

BUCKINGHAMSHIRE JOINT CARERS STRATEGY 2010 -2013

The Way Forward and the Four Big Ideas

From consultation and workshops held in 2009, four 'Big Ideas for Action' have been developed. The four big ideas set out the broad strategic shifts that we want to see in the way services are delivered by the end of the lifetime of this commissioning strategy.

Each big idea sets out the case for change, which draws on the earlier sections of this commissioning strategy; examples of models of best practice; the likely impact of the change on performance; how the commissioning priorities will be funded and the most effective commissioning approach required to deliver the change.

Each big idea sets out the commissioning and decommissioning priorities of action year on year. This document is a high level commissioning strategy setting out the direction of travel for stakeholder organisations. The detail behind each of the priorities will need to be developed as well as the decision making process that is required from both commissioning organisations as we work through the priorities in the document. What we will expect to see in 2013

The big ideas set out in this strategy are similar to those objectives as set out in the National Carers Strategy for delivering the following desired outcomes for carers:

Outcome One:

Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role

Outcome Two:

Carers will be able to have a life of their own alongside their caring role

Outcome Three:

Carers will be supported so that they are not forced into financial hardship by their caring role

Outcome Four:

Carers will be supported to stay mentally and physically well and treated with dignity

Outcome Five:

Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive to enjoy positive childhoods and to achieve against all the Every Child Matters outcomes

- **Therefore by 2013 we will see:**

- **More carers being respected as expert carers**
- **More carers being able to have a life of their own alongside their caring role**
- **More carers supported without experiencing financial hardship due to**
- **their caring role**
- **More carers supported to stay mentally and physically well**
- **More young carers being protected from inappropriate caring and enjoying positive childhoods**

Under each big idea is listed the outcome or outcomes of the national strategy it will contribute to.

BIG IDEA 1 - Improving information for carers

This will meet objectives in the National Strategy under Outcome One:

Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role.

Information which is easily accessible and digestible in a way that meet the tailored needs of carers, can be a powerful way of empowering carers to access the services they need.

We will develop a co-ordinated approach between organisations, providing carers services, to improve the range and provision of information for carers. Information will be provided in an accessible and easily comprehensible way. Access to services, advice and advocacy relies on good and timely information, making improvements in the awareness of carers also requires good targeted information that reaches into non-traditional areas such as staffing and employment policies of large employers.

Case for change

There is no standardised information for carers or agreed approach between responsible organisations on the range of information to provide. This has led to duplication of effort and of funding in producing the information between the organisations involved. Information delivery is also variable across the county.

Multi-agency cooperation and agreed co-ordination of approach is needed on making available a variety of accessible and relevant information. Information must be consistent throughout the county and the range of organisations producing it must be enlarged to reflect the full spectrum of organisations working with carers.

Commissioning Implications

Year 1

- Form a multi-agency information sub-group (ISG) to develop an information and communication strategy
- Work with all partners to standardise information to ensure the same message is going out from all organisations
- Implement information strategy
- Assess the effectiveness of traditional and new ways of delivering information

Year 2

- Review information strategy and adjust in the light of experience and new priorities identified

BIG IDEA 2 – Improving recognition for carers

This will meet objectives in the National Strategy under Outcome One:

Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role. This also relates strongly to Big Idea 1 and the reliance on information at key points in the system.

The case for change

It is part of the new National Carers Strategy to promote recognition of carers and to define an accepted term for carers. Locally we will do this by challenging the misuse of the word “carer” and integrating the need for greater recognition of the carers’ role within the information strategy.

The need for recognition of the carer as a partner in care was underlined by local consultation events. Regular comment from carers stated that their experience of the carer’s assessment was that it was not treated as a dynamic document and that they were not consulted enough in the care planning and review process.

Commissioning Implications

Year 1

- Commission training to raise awareness among workers across health and social care on their responsibilities toward carers
- Undertake initiatives with those responsible for facilitating participation to ensure carers have full representation on decision making and
- advisory bodies within statutory organisations
- Develop actions to improve processes within care management teams that will increase the number of carer assessments, produce more
- clearly defined care plans and regular reviews

- Work with Carers Bucks to shift the emphasis of work with working carers
- to reaching large employers to enable them to develop carer-friendly policies and be aware of the carers in their workforce.

