

Appendix A: LLR Carers' Strategy: Leicestershire County Council Implementation Plan Progress Update, August 2019

Priority:

1. Early identification of carers and recognition of caring roles

Action No	Actions required	Details	Summary of Actions Delivered	Further Action Underway or Imminent	Measures
1.1	Awareness raising	Increase awareness of carers and caring across the general public	<ul style="list-style-type: none"> • Purchase of the Carers' Digital Resource, providing carers with tools such as online training and useful applications • Extensive promotion of the Employers for Carers Scheme • Circulation of carer awareness material to libraries to display 	<ul style="list-style-type: none"> • Develop means to ensure that carers related information is consistently shared through partners' communication channels 	<ul style="list-style-type: none"> • 74 sign-ups to date to the Carers' Digital Resource • 12 organisations committed to the Employers for Carers Scheme
		Promoting identification of carers through GPs, pharmacies, housing representatives and Leicestershire County Council staff	<ul style="list-style-type: none"> • Carer awareness training has been delivered to the Lightbulb team • Leaflet developed and circulated to GPs in liaison with the Clinical Commissioning Groups and with input from carers • Sharing of good practice and learning, and oversight of delivery against the action plan, through networks and partnerships (such as the Housing Services Partnership) 	<ul style="list-style-type: none"> • Further development of joint work with housing, pharmacies and Local Area Coordinators 	<ul style="list-style-type: none"> • 2,361 Carers Assessments undertaken in 2018/29 • Positive feedback from GPs to leaflet
1.2	Co-production of staff training package	Ensure staff are appropriately trained in recognising carers, have a good understanding of the issues facing carers and a sound knowledge of the local offer and assessment processes	<ul style="list-style-type: none"> • Staff training has been co-produced with carers, including videos used as part of the package • Online learning developed that is appropriate for all Leicestershire County Council staff, and a further bespoke, focussed training package delivered for adult social care operational staff 	<ul style="list-style-type: none"> • Produce refresher training to keep staff skills up to date • Develop an approach to carer awareness as part of staff induction 	<ul style="list-style-type: none"> • 364 Leicestershire County Council staff have completed the online learning • 381 operational adult social care staff have received the focused carers training

2. Carers being valued and involved

Action No	Actions required	Details	Summary of Actions Delivered	Further Action Underway or Imminent	Measure
2.1	Increase the involvement of carers in service design and other reviews	Co-design of carers services is integral to the Joint Carers Strategy, including being an aspect of its development	<ul style="list-style-type: none"> • Alterations have been made to the authority's assessment approach based on feedback sought from carers • Training has been co-designed with carers • Inclusion of how to involve carers in the assessment process in training delivered to operational adult social care staff 	<ul style="list-style-type: none"> • The authority's service user and carer Engagement Advisory Panel, established in summer 2019, will advise on how to better engage carers in reviews of service 	<ul style="list-style-type: none"> • Carers' satisfaction survey, autumn 2019
2.2	Support for carers when accessing acute medical services	To ensure that carers and their caring responsibilities are considered whilst they or the person they care for are in hospital and during and after discharge	<ul style="list-style-type: none"> • Initial liaison with representatives from University Hospitals of Leicester NHS Trust 	<ul style="list-style-type: none"> • To define good support for carers and to identify and implement changes required 	<ul style="list-style-type: none"> • To be developed as part of the project

3. Carers are informed

Action No	Actions required	Details	Summary of Actions Delivered	Further Action Underway or Imminent	Measure
3.1	Carers receive the right information, advice and guidance	Carers can receive consistent advice from a variety of health, social care and other organisations across LLR	<ul style="list-style-type: none"> Oversight of consistency across the LLR footprint from the Carers' Delivery Group Leaflet produced with input from GPs and the Clinical Commissioning Groups 	<ul style="list-style-type: none"> Continued oversight via the LLR Carers' Delivery Group 	<ul style="list-style-type: none"> Ease of accessing services will be tested in the carers' survey in autumn 2019
3.2	Carers' access to advocacy	Carers need to be aware that they can access advocacy services, and how to do so	<ul style="list-style-type: none"> Carers were included in the service specification for Leicestershire County Council's new Advocacy Service from April 2019 	<ul style="list-style-type: none"> To ensure that the advocacy service is included in information, advice and guidance provision 	<ul style="list-style-type: none"> Through advocacy service contract management

