

Carers at the heart of 21st century families and communities

Chapter 2: Integrated and Personalised Services			
What the strategy says / commitments	Timescale	Implications for social care	Implications for Sunderland
Pilots to run over the next 3 years to look at the ways in which primary care trusts can better support carers, with local authorities and Third Sector	Short term commitment	To be aware if Sunderland is to be a pilot area and ensure links are established across PCT, local authority and third sector	Potential for Sunderland to be pilot area Need to ensure mechanisms for communicating across organisations are in place
Funding to be available nationally over the next 3 years to build capacity in the Third Sector at a national and local level to support carers	Short term commitment	To be aware of how and when funding is available and what it is to be used for To clearly identify the organisations that exist in the city that support carers	Commissioning organisations to have a clear understanding what carer support organisations exist within the city
Investment into training a range of professionals in local authorities to support carers more effectively in their day to day dealings and when making commissioning decisions at a local level	Short term commitment	Need to ensure workforce are sufficiently trained to deal with carers and to involve them in commissioning decisions Implement Putting People First Workforce Strategy To understand how the training will be carried out i.e. will an organisation be commissioned to carry out the	Need to ensure wider local authority staff are trained sufficiently and understand the needs of carers Implement Putting People First Workforce Strategy 4 council staff attending Third Sector Commissioning Programme, which includes a

		training	focus on carers
Provision of an information service, via a website and single national telephone number enabling easy access to a range of comprehensive information. To be in place by Spring 2009	Short term commitment	To ensure our information is included and that the information provided is comprehensive, accurate and up to date To ensure Starting Point is carer friendly	To ensure Sunderland's information is included and that the information provided is comprehensive, accurate and up to date
Establishment of Caring with Confidence – training programme for carers. To be available on face to face basis by August 2008 and distance learning by December 2008. To be targeted at carers who receive less support or who are isolated	Short term commitment	To understand how the training will be provided and how it can be accessed To use existing methods and develop more to identify hidden carers who could benefit from the training	Build on the success of Learning for Living Course To develop or further develop mechanisms to identify hidden carers who could benefit from the training To understand how the training will be provided and how it can be accessed
Funding to be committed over the next 2 years to ensure information is comprehensive, easy to access and up to date about the services available in each carer's local area	Short term commitment		
Explore possibilities around enabling carers to access specialist carers' services which can support them in a way that suits them	Longer term priority	To use Starting Point to communicate the specialist services that exist	Organisations to be aware of and communicate specialist services that exist for carers e.g. PIE
Where appropriate, consider offering carers with significant needs a lead	Longer term priority	To consider the need for a lead professional or whether to use an	Consider developing a pathway through services for the carer

professional to help carers access services and to ensure early intervention when circumstances change		already commissioned carers organisation to provide this role	and the services and opportunities they can access
Consider extending flexibility of the way personal budgets and direct payments can be used	Longer term priority	To ensure workforce are trained in offering direct payments and personal budgets and how they can be used	Can the current market meet demand/need?
The NHS Operating Framework published Autumn 2008 to set out how PCTs can work with local authorities to deliver short breaks for carers in a personalised way		To ensure local authority is linked in to this work with PCT at a significant level Ensure communication mechanisms in place across PCT and Local Authority	PCT to ensure it links with local authority Ensure communication mechanisms in place to avoid duplication of services and ensure that plans will meet local need
Common Assessment Framework to be developed for adults which will encourage self assessment for carers and the people they support. CAF to encourage close working between councils, the NHS, statutory agencies and the Third Sector		Care Management and Assessment Process to take account of Common Assessment Framework	To ensure a joined up approach across organisations and processes are in place to share information
£19 million to be invested between 2008-2011 to initiate and develop a transition support programme to improve transition planning and support from children's to adult services			

