



# Carers at the heart of 21<sup>st</sup> century families and communities in Devon

A ten year partnership strategy  
for  
carers, statutory, independent and third sector  
organisations in Devon

2009-2019

## **Who is a carer?**

The 2001 census tells us that 1 in 10 of the population is likely to be a carer at sometime in their lives. Your primary identity might be of a young person, parent, sibling, relative, friend but your relationship may be in some way defined by the unpaid care and support the other person needs from you. For example, they may have a learning disability or long term health condition; you may provide practical, physical, emotional or personal and intimate care, without which their quality of life, health and wellbeing would be at risk – you are a carer.

The Department of Health define a carer as some one whom:

‘spends a significant proportion of their life providing unpaid support to family or potentially friends. This could be for a relative, partner or friend who is ill, frail, disabled or has a mental health or substance misuse problem’ (DH Carers Strategy 2008)

A leading charity, The Royal Princess Trust for Carers and the Royal College of Physicians extend this to provide further definition (2007):

‘A carer is some-one who, without payment provides support to a partner, child, relative, friend or neighbour who could not manage without their help. This could be due to age, physical or mental illness, addiction. A young carer is one under the age of 18 and carries out significant caring tasks and assumes a level of responsibility for another person that is inappropriate to their age’

You may or may not be a carer now; you may be a health or social care professional. You may be in the business of supporting unpaid carers or looking to develop services or to volunteer to support carers; this strategy sets out the commissioning intentions for the next ten years, to support carers to continue doing what they do well and to have a life outside of caring.

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## Introduction

This strategy seeks to build on Devon's history of strong carer involvement and partnership working. It aims to set a framework by which decisions can be made, services for all carers can be developed, monitored and implemented and achievements can be celebrated.

In 2008, the Department of Health set out their strategy for the provision of services to family care-givers with a vision to provide: 'A caring system on your side. A life of your own.'

This vision came with the commitment that:

'By 2018 carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individuals' needs, enabling carers to maintain a balance between their caring responsibilities and a life outside of caring, whilst enabling the person they support to be a full and equal citizen.'

The Devon Carers Strategy seeks to achieve the five strategic outcomes set out by the Department of Health (DH).

<b>Supporting strategy outcomes:</b>	<b>Tick</b>
Carers supported to have integrated and personalised services	√
Carers will be able to have a life of their own alongside their caring role	√
Children & Young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive	√
Carers will be supported to stay mentally and physically well	√
Carers will be supported so that they are not forced into financial hardship	√

During 2007/08, Devon County Council and Devon Primary Care Trust undertook a Devon - wide public consultation with regards to a Joint Strategic Needs Assessment. Devon carers contributed and influenced the direction of: 'The Way Ahead: five years of improvement', in which the importance role of carers of all ages has been given recognition, and a commitment made to ensure that carers in Devon have a caring system on their side and a life of their own. This is also reflected in the fact the improving support to carers has been included as part of the World Class Commissioning Outcomes framework for NHS Devon.

Both nationally and locally, there is a deepening commitment to improve the experience of carers which requires a collective response from carers, statutory, independent and third sector organisations.

The development and launch of this strategy has been worked in parallel with a bid to the Department of Health to pilot the provision of health and wellbeing checks for carers. The strength of the local partnership working and project management approach has secured £800k of additional funding over the next two years to support this programme of work, which will enhance our ability to:

- Identify more carers
- Provide carers with a structured consultation to consider their own health and wellbeing
- Increase recognition of and support to carers in GP Practices
- Improve carers choice and control
- Promote Devon Carers Link Membership and take up of preventative/early intervention services
- Narrow inequalities

### **The Carers (Equal Opportunities) Act 2004**

This Act was a significant landmark in the recognition of the rights of carers. It came into force in April 2005 and places a duty on the Local Authority to assess the needs of individual carers, including their needs in relation to work, education and leisure. The Act also places a duty on the NHS, local education and housing authorities to give consideration to the needs of carers. The subsequent White Paper: Our Health, Our Care, Our Say (DH 2006) and Practice Base Commissioning guidance (DH 2007), steers the way towards a new role for the NHS in the joint commissioning of breaks for carers.

