

APPENDIX B

Action Area (LLR Priority Area(s))		Description	Key Strategic Lead	Timescales
Priority 1	Improve how we identify and recognise carers	- LCC staff to undertake mandatory and refresher training to develop better awareness with identifying and recognising carers and signpost to services and support - Key partners including health professionals are regularly trained with carer awareness, identification and recognition - Carers training offer to include carer awareness, identification and recognition is reviewed regularly and updated to reflect any new legislations and process changes - LCC to work closely with key partners to develop a campaign to improve how we identify, recognise carers - Coproduce with carers to develop info sheet in carer friendly language - ways to identify carers - Key partners including health, GP and hospital settings to help identify and recognise carers and signpost to commissioned provide for support - Continue to promote and develop the carers passport across the County so carers are easily recognised, identified and supported in the community - Work with LCC HR to improve working carer awareness and ensure working carers are supported to balance work and caring responsibilities - Continue to raise the profile of carers and present carer stories to help carers self-identify and get the support they need including social media platforms and Leicestershire Matters - Organise annual carers week and carers rights day events to help identify carers - LCC to work closely with key partners including commissioned services to Identify and recognise all types of carers including rural parts of the County	Lead practitioner/ health including ICB and LPT/ commissioned provider / carers/ HR/ comms/ commissioning officer/ lead commissioner / carers lead (new post)	TBC
Priority 1	Valuing, listening and involving our carers	- Involve carers with organising annual carers week and carers rights day events - Giving carers a voice and to be listened to including: LCC staff and key partners listening to carers including their caring journey and what is best for their cared for person - Carers being involved with key decisions for their cared for person - Carers being involved/ having a say with shaping and developing support at Leicestershire County Council	Carers lead (new post) / Carers/ commissioning officer/ lead commissioner/ commissioned provider/ LCC staff/	TBC

Action Area (LLR Priority Area(s))		Description	Key Strategic Lead	Timescales
		- Engage and consult with carers on the new commissioned support for carers service when it comes to an end	key partners including health	
Priority 2	Improve the support for carers	- Work closely with health colleagues to offer accessible appointments for carers - Carers across Leicestershire should be able to receive the same level of service - Ensure Carers know what services they can access - More health professionals to support carers including regular health checks for carers - Carers are able to balance their caring responsibilities and have a life outside of caring - Work with local business to support and develop carer friendly communities to allow carers to connect with other carers - LCC working carers are better supported balance their work and caring responsibilities, this includes reviewing the Carers Leave Act 2023 to allow carers to work flexibly - Work closely with LCC HR to look at supporting LCC working carers with taking up paid leave rather than unpaid leave - LCC HR and local businesses and organisations to support working carers by increasing awareness of carers in their workforce	Health (including ICB and LPT) / LCC staff/ HR/ commissioned provider/ lead commissioner/ commissioning officer / Carers lead (new post) /	TBC
Priority 2	Improve information and advice to carers	- Commissioned service to provide out of office hours to support working carers - Ensure information and advice for carers is accessible for all including: digitally and non-digitally means and easy reads - LCC staff and key partners are able to provide accurate information and advice and help carers to understand information that is provided to them - Commissioned service to provide general information and advice including benefits, financial advice and planning for the future - Training to be provided to new carers including: manual handling techniques, caring for someone with dementia, e-learning modules for carers - LCC carers pages are reviewed regularly with carers to ensure information and advice is up to date and accurate	Commissioned provider/ comms/ LCC staff/ key partners/ LCC learning and development/ LCC digital team/ comms/ lead commissioner/ commissioning officer / Carers lead (new post) /	TBC

Action Area (LLR Priority Area(s))		Description	Key Strategic Lead	Timescales
Priority 3	Improve carers health and wellbeing	- Work closely with LCC Heritage Team to offer annual local attraction offer carers to have a break from their caring responsibilities - Work closely with LCC Adult Learning to look at activities to help carers with their health and wellbeing - Increase number of carers groups to ensure carers are able to connect with other carers and minimise isolation - Develop carer friendly communities including 'carers connecting with a cuppa' within their communities to allow carers to connect with other carers to minimise isolation and feeling lonely - Provide support to carers who want to attend carers group but do not have facilities in place to do so - Continue to work with Care Tech to support cared for person to be independent and remain at home and allow carers flexibility to take time away from caring responsibilities	Heritage team/ adult learning/ commissioned provider/ commissioning officer/ lead commissioner/ care tech team / Carers lead (new post) /	TBC
Priority 3	Improve respite offer for carers	- Increase the respite care opportunities for carers to access respite to allow them time away from caring responsibilities to maintain their mental health wellbeing - Carers to have regular respite breaks prevent carer strain/ breakdown.	LCC staff/ care pathway carers lead	TBC

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Priority 1: carers are recognised, valued and listened to and supported to continue caring

Priority 2: carers are provided with accurate, timely and relevant information and advice

Priority 3: Carers are supported with their wellbeing and access to services when needed

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