

Appendix A - Carers Strategy Delivery Plan 2018-19 end of year update

| Principle 1: We will support the identification, recognition and registration of Carers in primary care | | |
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| Activity: | Lead organisation: | Progress update: |
| 1.1 Develop a Carers Recognition Scheme so that Carers report they feel appreciated. | LB Hillingdon | Completed. This work has been completed and integrated into the work of the Delivery Plan 2019-20. |
| 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 | <p>Ongoing. Four week 'Headquarters' CBT programme for children 11+ piloted and delivered to two groups of young carers. Two courses to be delivered per year in perpetuity. Participants report improved self-esteem, confidence, motivation and family relationships.</p> <p>Two Talking Therapy sessions delivered by CNWL's IAPT programme for 16-24 year olds, accessed by 15 young adult carers.</p> <p>Delivery of outreach sessions (Assemblies and Teacher training) in six schools with referrals up 27% on last year.</p> <p>Delivery of three outreach stalls at events at special needs schools with an increase in referrals from special needs schools, who are referring the siblings of their pupils.</p> |

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| <p>1.3 For all GP practice's to identify a 'Carers Lead' and implement jointly agreed GP Primary Care initiatives with regard to Carers.</p> | <p>Hillingdon CCG/Hillingdon Confederation</p> | <p>Ongoing. 39 out of 45 practices now have an allocated Carers Lead within their practice.</p> <p>A guide for supporting carers has been produced and is in the process of being sent out to GP Practices.</p> <p>Additional training and learning forums are planned for September and November 2019.</p> |
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| <p>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</p> | | |
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| <p>Activity:</p> | <p>Lead organisation:</p> | <p>Progress update:</p> |
| <p>2.1 Further develop Carers Assessment Tools to make the process simple and easy for both Carers and the assessors.</p> | <p>LB Hillingdon</p> | <p>Ongoing. Training has been provided to Social Care staff and the assessment tools have been reviewed.</p> <p>This work will continue into the coming year.</p> |
| <p>2.2 Provide focus on the Caring role at GP appointments to prevent Carer reaching crisis.</p> | <p>Hillingdon GP Confederation</p> | <p>Completed. The Care Connection Teams' model enables care planning to encompass the identification and needs of the Carer.</p> <p>Future work and involvement of Carers' leads within GP practices will build on this, for example in the GP guide for supporting Carers.</p> |

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| 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 | Completed. This work has been completed and integrated into the work of the Delivery Plan 2019-20. |
| 2.4 Deliver bi-annual training for Care Connection Teams to continue to enhance awareness, identification and support for Carers. | LB Hillingdon | Completed. This work has been completed with training delivered to the Care Connection Teams. Future activity will be integrated into the work of the Delivery Plan 2019-20. |

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| 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 | | |
| Activity: | Lead organisation: | Progress update: |
| 3.1 Design and deliver a Young Carer's Buddy Scheme | P3 | Scheduled. This longer term work is scheduled to start in 2019-20. |
| 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 | Scheduled. This work is scheduled to start in 2019-20. |

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

| Activity: | Lead organisation: | Progress update: |
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| 4.1 Review and develop staff training offer for Assessors including an online offer. | LB Hillingdon | Scheduled. This work is scheduled to start in 2019-20. |
| 4.2 Raise profile of Young Carers in Primary Care Services at GP Masterclasses. | Hillingdon CCG | Completed. This work is integrated into the activity 1.3 and reflected in the work for 2019-20. |
| 4.3 Further embed principles of the Carer experience and role into day to day clinical practice in Mental Health provision. | CNWL | <p>Completed. Hillingdon Carers Partnership and the Carers support worker from Hillingdon MIND have presented on Carers support to the mental health managers to raise awareness of the caring role.</p> <p>The Carers support worker from Hillingdon MIND has been meeting with individual teams and Carers champions over the past 6 months to increase awareness about Carers. This is ongoing.</p> |
| 4.4 Produce a 'Good practice guide for supporting Carers in the workplace' and share with local businesses. | LB Hillingdon | Scheduled. This longer term work is scheduled to start in 2019-20. |
| 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 | Scheduled. This longer term work is scheduled to start in 2019-20. |

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

| Activity: | Lead organisation: | Progress update: |
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| 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 2018. | Hillingdon GP Confederation | Ongoing. Requirements are currently being scoped within joint Hillingdon Health and Care Partners and HCCG joint plans for integrated care. |
| 5.2 Develop the Carer Referral pathway for CNWL. | CNWL | Ongoing. The referral pathway was reviewed and agreed and all teams have access. The referral forms have been widely distributed in teams and are kept on shared team folders. |
| 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 | Scheduled. This longer term work is scheduled to start in 2019-20 providing funding is available. |

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

| Activity: | Lead organisation: | Progress update: |
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| 6.1 Coordinate Carers Surveys across partners to avoid duplication, share feedback and evaluate outcomes. | Hillingdon Carers Partnership | <p>Completed. The Carers Strategy Group agreed that due to the statutory nature of the surveys, it would not be possible or appropriate to coordinate the undertaking of these surveys.</p> <p>Additional consultation will be arranged as required via the Carers Forums.</p> |
| 6.2 Coordinate Carer engagement activity via regular Carer Forums and a Carers Assembly. | LB Hillingdon | <p>Ongoing. 2 Carer Forums are held on an annual basis.</p> <p>Carers are consulted on their experiences and views and this information is used to inform the focus of activity in the delivery plan.</p> |
| 6.3 Deliver the annual Carers' Fair. | Hillingdon Carers Partnership | <p>Completed. The Carers' Fair took place on Tuesday 12 June 2018 and reached at least 300 people; Hillingdon Carers alone identified 63 new Carers.</p> <p>Feedback from all stall holders was very positive with many reporting new clients,</p> |

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| | | good networking and distribution of high levels of information. |
| 6.4 Develop the Carers' Cafe's. | CNWL | <p>Completed. The Carers' cafes are led by Hillingdon Carers Partnership with CNWL support.</p> <p>The provision was reviewed in November 2018 and streamlined to one in the north and one in the south of the Borough to support regular attendance. The format has been reviewed and they will restart this year.</p> |

| Principle 7: The support needs of Carers who are more vulnerable or at key transition points will be identified early | | |
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| Activity: | Lead organisation: | Progress update: |
| 7.1 Pilot and develop a Risk Stratification Tool for Young Carers so that resources can be targeted where most needed. | Hillingdon Carers Partnership | <p>Completed. This tool is developed and in use for all new Young Carers.</p> <p>It is used to prioritise those most in need when demand is higher than capacity to deliver.</p> |
| 7.2 Implement Carers Patient Activation Measure (PAM) assessments to capture the extent to which Carers feel engaged and confident in taking care of the cared for person's or their own condition. | Hillingdon CCG | <p>Completed. The recommendation following local discussions and consideration of the evidence base for the Carer PAM is that the Patient PAM (currently used in GP Primary care and H4All) should be used as it has a more robust evidence base.</p> |
| 7.3 Review information and services for 'double Carers' e.g. those over 75 | LBH Carers' Champion | <p>Scheduled. This longer term work is scheduled to start in 2019-20.</p> |