Chapter 3: A life of their own			
What the strategy says / commitments	Timescale	Implications for social care	Implications for Sunderland
Increased funding for carers - £150 million to be invested over the next 2 years in to breaks for carers allocated to PCTs	Short term commitment	To ensure links in place with PCT To ensure involvement of carers in commissioning process To ensure breaks reflect needs and what carers want	PCT to make best use of available resources – avoid duplication of existing services
A set of pilots to run over 3 years in local authorities to assess innovative approaches to the provision of breaks, their quality and their cost effectiveness	Short term commitment	Potential to be pilot site	
Dissemination on models of best practice on quality and innovative approaches to break provision, based on evidence garnered in the pilots	Longer term priority	To communicate results of pilot, if Sunderland is a pilot area	
Government to consider how to develop relationships between local authorities, Third sector and carer led organisations to make better use of these organisations and to provide carers with greater choice and control over the way in which services are provided to them	Longer term priority	15 Year Commissioning Plan to take account of carer led organisations and the Third Sector To ensure carers are involved in the commissioning process	Council's Commissioning Resource Framework to take account of carer led organisations and the Third Sector
Consideration of further increases in break provision, taking account of evidence about quality and outcomes	Longer term priority	Continue to obtain the views of carers about the quality of break provision and whether they continue to meet the needs of carers	Partners to develop mechanisms to obtain the views of carers about the quality of break provision

To give every person using social services, including carers, a personal budget		To ensure workforce are trained in offering personal budget and how they can be used to support carers	Partners to understand personal budgets and the benefits they can bring to carers
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Chapter 4: Income and employment			
What the strategy says / commitments	Timescale	Implications for social care	Implications for Sunderland
To review the flexible working definition of a carer	Short term commitment	To review flexible working policies in line with national review HR Depts to be aware of potential changes	To review flexible working policies in line with national review HR Depts to be aware of potential changes
Awareness raising campaign for employers around the right to request flexible working	Short term commitment	HR to be aware of potential changes and react to any policy changes	HR Depts to be aware of potential changes To be communicated through Sunderland Partnership
Produce a good practice guide for employers around supporting carers and integrating them into the workforce	Short term commitment	HR Depts to be aware of and respond to	To be communicated through Sunderland Partnership
Improve the support offered to a carer by Jobcentre Plus	Short term commitment	To ensure work around Employment Project includes carers	Jobcentre Plus to be aware of care services available across the city Jobcentre Plus to establish links with Carers Strategy Group
Ensure that skills training is provided in a flexible manner so that it is accessible for carers	Short term commitment	To be aware of training and education opportunities in the city to enable effective signposting by assessment staff	Sunderland Partnership members to review the accessibility of their training education opportunities
Review the structure of the benefits	Longer term	Maintain overview of national	Maintain overview of national

available to carers in the context of wider benefit reform and the fundamental review of the care and support system	priority	developments and respond when appropriate (Benefits and Assessment Team)	developments and respond when appropriate
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Chapter 5: Health and well-being			
What the strategy says / commitments	Timescale	Implications for social care	Implications for Sunderland
Piloting of annual health checks for carers in PCT areas	Short term commitment	To link into any PCT developments and ensure referral routes into adult social care are in place	Potential to be pilot site
£173 million per year to 2010/11 invested into psychological therapies. Government to consider identifying Third sector projects offering emotional support to carers as a priority category.	Short term commitment	To be aware of local third sector carer organisations providing emotional support to carers and possibly to reflect agreed outcomes through grant assistance	PCT to understand what third sector partner organisations deliver to support the emotional needs of carers To have systems to identify carers within primary care who could benefit from psychological therapies or emotional support
To develop, pilot and evaluate a training programme for GPs	Short term commitment	To link into any PCT developments and ensure referral routes into adult social care are in place To monitor whether the training programme contains adult social care elements	Potential to be pilot site PCT to be aware of
To explore the possibility of providing replacement care to allow carers to attend hospital appointments and screening.	Longer term priority	To link into any NHS developments and ensure referral routes into adult social care are in place	How will the replacement care be provided and who will deliver it.
To consider providing carers across the country with annual health checks	Longer term priority	To link into any PCT developments and ensure referral routes into adult	PCT to be aware of