In response to the Act, the partners of 'Carers in Devon' set out a mission statement:

'Carers in Devon partner organisations recognise and value the contribution carers make to society. We are committed to working together with carers to provide quality, accessible advice, information and support to enable carers to:

- Carry out their caring role
- Be active members of the community
- Lead fulfilling lives'

Despite organisational change, the following achievements demonstrate that the commitment articulated in this mission statement has stayed true:

- The voice and contribution of carers has continued to be heard and respected
- Strong carer involvement through generic and specialist forums
- The continued delivery of Devon's 'Learning to Involve' programme, including the 'Real Lives programme co-produced and co-delivered with Carers
- An active voluntary sector committed to finding and developing new ways to support carers
- A Devon-wide Carers Link providing support and advice to 5000+ carers on a regular basis
- An alert card & contingency planning scheme to provide peace of mind for carers in the case of emergency
- Improved health & wellbeing for carers supported through five GP practice pilots

- The appointment of a Joint Planning & Strategic Commissioning Manager – Carers
- A Health Needs Assessment for Carers: Young People and Adults in Devon, published Dec 2008
- A successful 'Devon Carers' public campaign, significantly increasing the number of carers coming forward for support

There are also particular areas that carers, health and social care professionals and voluntary sector organisations supporting carers have highlighted that need review and action taken including:

- Historic contracts funded through the carers grant
- Carer Support Worker roles
- Carer assessment process
- Opportunities for voluntary sector development in the light of the new Devon-wide Carers Link
- Respite care

### **Local policy context**

The Devon Carers Strategy has been developed in the context of the joint strategic needs assessment for Devon. In particular these include:

- The Way Ahead: Strategy to delivery. Health & Social Care in Devon 2008-2013 (Nov 2008)
- A Health Needs Assessment for Carers: Young People and Adults in Devon (Public Health 2008)
- Annual Public Health Report 2007/08 (Devon PCT and DCC 2008)

However, the delivery of the strategy is interdependent with other delivery plans and strategies. A list of these can be found in Appendix 1.

## Values & Principles

### Vision

**Carers in Devon will be able to maintain a balance between caring responsibilities and a life outside of caring and the person they care for will receive the best possible support**

1. The guiding principle is to embed a pro-active, targeted and flexible support system across all sectors of the NHS, County, District, Town and Parish Councils to enable carers to access relevant services that support their physical and emotional wellbeing.
2. Carers providing regular and substantial care have a right to expect that their needs will be taken account of, including a right to access or maintain work, education and leisure activities.
3. Partnerships with, and development of, local voluntary sector organisations will underpin the provision of advice, support and services to carers.
4. Carers will be supported to maintain their mental & physical wellbeing and will be treated with dignity.
5. The values articulated in: Putting People First (DH 2008) will equally apply to the commissioning of services for carers.
6. Carers will be involved at all stages of the commissioning cycle in determining & developing services that enable them to have a life of their own alongside their caring role.
7. Resources will be distributed in a way that promotes fairness & equality, and positive action will taken to reduce the inequalities that carers can experience as a result of their caring role.
8. The ethos of 'Think Family' will be positively promoted to ensure that:
  - a. the needs of all families and of all individuals within families, particularly those at risk are consistently reflected in the delivery of services
  - b. Recognition is given to carers providing care in complex social context where there may be multiple carers and multiple care needs.
9. Children and young people will be protected from inappropriate caring and have the support they need to learn, develop & thrive, to enjoy positive childhoods and to achieve against all the Every Child Matters outcomes.
10. Carers will be supported to maintain a work & life balance and / or have access to local benefits entitlement advice to prevent them being forced into financial hardship by their caring role
11. Carers will be acknowledged as the key contributors to the process of determining the needs and views of cared for people who may lack the capacity to make their own decisions, and to the subsequent decision-making processes which need to be taken in that person's best interests
12. Family members and carers will be treated as experts and care partners other than in circumstances where their views and aspirations are at odds with the person using the service or they are seeking to deny a family member the chance to experience maximum choice and control over their own life.

## **Reducing Inequalities**

Reducing inequalities is a key strategic aim of Devon PCT and Devon County Council. The aim of this section is to identify the inequalities that may be experienced by Carers in Devon and to inform a ten year action plan to reduce them.

It is important to note that when compared to the general population, all carers are identified as a disadvantaged group. This is specifically in relation to the caring responsibilities that they undertake, which may restrict their ability to pursue their own preferences for work, education and leisure and which by necessity reduces their time for looking after their own health. Targeted resources are required to support carers to balance their caring responsibilities with a life outside of caring in order to reduce the inequalities they experience due to their caring role.

Within the general population of carers, there are also groups of carers who for a variety of reasons are harder to reach, or who have difficulty in accessing the services they need. Health and social care organisations have a duty to appraise all services that are provided, in the light of relative inequalities that exist and to take positive action to reduce these inequalities; this process is known as the equality impact and needs assessment (EINA). The process should take account of age, disability, gender (including transgender), race / ethnicity, religion / belief, sexual orientation, human rights and other relevant socio-economic factors (Devon County Council EINA Toolkit).

