against an annual target of 148). There were 62 new referrals and 46 cases closed in this period 231 contacts with Carers in crisis led to 131 personal outcomes completed for 115 unique Carers. A new Carer Dementia Café is being launched for Yiewsley in May 2018.

Priority three: For Carers to say "I am not forced into hardship by my caring role"			
Activity:	Lead organisation:	Target date:	Progress:
3.1 Deliver a workshop programme to cover budgeting and financial management for young adult Carers.	Hillingdon Carers Partnership	March 2018	Completed. Delivered as planned to 26 young adult Carers

3.2 Bid for resources to continue delivery of NHANCE Supported Transition programme for 17-24 year olds to prevent them becoming NEET	Hillingdon Carers Partnership	March 2018	Completed. 3 years continuation funding granted via the Henry Smith Foundation to deliver the programme.
3.3 Maximise carer income	Hillingdon Carers Partnership	March 2018	Completed. £861,456 claimed in Carer-related benefits in 2017-18.
3.4 Deliver pan-London Working for Carers programme in Hillingdon via Carers Trust, offering Carers support to get back into work during caring or after caring finishes	Hillingdon Carers Partnership/ Carers Trust	March 2018	Completed. 21 Carers have been supported through this programme, of which 9 have been helped back into employment and 5 into work-related training. The remaining 7 are receiving intensive support from the Employment Support Officer.

Priority four: For Carers to say "I enjoy a life outside of caring"			
Activity:	Lead organisation:	Target date:	Progress:
4.1 Continue to develop a range of social activities for young Carers.	<u>Hillingdon Carers Partnership</u>	March 2018	In the last 6 months: <ul style="list-style-type: none"> - 1,089 short breaks provided through Clubs - 210 short breaks provided via trips - 2 residential weekends provided - 2 Create Arts workshop - 1 whole family theatre trip for 10 families
4.2 Explore options to extend services for Carers, particularly working Carers who cannot access weekday provision	<u>Hillingdon Carers Partnership</u>	March 2018	Completed. 37 working Carers accessed the 14 evening workshops and/or received 1:1 personal training outside their working hours.
4.3 Deliver social, peer support and learning activities for adult Carers.	<u>Hillingdon Carers Partnership /Hillingdon Adult Learning Service</u>	March 2018	Completed. A new programme of 'Learn to be Well' has been developed and advertised for Spring 2018.

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

Activity:	Lead organisation:	Target date:	Progress:
5.1 Develop the school liaison programme to support young Carers, including advocacy	<u>Hillingdon Carers Partnership</u>	March 2018	Completed. There has been a 29% increase in referrals from schools
5.2 Provide advocacy and support for families at Team around the Family, Child in Need and Child Protection meetings.	<u>Hillingdon Carers Partnership</u>	March 2018	Throughout the year, 28 families received intensive support and 10 of those have been supported to 'step down' their level of social services involvement.
5.3 Deliver annual Carers Fair	<u>LB Hillingdon/Hillingdon Carers Partnership</u>	June 2017	Completed. Carers Fair delivered, 54 new Carers registered and over 45 stalls were provided for Carers to meet support services face-to-face.
5.4 Implement a Task and Finish project group of Carers and staff to develop assessment tools and identify key performance indicators to support the process of Carers' Assessments	<u>LB Hillingdon/Hillingdon Carers Partnership</u>	March 2018	This work is ongoing via the Carers Services contract.