		social care are in place	
Develop a full training package for GPs depending of the result of the pilots	Longer term priority	To link into any PCT developments and ensure referral routes into adult social care are in place	
Discuss with GPs and other health professionals the measures which can be taken that will give a sharper focus to the distinct needs of carers	Longer term priority	To link into any PCT developments and ensure referral routes into adult social care are in place To ensure social care needs of carers are taken into account	PCTs to develop mechanisms for consulting with GPs and other health professionals - needs to link with the established Sunderland Exercise Referral Programme delivered jointly between SCC and STPCT. A pathway already exists that carers can access support programmes as a result of a referral from HCP
Establish the legislative or other requirements needed to enable carers to receive appropriate information especially in cases where mental capacity is an issue	Longer term priority	To be aware of and respond to any legislative changes	To be aware of and respond to any legislative changes
Information prescriptions to be used by health and social care professional to guide carers to relevant and reliable sources of information		To explore use of information prescriptions and ensure workforce are aware of relevant and reliable sources of information To ensure Starting Point is carer friendly (specific carers information)	

Chapter 6: Young Carers			
What the strategy says / commitments	Timescale	Implications for social care	Implications for Sunderland
Funding to embed support and guidance for young carers through the Healthy Schools Programme and to ensure tailored and up to date resources are available for staff to draw upon as part of their SEAL and PSHE programmes	Short term commitment		To link with Pathfinder work
Funding to support broader awareness raising across schools and other children's settings on caring in families and the issues this raises	Short term commitment		To link with Pathfinder work
Tailored training materials to be used with GPs and hospital discharge teams to build awareness and skills in dealing with young carers	Short term commitment		To link with Pathfinder work
Programme of work to ensure that the learning government draw fro existing young carers projects and other forms of support feeds into and helps shape the planning of provision in the future	Short term commitment		To link with Pathfinder work
Preventing children from falling into harmful levels of caring: further action to build effective joined up support around the family and the person cared for and to shift systems of support towards active prevention	Short term commitment		To link with Pathfinder work

An expanded programme of local and regional training on whole family working for staff in local services	Short term commitment		To link with Pathfinder work
Ensuring protections for young carers are fully embedded: further measures to be considered in the light on research findings over the next two years	Longer term priority		To link with Pathfinder work

Chapter 7: Implementation			
What the strategy says / commitments	Timescale	Implications for social care	Implications for Sunderland
Establishment of a cross government programme board	Short term commitment	Consider any developments arising from cross government board	Consider any developments from board
Module on carers in an Omnibus Survey	Short term commitment		
Inclusion of a question on carers in the 2011 Census	Short term commitment	To consider how to use census information is service planning and development	Consider communicating results of 2011 census to partners
A national carers' experience survey	Short term commitment	To develop mechanisms to measure carers experiences' of services	Ensure partners info is included
Review of the National Indicator Set to ensure that carers' experience of services is measured	Longer term priority	To develop mechanisms to measure carers experiences' of services	Ensure a multi agency approach to collecting experiences – perhaps through LINKs programme
<p>Key elements of the transformation of adult social care that relate to carers include:</p> <ul style="list-style-type: none"> • A new skills academy to improve the commissioning of services and leadership in social care, and local workforce development strategies to raise skills levels • The development of forums, networks and task groups, actively involving people who use services 		<p>To ensure transformation of social care benefits and involves carers.</p> <p>National Programme for Commissioners of the Third Sector includes Social Care Commissioners</p>	<p>National Programme for Third sector Commissioners includes Council wide representation – invite from IDEA also extended to PCT partners</p>

<p>and their carers to design and oversee the change to a personalised system</p> <ul style="list-style-type: none">• Support for third sector innovation and social enterprise		<p>Ensure Adult Social Care Partnership Board continues to be representative of carers views</p> <p>Social Enterprise to be included in Building capacity within the Third Sector re Commissioning</p>	
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