

## Appendix A - Carers Strategy Delivery Plan 2018-19

Short - first year

Medium - first and second years

Long - all three years

Annual - 'ongoing'

### Principle 1: We will support the identification, recognition and registration of Carers in primary care

<b>Activity:</b>	<b>Lead organisation:</b>	<b>Timescale:</b>	<b>Progress update:</b>
1.1 Develop a Carers Recognition Scheme so that Carers report they feel appreciated.	LB Hillingdon	Short	
1.2 Deliver a Communications Campaign to schools to raise awareness of Young Carers so that teachers and staff are better placed to support them.	Hillingdon Carers Partnership	Annual	
1.3 For all GP practice's to identify a 'Carers Lead' to implement jointly agreed GP Primary Care initiatives with regard to Carers.	Hillingdon CCG	Long	

**Principle 2: Carers will have their support needs assessed and will receive an integrated package of support in order to maintain and/or improve their physical and mental health**

<b>Activity:</b>	<b>Lead organisation:</b>	<b>Timescale:</b>	<b>Progress update:</b>
2.1 Further develop Carers Assessment Tools to make the process simple and easy for both Carers and the assessors.	LB Hillingdon	Short	
2.2 Increase flexibility around GP appointments for Carers to prevent Carer reaching crisis point.	Hillingdon Primary Care Confederation		
2.3 Develop a mechanism for reflecting the needs of Young Carers within existing assessment processes in Primary Care, Social Care and across all partners so that Young Carers are better supported in their role.	LB Hillingdon	Medium	
2.4 Deliver bi-annual training for Care Connection Teams to continue to enhance awareness, identification and support for Carers.	LB Hillingdon	Annual	

**Principle 3: Carers will be empowered to make choices about their caring role and access appropriate services and support for them and the person they look after**

<b>Activity:</b>	<b>Lead organisation:</b>	<b>Timescale:</b>	<b>Progress update:</b>
3.1 Design and deliver a Young Carer's Buddy Scheme	P3	Long	
3.2 Review and develop 'first point of contact' arrangements for Carers in an emergency situation, outside of normal working hours including for urgent Mental Health issues.	LB Hillingdon	Medium	

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**Principle 4: Staff will be aware of the needs of Carers and of their value to our communities**

<b>Activity:</b>	<b>Lead organisation:</b>	<b>Timescale:</b>	<b>Progress</b>
4.1 Review and develop staff training offer for Assessors including an online offer.	LB Hillingdon	Short	
4.2 Raise profile of Young Carers in Primary Care Services at GP Masterclasses.	Hillingdon CCG	Medium	
4.3 Further embed principles of the Carer experience and role into day to day clinical practice in Mental Health provision.	CNWL	Long	
4.4 Produce a 'Good practice guide for supporting Carers in the workplace' and share with local businesses.	LB Hillingdon	Medium	
4.5 Design and deliver short training sessions for frontline Council staff so they have the language and signposting skills to provide support to Carers.	LB Hillingdon	Medium	

**Principle 5: Carers will be supported by information sharing between Health, Social Care, Carer support organisations and other partners**

<b>Activity:</b>	<b>Lead organisation:</b>	<b>Timescale:</b>	<b>Progress</b>
5.1 Ensure Carer identification markers are included in the development of information sharing platforms and other means of information sharing in line with the General Data Protection Regulations 2016.	Hillingdon Primary Care Confederation	Long	
5.2 Develop the Carer Referral pathway for CNWL.	CNWL	Short	
5.3 Coordinate the design and development of a Young Carers Website and other Social Media by Young Carers, for Young Carers.	Hillingdon Carers Partnership	Medium	

**Principle 6: Carers will be respected and listened to as expert care partners and will be actively involved in care planning, shared decision-making and reviewing services**

<b>Activity:</b>	<b>Lead organisation:</b>	<b>Timescale:</b>	<b>Progress update:</b>
6.1 Coordinate Carers Surveys across partners to avoid duplication, share feedback and evaluate outcomes.	Hillingdon Carers Partnership	Short	
6.2 Coordinate Carer engagement activity via regular Carer Forums and a Carers Assembly.	LB Hillingdon	Long	
6.3 Deliver the annual Carers' Fair.	Hillingdon Carers Partnership	Annual	
6.4 Develop the Carers Cafe's.	CNWL	Long	

**Principle 7: The support needs of Carers who are more vulnerable or at key transition points will be identified early**

<b>Activity:</b>	<b>Lead organisation:</b>	<b>Timescale:</b>	<b>Progress update:</b>
7.1 Pilot and develop a Risk Stratification Tool for Young Carers so that resources can be targeted where most needed.	Hillingdon Carers Partnership	Short	
7.2 Implement Carers Patient Activation Measure (PAM) assessments.	Hillingdon CCG	Long	
7.3 Review information and services for 'double Carers' e.g. those over 75	Carers' Champion	Medium	