

## Pembrokeshire Carers Strategy 2006 – 2011

### ACTION PLAN

**This strategy has been agreed following multi-agency consultation on the basis of full co-operation between all partners; carers, carers support groups, voluntary agencies and statutory agencies e.g. Actions in the Information section will mainly be carried out by the multi-agency information sub-group of the Carers Strategy Implementation Group which includes Pembrokeshire County Council, PAVS, Carers Outreach, Crossroads, Alzheimers Society, Age Concern Pembrokeshire and carer representatives.**

OBJECTIVES	ACTIONS	LEAD AGENCY	OUTCOME/TARGET/DATES
<b>A: Health and Social Care</b>			
<b>Strategic planning</b>			
1.Views of carers are taken into account in developing planning and delivery of services	a) Building on the success of the JIG to explore the make up of the recently established carers' and young carers' Strategic Implementation Groups and ensure that representation of the various stake holders is fair and equitable, and that suitable communication protocols exist.	PAVS	a) An equal distribution of the various stakeholders particularly in maintaining carers representatives on the SIG s by 2007
	b) To develop a stronger link between the carers' and young carers' forums and the appropriate Strategy Group	PAVS	Issues raised within the Carers Forums are brought to the appropriate strategy group and taken into account in decision making - ongoing
	c) To increase the number of carers participating in the joint planning process by ensuring carers representatives at all possible levels.	PSPB	Involving discussions with each SIG and the ACG to find out what carers representation they have and how they intend to gather carers' views. October 2006.
	d) To ensure representation of carers when planning	Pembs/Derwen NHS Trust	Present arrangements to be reviewed during 2006.

	community health services for older people.		
	e) providing replacement care and travel costs as appropriate in order to allow carers to attend Forum and strategy meetings.	PAVS	Arrangements for carers' travel and replacement care now administered by PAVS with funding from LHB
2. Carers' needs are considered in the development of all Social Care and Housing, and Health policies such as the Health Social Care and Well-being strategy and the Childrens' and Young Peoples Framework	a) To raise awareness of carers needs and the crosscutting nature of carers with all stakeholders and decision makers.	PAVS and Cymorth Partnership	In association and consultation with all members of the Carers' and Young Carers' strategy groups we will ensure that carers benefit from these changes and strategies
	b) Respond to draft strategies outlining the need for inclusion of carers	PAVS	In association and consultation with all members of the Carers' and Young Carers' strategy groups we will highlight carers' views and needs and ensure that productive links are made with this strategy document.
3. Pembrokeshire Carers' views are considered in WAG draft strategies	Respond to WAG draft strategies	Carers Outreach	Collective views of all strategy group members to be incorporated
4. Develop a whole council policy with regard to carers to enable greater recognition of their contribution and easier access to leisure, and education services	a) A series of carers awareness seminars for all levels of the council and all departments. b) Establish a carers link person in each department c) Establish a system of carers discounts for services in leisure and education.	P.C.C.	a) Beginning Sept 2006 b) Established by April 2007 c) Discounts available by April 2007

5. Carer-friendly policies adopted by Health partners e.g. Discharge procedures that take into account carers employment needs, flexible appointment times.	a.) Establishment of carers link person with both Local Health Board and Trust b.) Carer friendly policies incorporated into Health plans and strategies.	LHB and Pembrokeshire and Derwen Health Trust	a.) April 2006 b.) April 2008
6. Appropriate services will be delivered in respect of carers needs and support.	a) Benchmarking with other authorities as to efficient ways of delivering service.	PCC	Annually
	b) Consider the development of appropriate budgets to ensure that services for carers continue after the carers grant has been absorbed within the RSG.	PCC	Carers needs considered within community care and Child care budgets 2006-2007 Separate Carers Budget April 2007
<b>Assessments</b>			
7. Carers Assessments work is fully integrated into the work of the Social Care & Housing Directorate and the numbers of completed Assessments is increased.	a) Targeted training to continue within the Directorate and specifically within individual Teams, incorporating colleagues from Health and Volunteering Organisations where appropriate.	PCC	Ongoing All relevant staff to have received training.
	b) Process for the Assessment of all Carers and Young Carers to be agreed by the Senior Management Team of the Social Care and Housing Directorate as well as the Child Care and Community Care Management teams.	PCC	December 2006.