4. Carer friendly communities

Action No	Actions required	Details	Summary of Actions Delivered	Further Action Underway or Imminent	Measure
4.1	The creation of 'carer friendly' communities	To work alongside all partners to develop 'carer friendly communities' – those that recognise and make reasonable adjustments for carers	<ul style="list-style-type: none"> Proposals developed between Leicestershire County Council and local partners Involvement of the authority's Local Area Coordinators Development of a proposed community project for financial support from the national Carers' Innovation Fund 	<ul style="list-style-type: none"> 'Carer friendly communities' proposal to be further scoped 	<ul style="list-style-type: none"> To be developed
4.2	Implementation of the Carer's Passport / suitable alternative	The carer's passport or similar is designed to ensure that carers can be in employment should they want to. This includes guidance for themselves and managers	<ul style="list-style-type: none"> To demonstrate good practice, Leicestershire County Council has a type of carer's passport available to its employees The authority has carers' initiatives for its workforce, including sessions during Carers' Week 2019, and internal face-to-face and electronic support networks 	<ul style="list-style-type: none"> Develop workforce carer monitoring Continue to develop mechanisms for carers to self-identify, access the support and adjustments they need, and then gather their feedback Engage in the LLR Carers' Delivery Group workstream which is exploring wider application of the carer's passport approach 	<ul style="list-style-type: none"> Develop measures based on the monitoring to be established
4.3	That carers can access local community support groups	That local provision is available for carers through the voluntary, community and private sectors	<ul style="list-style-type: none"> Six Shire Grants projects have been funded to date, each focused upon support for carers 	<ul style="list-style-type: none"> Potential new round of Shire Grants funding to be explored 	<ul style="list-style-type: none"> Review the impact of the Shire Grants projects

5. A life alongside caring

Action No	Actions required	Details	Summary of Actions Delivered	Further Action Underway or Imminent	Measure
5.1	Improve carers' access to finance and benefit advice	Feedback from carers has been that they find it difficult to access information, advice and guidance regarding finance and benefits, whether for themselves or the person that they care for	<ul style="list-style-type: none"> Improvements have been made to information provided online by Leicestershire County Council 	<ul style="list-style-type: none"> Further improvements to information, advice and guidance Continue work with housing related partners 	<ul style="list-style-type: none"> Feedback from carers
5.2	Provision of a flexible and responsive respite provision	Respite or 'Time Out' provides often vital time away from caring responsibilities. For this provision to be successful it must be flexible, available at short notice and, as far as possible, community based	<ul style="list-style-type: none"> Options for a new approach to respite are in development following a review which determined that the current flexible respite framework is underutilised and not providing the outcomes expected 	<ul style="list-style-type: none"> Finalise the future approach to breaks for carers 	<ul style="list-style-type: none"> To be developed depending upon the new approach

6. Carers' living spaces and technology products (equipment)

Action No	Actions required	Details	Summary of Actions Delivered	Further Action Underway or Imminent	Measure
6.1	Greater understanding required of carers' housing tenure	More research is required to understand the effect of the current approach to housing on carers – whether this means in their own homes or those in which the cared-for reside	<ul style="list-style-type: none"> For later implementation 	<ul style="list-style-type: none"> Scope of this project, including deliverables, will be undertaken with housing partners 	<ul style="list-style-type: none"> To be developed
6.2	Ensure that the information, advice and guidance provided by housing is consistent	A consistent provision for carers is required across all partner organisations.	<ul style="list-style-type: none"> Strategy and Implementation Plan updates are provided to the Housing Services Partnership 	<ul style="list-style-type: none"> Work alongside the Housing Services Partnership to scope this work 	<ul style="list-style-type: none"> Audit of information, advice and guidance
6.3	That housing staff are aware of carers and the impact that caring has upon them	Carers can receive consistent advice from a variety of health, social care and other organisations across LLR	<ul style="list-style-type: none"> The foundation of a training package has been developed in line with the approach Leicestershire County Council staff as a whole 	<ul style="list-style-type: none"> Training is being transferred to a format that is accessible by housing staff 	<ul style="list-style-type: none"> The number of housing staff who have undertaken the training

