

Appendix

HHAS Scrutiny Panel: Supporting Carers in Sunderland: Policy Review recommendations 2013/14

Review Progress Summary				
● not on schedule	● on schedule	● undeliverable	● achieved	Total
1	1	0	2	4

Ref	Recommendation	Action	Owner	Timescale	RAG	Progress
A	That the Adult Partnership Board through the Carers Implementation Group considers the development of the frontline councillor role to enable members to identify and signpost carers in their local communities to the appropriate support or organisation.	<ul style="list-style-type: none"> Sunderland Carers' Centre to produce a regular Councillors' Update on National and Local Carers' Issues. 	Graham Burt	On-going	●	<p>The first E-Bulletin went to all Elected Members in Nov 2014 [Carers Rights Day] The next planned bulletin will be circulated in Carers Week 2015.</p> <p>City Hospital Sunderland (CHS) regularly contribute articles to the carers centre newsletter. A CHS 2014/15 Carers Annual Report will be produced in April/May 2015.</p> <p>Achieved and ongoing</p>
		<ul style="list-style-type: none"> Whole Family Approach presentation to be given at a Member Development Session 	GB/Pauline Forster	Date TBC		<p>Sunderland Carers Centre are now collecting data as to how many Elected Members refer carers into the services available at the Carers Centre.</p>
		<ul style="list-style-type: none"> Carers work to be included in the People Services Directorate Management Team programme of work so that updates are included on the Portfolio holders' brief 	PF/GB	October 2014	●	<p>Work in relation to Carers is included in the People Services Directorate programme of work so that updates can be provided as part of Portfolio holders' brief.</p> <p>Achieved and ongoing</p>

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B	That the Adult Partnership board develops, with partners, an awareness raising strategy to ensure carers can be identified as early as possible and that the strategy also promotes the reduction of stigma celebration of the caring role within the City	<ul style="list-style-type: none"> • Member organisations of the Adults Partnership Board (APB) will commit to raising awareness of carers within their own organisations and progress will be reported to the Board • A presentation on the carers work and the recommendation to develop an awareness-raising strategy will be delivered to the APB • An awareness campaign will be launched focusing on raising awareness of the benefits of being recognised as a carer. The campaign will be two-fold, targeting both front-line professionals and carers themselves. • Celebration of Carers of Carers events to be held: Carers with Talent Caring for Carers Awards. 	All partners Graham King/PF All partners GB	July 2014 July 2014 October 2014 June 2014	●	<p>APB member organisations carried out a number of activities to raise awareness of carers to raise awareness of the benefits of being identified as a carer including a 'Time Well Earned Exhibition' showing photographic images of Sunderland carers. The exhibition was on display in the House of Commons and a tweet was received from Sharon Hodgson, MP. The Head of Integrated Commissioning gave a presentation to the APB on the work of carers.</p> <p>Paul Stafford to consider care students at the college doing some work around self-identification.</p> <p>CHS changed their screen-saver during Carers' Week to raise awareness and encourage self-identification of carers' amongst staff. CHS regularly "tweet" carer related information. The Director of People Services will focus on recognition of Carers in his blog which will also outline the programme of events being held by partner organisations during Carers' Week.</p> <p>Plans for Carers Week in 2015</p>
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						<p>are – Sunderland Carers' Centre will be holding a Dog Show at their premises in Thompson Park.</p> <p>The dog show will highlight the social isolation of some carers who may feel isolated and lonely due to their caring role. This will also inform the current Scrutiny process around Loneliness and Social Isolation</p> <p>Sunderland Carers Centre will once again launch and co-ordinate the Annual Caring for Carers Awards.</p> <p>The awards recognise professionals who have supported carers in a unique way which has made a difference to the carers life.</p> <p>The Mayor of Sunderland and Portfolio Holder for Adult Services will attend the event organised by Sunderland Carers Centre.</p> <p>Achieved and ongoing - Carers Week is an annual event and some organisations are already starting to put plans in place for Carers Week 2015 as highlighted above</p>
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C	That the Carers Implementation Group investigates, through its stakeholder membership, methods to improve and maximise data collection from agencies and organisations relating to all carers in the city to build the information base and profile of carers across Sunderland	<ul style="list-style-type: none"> • Increase the number of carers that have been identified in the city through a range of mechanisms • Analyse the GP Referral Scheme figures, includes young carers, to monitor impact and to inform targeted approaches to recognising carers across different areas of the City 	Rachel Lumsden	March 2015	<ul style="list-style-type: none"> • 	The GP Referral Innovation Scheme has been put in place to improve the identification, registration and support offered to carers within the GP practice to encourage onward referral as appropriate. The outcome of the scheme is to ensure carers are adequately supported in their caring role. 51 GP practices have delivered the scheme, which has seen improvements in their carers registers, how practices identify carers, awareness training for staff, and a better referral system to Sunderland Carers Centre. Achieved
			RL/VF	May 2015		<ul style="list-style-type: none"> • Analysis of the GP Referral Scheme to monitor the impact of the approaches used will be undertaken and feedback shared with the Carers Strategy Implementation Group On schedule • Sunderland Carers' Centre will be investing in a new ICT system that will improve the data collection to be tailored to reporting outcomes. The new system will be able to identify themes and trends linked to

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						<p>carers. The intelligence gathered will also support carers with timely interventions, including referrals to other partner organisations who will be able to support with the meeting of the carers needs at an earlier stage and help identify any likely additional demands on services/provision in the future.</p> <p>Providing effective interventions at the right time can stop needs from escalating, and help people maintain their independence for longer.</p> <p>The Exercise Referral programme is currently under review and an application for funding to continue the programme has been submitted to the CCG. Once the outcome is confirmed the programme will undergo several changes with the emphasis being on those with long term conditions and reductions in hospital admissions.</p> <p>A question will be added to the referral form to clearly identify carers referred onto the programme.</p> <p>On schedule</p>
D	That the Adult Partnership Board	<ul style="list-style-type: none"> Develop mechanisms for 	All partners	On-going	●	The Carers Reference Group

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	<p>seeks to improve involvement with carers through providing the opportunity for carers to influence and comment on policies, strategies and service design and delivery</p>	<p>carers to be meaningfully involved in the early stages of influencing commissioning intentions and service design</p> <ul style="list-style-type: none"> Carry out an audit of what partner organisations are doing to implement the carers' strategy 		<p>September 2014</p>	<ul style="list-style-type: none"> <p>An action plan is in place to identify what partner organisations are doing to implement the carers' strategy. An audit of the actions being put in place and the identification to any gaps in service delivery as not taken place yet. A workshop is being held in April which will include a mapping exercise that will inform any work going forward. The multi-agency Carers' Strategy Implementation Group membership needs be reviewed to ensure that key representatives, including carers, work together to further improve information, advice and support available for carers'.</p> <p>Not on schedule</p> 	<p>already fulfils this function in CHS. The group met regularly during 2014/15. A Carer Centre representative is also a member of the CHS Dementia Strategy Group. A Carer Centre representative has been nominated as a representative on the new Sunderland Autism Partnership Board.</p> <p>Achieved and ongoing</p>
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						Consultation with carers to be held during Carers' Week taking a 'wish list' approach.
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