	c) Carers Assessments are properly offered to all eligible Carers and young carers by Social Care and Housing Directorate.	PCC	100% April 2007.
8. To identify carers and young carers and their needs.	a) All UAP Assessments within the Community Care Service to have the care domain completed.	PCC	100% April 2007.
	b) All Young Carers referred to the Child Care Service to receive assessments and services consistent with the eligibility criteria for "Children in Need".	PCC	100% September 2006
	c) All carers and young carers identified via UAPs to have the offer of a carer or young carer assessment (statutory requirement)	PCC	100% April 2007.
	d) A clear process for determining the numbers of carers involved with the Directorate to be established via Care First.	PCC (Assessment Development SSUP)	April 2007.
	e) A report on the "unmet needs" of the carers and young carers arising from assessments to be produced on a 6 monthly basis in order to provide information for the Directorate Commissioning Strategy and other Partnership Strategies.	PCC (Assessment Development SSUP)	First report due in April 2007.

9. To monitor the numbers of carers assessments offered to people from Black and Ethnic minorities within the county.	a) To establish and implement a monitoring system within Pembrokeshire County Council (Social Care and Housing Directorate).	PCC (Assessment Development SSWP)	In place by April 2007.
	b) To produce annual summary of activity	PCC (Assessment Development SSWP)	First report due in April 2008.
10. To continue to develop a wide range of provision and signposting to other providers for carers. To enable carers to access and receive services following assessment.	a) To monitor existing developments in the Carers Strategy Implementation Group.	Carers SIG	ON GOING
	b) Annual summary of services provided following assessment in order to support multi-agency commissioning Strategies	Pemb. CC (Assessment Development SSWP)	1 <sup>st</sup> report due April 2007.

<b>B: Information</b>			
11. General awareness of carers' issues is increased for carers and the public.	a) To produce targeted regular publicity about carers' issues via the information sub-group.	i) PAVS	Ongoing particularly targeting Carers Week and Carers Rights Day To produce bi-monthly coverage in the local press. To make contact with local radio stations and improve coverage through this medium
	b) to target older carers	ii) Carers Outreach  Age Concern	Regular press coverage and regular outreach sessions throughout the county To produce regular publicity re older carers
	c) To raise awareness of carers issues within GP surgeries and hospitals	Carers Outreach at outreach venues	Ongoing
12. Carers are provided with co-ordinated up to date accessible information	a) To develop a carers domain on the PCC website and on the Health Challenge Pembrokeshire website	PAVS	Sept 2006
	b) for all voluntary sector organisations working with carers to develop website links to carers handbook	Information sub-group & various voluntary organisations	April 2007
	c) To review and update relevant sections of the Carers Handbook on an annual basis	PAVS	June 2006 and annually
	d) Health professionals in secondary care to actively promote access of information to carers who come into contact	Pembs/Derwen NHS Trust	Health professionals to make regular use of the carers introductory pack

	with them.		
	e) to improve the co-ordination of information within GP surgeries, to ensure that more hidden carers are identified	LHB	Sept 2006
	f) To update the young carers leaflet	PCC/Gennex	Sept 2006
	g) To ascertain if a Young Carers handbook is needed	PCC/Gennex	Sept 2007
	h) Voluntary organisations to produce individual leaflets about their services	All Carers SIG members	April 2007
13. Carers to benefit from a co-ordinated approach to information and events.	a) audit newsletters, handbooks and other information that is currently available to carers and professionals	PAVS/information group	April 2007
	b) assess gaps or duplication	PAVS	July 2007
	c) review and introduce unified Pembrokeshire handbook	PAVS	September 2007
	d) All voluntary and statutory agencies to ensure that their services are well publicised ie leaflets for each service	PAVS	April 2007
	e) Develop a multi – agency Carers Week and Carers Rights Day Planning Group to ensure that events are fully co-ordinated. Involve both national and local organisations	PAVS Carers Outreach	December 2006 – joint Carers Rights Day activities
14. Carers to benefit from mutual support	a) to extend the community hub to all carers	PAVS	April 2006
	b) to increase membership of the community hub	PAVS	To increase membership to 50 by April 2007
	c) to look into the possibilities of telephone support systems	PAVS	April 2007

