

Carers Strategy Delivery Plan 2019-20 End of year update

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

Activity:	Lead organisation:	Progress update:
1.1 Support schools and colleges in identifying and recognising the caring role of Young Carers.	LB Hillingdon	<p>Hillingdon Carers Partnership Young Carers team have provided the following:</p> <ul style="list-style-type: none"> • 10 awareness raising sessions in schools, including assemblies, teacher training and PHSE lessons • Support to 3 schools to deliver a Young Carers club • A presentation at a Head teachers' Forum, an article for the School Leaders' briefing and distributed a Guide to Supporting Young Carers to all schools in the borough • Visits by the Family Support Service to vulnerable young carers or those at risk of exclusion in school on a weekly basis. <p><i>This activity is now retired as the work is integrated into usual business activity.</i></p>
1.2 For all GP practice's to identify a 'Carers Lead' and implement jointly agreed GP Primary Care initiatives with regard to Carers.	Hillingdon CCG	<p>44 out of 45 practices now have a Carers Lead.</p> <p>Their role includes:</p> <ul style="list-style-type: none"> • Proactively identifying and supporting Carers, many of whom don't see themselves as such • Ensuring that a Carer Register is maintained and updated regularly • Working with colleagues in the practice to provide enhanced access and flexibility of appointments for Carers • Attending any training/information sessions that relate to the

support of Carers within General Practice.

This activity is now retired as the work is integrated into usual business activity.

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

<i>Activity:</i>	<i>Lead organisation:</i>	<i>Progress update:</i>
2.1 Further develop Carers Assessment Tools including online training, to make the process simple and easy for both Carers and the assessors.	LB Hillingdon	The Council has been working with Hillingdon Carers to improve accessibility of online self-assessment facility for Carers. This is part of a broader piece of work to upgrade the scope and accessibility of online services for residents with social care needs that will not be completed until 2020/21.
2.2 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	<i>This activity is now retired as the work is integrated into usual business activity.</i>

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	<i>This activity has been retired</i> so that P3 can focus on their new mental health support services for young people which includes Young Carers.
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	<p>The Council actively promotes TeleCareLine services for older people who are either a Carer or a Cared for person. The service provides support outside of working hours which the resident would otherwise not have been able to access.</p> <p>Hillingdon's Single Point of Access telephone number and email address provides a telephone number and email address for referrals to secondary mental health services and support in a mental health crisis. This service is available 24/7.</p> <p><i>This activity is now retired as the work is integrated into usual business activity.</i></p>

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

Activity:	Lead organisation:	Progress update:
4.1 Produce a 'Good practice guide for supporting Carers in the workplace' and share with local businesses.	LB Hillingdon	<p>The Guide has been produced and includes information about the benefits of supporting working Carers, facts and figures about Carers and their contribution to the economy, Top Tips to support Carers and local signposting information.</p> <p>The Guide will be shared with partners and promoted on the Council website.</p> <p><i>This activity is now completed.</i></p>
4.2 Design short training sessions for frontline Council staff so they have the language and signposting skills to provide support to Carers.	LB Hillingdon	<p>An online training package has been co-produced with Hillingdon Carers Partnership and will be rolled out to all staff but especially those in frontline services who may come into contact with Carers but not realise it, e.g. Libraries.</p> <p>The programme includes facts and figures about Carers in Hillingdon, how to spot a Carer, case studies and signposting information. The programme will be offered to partners so that they can also share with their staff.</p> <p><i>This activity is now completed.</i></p>

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

Activity:	Lead organisation:	Progress update:
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	<p>All GP practices code Carers on their information platform and each have a Carers register.</p> <p>The issue of interoperability remains ongoing and will be taken forward.</p> <p><i>This activity is now retired as the work is integrated into usual business activity.</i></p>
5.2 Actively seek resources for the development of a Young Carers App	Hillingdon Carers Partnership	<p>£10,000 funding has been secured and two students appointed to conduct this work as part of their Degree project, one studying Industrial Design and the second studying Computer Science, with academic support through the Brunel Co-innovate programme.</p> <p>Two co-design workshops with young adult carers (16-19 years) were delivered in February 2020 and a prototype product is in development.</p> <p>The app will be piloted with young carers and staff throughout March and the final basic product will be delivered in April 2020.</p> <p><i>This activity is now completed.</i></p>

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:
6.1 Coordinate Carer engagement activity via regular Carer Forums.	LB Hillingdon	<p>Two Carers Forums were co-delivered by the Council and Hillingdon Carers during the year in March and October.</p> <p>In the last twelve months, Carers have been consulted on gaps in support services, Hillingdon Carers Partnership new five-year Strategic plan, GP services, Social Care Direct, Connect to Support and have had face-to-face access to a broad range of statutory and voluntary sector organisations.</p> <p><i>This activity is now retired as the work is integrated into usual business activity.</i></p>
6.2 Continue to develop Carer involvement and support in collaboration with relevant partners.	CNWL	<p>A project funded by a grant to H4All and Hillingdon MIND will see Carers support for those supporting people with mental health issues increase by 75%. There will be 2 full time workers instead of 1 part time worker, one of whom is already in place. The service will include working with people whose cared for are in crisis and providing support and counselling to all Carers.</p> <p>Hillingdon Carers also provided training in November 2019 for all CNWL staff on the caring role and what support is available, including about carers assessments.</p> <p><i>This activity is now retired as the work is integrated into usual business activity.</i></p>

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

Activity:	Lead organisation:	Progress update:
7.1 Review information and services for 'double Carers' of all ages.	LB Hillingdon	Adult Social Care has established a mechanism that identifies people with multiple caring responsibilities to ensure that any needs arising from them are reflected in reviews. This will facilitate access to appropriate support. <i>A priority for 2020/21 will be to embed this as usual business activity.</i>