Action No	Actions required	Details	Summary of Actions Delivered	Further Action Underway or Imminent	Measure
6.4	Carers are informed and if necessary trained in the use of aids and adaptations in their or the cared-for's home	One to one training for carers to be delivered by Occupational Therapists in Leicestershire and Rutland	<ul style="list-style-type: none"> For later implementation 	<ul style="list-style-type: none"> The development of a formal and sustainable ongoing offer 	<ul style="list-style-type: none"> Feedback will be gathered from Carers once the intervention is in place

7. Carers accessing the right support at the right time

Action No	Actions required	Details	Summary of Actions Delivered	Further Action Underway or Imminent	Measure
7.1	Review of Leicestershire County Council's carers' offer	To review Leicestershire County Council's approach to providing direct carers' support, including the assessment process.	<ul style="list-style-type: none"> Dedicated Carers' Workers have been employed and hosted within the authority's Customer Service Centre Assessment documentation has been improved, based upon feedback from carers, and made available online 	<ul style="list-style-type: none"> Next priority is to review support provided for carers regarding skills development, whether or not related to their caring responsibilities. 	<ul style="list-style-type: none"> Previous elapsed time for carers to access support through the County Council was 47 days. Elapsed time after implementation of dedicated Carers Workers is 18 days (62% reduction)

8. Supporting young carers

Action No	Actions required	Details	Summary of Actions Delivered	Further Action Underway or Imminent	Measure
8.1	Review current contract	Commission services to provide specific young carer assessments and subsequent support for the family through specialist workers	<ul style="list-style-type: none"> Initial discussions with current provider & commissioning team have taken place. Considering longer contract period, possibly 3 years, to maintain continuity of support. 	<ul style="list-style-type: none"> Process for re-commissioning due to start in September 2019 and be completed by Dec 2019 	Evaluation of the assessments showing improved outcomes and a reduction in needs <ul style="list-style-type: none"> Improved school attendance and higher achievement academically leading to greater potential to access employment Clear identification of young carers in education settings leading to an increase in referrals for assessments and/or group work support Group work outcomes will show positive impact reducing the need for support services involvement with families
8.2	Maximise the identification of young carers	By working with schools to raise awareness across the area. Ongoing meeting of the Young Carers Multiagency group focussing on identification through schools	<ul style="list-style-type: none"> Young carers multi agency group has merged with the Young Adult Carers Group. The group is led by Vulnerable students lead at Loughborough University. 	<ul style="list-style-type: none"> Continue to link with education champions to raise awareness and support young carers in educational settings 	
8.3	Work with Transition teams	Focus on the transition from children's to adults' services using the whole family approach to ensure a smooth handover, and work with employers and young carers to support them into further/higher education or employment	<ul style="list-style-type: none"> Contract provider is delivering whole family approach and rolling out across the county. Awaiting findings and details of impact at this time 	<ul style="list-style-type: none"> Remains focus of Young carers Group to oversee 	
8.4	Prioritise group work support for young carers	Targeted to their needs and work with partners in the PVI sector to provide a range of 'respite' opportunities	<ul style="list-style-type: none"> Group work offer is now deemed a core offer within Children and Families Wellbeing Service. Partnership work with VASL in Harborough supports group work. 3-year funding secured for young carers group in Hinckley 	<ul style="list-style-type: none"> Voluntary sector primarily Young Leicestershire continue to provide young carers groups 	

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