<b>C: Support</b>			
15. To have a clear understanding of where carers live, what their needs are and what support services are currently on offer.	a) gather information on carers and their support needs. b) carry out an audit of carers provision c) identify gaps in provision	PCC	April 2007
16. Carers have a clear understanding of how they can access appropriate respite of their choice.	a) To develop an information leaflet about existing respite services. b) To develop a community care respite policy to include eligibility criteria covering extended respite at home as an alternative to residential respite	PCC	December 2006  April 2008
	c) to develop a range of respite services across all client groups to include overnight respite to enable carers to have good rest at night and/or to go away for the night, and support for carers to go on holiday. Also to include support for siblings of disabled young people	PCC	April 2007
	d) To continue with the current policy document and eligibility criteria for health funded respite care at home or in nursing homes. To consult and revise policies and protocols by June 2005 following publication of new guidance. To provide respite care in nursing homes	LHB	Ongoing work

	To provide respite care episodes at home for periodic relief to carers To provide respite as and when required by carers (including overnight respite).		
	e) to further develop the existing range of short break services within Childcare.	PCC – David Halse	April 2007
17. Each carer will have a named worker who they can contact for information, signposting, emergencies etc	a) To develop a system of named workers for all carers on a multi agency basis.	PCC	April 2008
	b) to develop an emergency scheme for carers	PAVS	April 2006
18. Carers to have more support from primary care services	a) Hold awareness raising session for GPs via Carers Outreach/PCC/PAVS	LHB	April 2006
	b) Explore ways to develop a system for carers to have more support from primary care services	LHB	April 2007
	c) Implement the above	LHB	September 2007
19. Carers will have a range of sustainable carers support groups to join	a) to continue to fund carers support groups from Carers Funding	PCC	April 2006
	b) to explore alternative sources of funding for support groups	PAVS	Hold carers funding workshops September 2006

	c) to examine the need for further parents/carers support groups	PAVS/NCH	April 2007
20. Carers will be able to access alternative ways of receiving services	a) Development of direct payments system that allows carers and young carers to benefit from direct payments where appropriate.	PCC	In accordance with the council's development strategy for direct payments.
	b) to monitor unmet needs from evaluation of Carers Grant and carers assessments and incorporate them into planning of future services	PAVS	Evaluation questionnaires and/or visits December 2006 and on ongoing annual basis
	c) Following the publication of the Welsh Assembly Government report on pilot Voucher Scheme Pembrokeshire will review report for further developments.	PCC	September 2006
21. Carers will be able to access advocacy support	a) to develop advocacy support systems for carers	PAVS/Carers Outreach	September 2006
22. The specific support needs of Black and Minority Ethnic Carers are identified and addressed	a) identify black and minority ethnic carers and audit the specific needs from carers assessments	PCC	Ongoing from April 2006
	b) having established the needs of B & ME carers encourage providers to develop services to meet these specific needs	PAVS	April 2008

<b>D: Young Carers</b>			
23. Develop a multi-agency partnership agreement between agencies working with young carers in the county.	Agreement to be drafted and agreed.	PCC	April 2007
24. To identify young carers who are caring for customers of the P.C.C. Social Care and Housing Directorate.	An annual report based on completed assessments of young carers to be produced in order to provide information to all Directorate Commissioning Strategy and the Children's Plan (2008 onwards).	PCC	April 2007
25. Young Carers issues will be included in all relevant multi-agency planning.	a) Young carers to participate in any consultation relevant to the Children's and Young People's Partnership.	Cymorth	April 2007
	b) Process to be developed to ensure that young carers needs within the contract of adult "cared for" customers are incorporated into community planning.	Pembs. CC (Social Care)	April 2007
	c) Statistical information about "Young Carers" who are involved with the Education "Children in Need" project to be reported to the Children and Young People's Partnership Annually.	Pembs. CC (Education)	April 2007
26. A programme of research and outreach events in schools throughout	a) Action plan arising from the extended research project in 8 schools.	PCC in conjunction with Gennex	June 2006