Year 2

- Undertake actions to ensure systems that identify and support carers who visit GP surgeries and medical centres are working
- Continue to commission training to be delivered to GPs and front line health workers within NHS Buckinghamshire's community services
- Review the impact of the health worker awareness training
- Review the impact of the working carer initiatives

BIG IDEA 3 – Improving support for carers

This will meet objectives in the National Strategy under Outcome Two:

Carers will be able to have a life of their own alongside their caring role; and under Outcome Three: Carers will be supported so that they are not forced into financial hardship by their caring role; and under Outcome Four: Carers will be supported to stay mentally and physically well and treated with dignity

The case for change

We need to build on previous successful work in supporting carers by providing a more integrated response from organisations to support more carers. A foundation of support has been laid down with the funding of a single carers centre which is now well known and respected. This provides a platform for other organisations to follow by learning lessons from others and improve or develop policies and projects to support carers through their organisations in a more co-ordinated way.

Commissioning Implications

Year 1

- Set up a training group with all providers of training to develop a carers training syllabus and prospectus aimed at current and new carers and including those from BME groups
- Continue, in conjunction with OBMHT and Carers Bucks, training for carers of people with a mental health issue
- Continue with the cross-organisation training programme including the Alzheimer's Society coordinated sessions
- Identify appropriate support systems for BME (British Minority Ethnic) carers
- Develop a business case with the NHS Buckinghamshire to look at ways
- of improving the health of carers, including the offer of annual health checks and training on manual handling
- Develop a joint plan for improving the quality, choice and availability

of carers breaks

- Develop a joint plan for supporting carers in transition from social care to health care and vice-versa.
- Develop and promote ways to support working carers in maintaining their employment, including information/support that can be provided through the Council and NHS
- The Council and the NHS Buckinghamshire to review their own employment policies to identify ways in which to make their respective organisations more carer friendly
- The Council's Welfare Rights Service and Carer Centres to maximise carer income / reduce carer expenditure through advice/information/signposting on financial matters
- Develop a plan with carer organisations to provide better support for older carers during bereavement
- Develop a joint plan around supporting carers concerning admission to and discharge from hospital

Year 2

- Review training syllabus
- Develop new support groups for BME carers and maintain current groups but with improved attendance
- Continue, in conjunction with OBMHT and Carers Bucks, training for carers of people with a mental health issue.

BIG IDEA 4 – Improving independence and life chances:

This will meet the objectives in the National Strategy under Outcome Two: Carers will be able to have a life of their own. We will initiate opportunities for carers to have a life of their own and to make it possible for carers to take up those opportunities.

The case for change

Carers have been well supported in many ways in Buckinghamshire since the launch of the first carers' strategy in 1999, but until recently the emphasis has been on the carer as provider for the cared-for. Local evidence from surveys and engagement through carer organisations indicates that carers are missing out on opportunities to develop as people and to pursue careers, training and education. Younger people are facing lifelong consequences of missed training and education, people in midlife are missing out on promotion or career advancement and older people are having their days of retirement taken away from them. There is a need for more support to carers to enable them to overcome the inequality that their role puts on them.

Commissioning Implications

Year 1

- Provide a comprehensive programme of carer respite opportunities available to relieve carers periodically of their caring responsibilities
- Develop new partnerships with Job Centre Plus, employers, District

Councils, educational establishments and leisure providers to extend the possibilities for carers to have a life outside caring

- Raise awareness of carers and the help that employers can give to them by simple work and working hours adjustments. This is linked to the general recognition of carers in the community both by themselves and others.
- Learn lessons from existing successful schemes in Buckinghamshire
- Hospitals Trust and OBMHT in supporting carers with developing their educational, working and training opportunities

Year 2

- Review progress and continue with successful approaches.