the county to be aimed at raising awareness of young carers needs and reducing prejudice.	b) Implementation of Research Action Plan	PCC	April 2007
	c) Sharing of research findings with young carers.	PCC/Gennex	April 2007
27. To provide support for young carers.	a) Continued consolidation of young carers work within Pembrokeshire Carers Outreach	Carers Outreach	April 2007
	b) Appointment of part-time support worker in Mind to provide specialist support for children of parents with mental health problems.	Pembs. CC Mind	October 2006
	c) Review of services for siblings aged 14 – 18 (pilot 2006 – 7)	Pembs. Sibling Group	April 2007
28. To review the geographical distribution of young carers regularly in order to ensure that existing and new services are accessible.	Annual review of services for young carers incorporating unmet needs and a review of distribution and transport issues concerning young carers	Young Carers Strategy Group	1 <sup>st</sup> report in April 2007
29. To organise events to raise awareness of young carers issues	a) For young carers	Pembrokeshire Carers' Outreach PAVS	September 2006
	b) amongst professionals and teachers	PCC/Young Carers SIG	April 2007
30. To raise awareness of the issues that face young carers when considering employment with careers services. To ensure that young carers can be sure of advice that takes their situation into account.	a) Raise the situation of young carers and employment opportunities through this group.	PAVS	April 2007
	b) Develop multi-agency training event to raise awareness for teachers and careers staff.	Young Carers SIG/PAVS	April 2008

	c) Develop a mentoring support scheme that can assist young carers in making the most of careers and education opportunities.	PAVS	April 2008
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<b>E: Carers and Employment</b>			
<b>OBJECTIVES</b>	<b>ACTIONS</b>	<b>LEAD AGENCY</b>	<b>OUTCOME/TARGET/DATES</b>
31. The community is more aware of the needs of working carers	a) to have more publicity about the issues that working carers face	PAVS	Have regular articles in local press Sept 2006
32. Carers are more aware of employment and volunteering opportunities	a) the multi-agency partnership to explore ways of enabling carers to maintain contact with employment opportunities	PAVS	May 2006
	b) to provide better information about employment and volunteering opportunities to carers	PAVS	Have regular employment and volunteering pages in the Carers Supplement April 2006
	c) to promote learning opportunities to carers	PAVS	Have regular training section in the Carers Supplement
	d) to develop links between carers assessments and careers guidance	PCC	Set up a referral process between carers assessments & careers guidance April 2006
33. Carers are supported to return to/remain in work	a) to provide a wider range of support services eg day centres having longer hours	PCC	April 2007
	b) to expand support services currently provided in the voluntary sector	PAVS Crossroads	April 2006
	c) to provide IT training and support to individual carers	Age Concern Pembrokeshire	June 2006
	d) to pilot a range of options to provide support to	PAVS	November 2006

	working carers		
	e) to develop an Objective 1 bid to extend support to more working carers	PAVS/PCC	April 2007
34. Carers are provided with targeted training to enable them to return to work	a) develop a multi-agency carers training programme	PAVS/ Carers Outreach/ NCH	April 2006
	b) deliver on line learning for living course to carers, supported by carer mentors	PAVS/Pembrokeshire College	April 2006
35. Local employers to have carer friendly policies reflecting a more appropriate work/life balance	a) PCC, Pembs Derwen NHS Trust and Pembrokeshire College to agree to audit their employees who are carers	PCC/ Pembs Derwen NHS Trust/Pembrokeshire College	April 2007
	b) PCC and Pembs Derwen NHS Trust to carry out the audit on their employees	Pembrokeshire College Pembs Derwen NHS Trust PCC	April 07 April 07 April 08
	c) PCC, Pembs Derwen NHS Trust and Pembrokeshire College to introduce carer friendly policies	PCC/ Pembs Derwen NHS Trust/Pembrokeshire College	April 07
	d) Liaise with ACE Project to contribute to wider employers network	PAVS	Ongoing from April 2006
	e) Annual seminar on employment issues for Carers and/or Employers to be organised, targeting different themes	PAVS	Ongoing from October 2006