There are a number of ways in which carers in Devon have contributed to the EINA process as the Devon Carers Strategy has been developed, resulting in the following:

### **Devon Carers Health Needs Assessment (Dec 2008)**

The Devon Carers Health Needs Assessment describes the profile of carers in Devon, some of the support mechanisms in place, the specific needs affecting carers, the impact of the changing demography of Devon, and the health inequalities that exist. With regards to targeting resources the report recommends:

Carer support should be particularly targeted at carers who are:

- Caring for more than 50hrs per week
- Over the age of 65
- Caring for someone with a deteriorating physical condition or with mental health problems
- Making the transition from caring for a child in transition to adulthood
- Caring for someone at the end of their life

### **Carers Critical Impact Model (March 2009)**

Work undertaken at the carers grant workshop in March 2009 has resulted in the development of a Carers Critical Impact Model (Appendix 2). This model

can be used as a tool to aid understanding of the impact any proposed service developments may have on family care givers. It takes account of the need to appraise the psychological and social impacts on a carer's life that transcend the number of hours that a carer may provide care. The model will be used to assist in the mapping of services provided for carers as part of this strategy and can also be used to help plan future service developments for the cared for by prompting the questions:

- a. How will carers be affected by the proposed change?
- b. Which carers will the change affect?
- c. How can carers be involved in the commissioning cycle?
- d. What new information and support do carers need through the change and as a result of the change?

### **GP Carers Project – Final Evaluation (Donnellan H May 2009)**

Carers in Devon participated in a research evaluation study, as part of a pilot project to increase carer awareness and support to carers by GP practices. The General Health Questionnaire (GHQ) was used to measure the impact of the new services on four aspects of carer's health:

1. Physical
2. Anxiety and insomnia
3. Social and personal
4. Depression and mental health

Through answering questions on each of these aspects, the evaluation showed that carers who experience the most stress are likely to share the following characteristics:

- Female aged 60-64
- Caring for 1-5yrs
- Caring for their spouse
- Caring for more than 30hrs per week

The reliability of the results is increased by the use of a nationally validated research tool and that the study sample of carers participating correlate well with the general population of carers. If you would like to read the full report it can be found at: <http://www.devon.gov.uk/index/socialcarehealth/carers.htm>

### **Acknowledgement**

It is important to acknowledge some of the tensions and complexities that have surfaced in discussions about reducing inequalities that remain unresolved. These issues are important and will continue to inform, shape and develop our understanding of the needs of carers in Devon:

- Quantifying the 'burden of care' by the impact of the caring role on the carer's health and wellbeing rather than by the number of hours spent caring
- Understanding the difference between the life adjustments of a carer who has supported a child with additional needs or learning disability,

into adulthood and a carer whose life adjustments have been necessitated by the onset of a long term condition (s) in later life.

- The need to recognise difficulties beyond the investment of resources e.g. to make systems and processes simple and to enable carers to feel they have been treated with dignity and respect.

A summary of the inequalities identified can be found in Appendix 3.

## **Enablers**

### **Joint (Health and Social Care) Commissioning**

The last three years have seen major changes to the commissioning arrangements between Devon PCT and Adult and Community Services. This has brought about the integration of staff across health and social care in commissioning and provision, which has strengthened the ability of the statutory agencies to work in partnership in their support of carers. Carer involvement in the restructuring has brought about the appointment of a Joint Planning and Strategic Commissioning Manager with responsibility to work with and across all service user groups with carers and commissioning colleagues in Children & Young People's services, Adults with Physical & Sensory Disabilities, Older People, Older People Mental Health, Mental Health & Learning Disabilities, with Practice Based Commissioners, and with the Voluntary Sector to drive the agenda forward; in particular to strengthen support to carers by the NHS & GP Practices and to extend the reach of the Voluntary Sector.

The delivery of the Carers Strategy will be programme managed through the carers involvement framework, aligned to the ACS 'Putting People First' Programme and NHS Devon Transformation Programme; detailed action plans for each part of the strategy will be published separately.

Devon County Council (Adult and Community Services (ACS) Directorate), and Devon PCT have a non-ring fenced resource allocation in their baseline to support the delivery of the strategy. The impact of the current economic recession will change the context for public spending with the budget announcement in April 2009 assuming that spending growth will increase by an average of 0.7% in real terms; this is the lowest prospect for three years growth since the period April 07-March 2000. The specific implications for NHS Devon and Local Authority are not yet known but if public spending impacts on government departments evenly and inflationary pressures are taken into account, funding will reduce in real terms, thus we will need to reassess the scale, pace and methods of change to achieve the strategic visions set out in this strategy.

Local allocations of health and social care resources are subject to prioritisation of need across a range of competing priorities, and based on comprehensive health need assessment, the requirement to meet strategic objectives and to achieve financial balance. Carer support is integral to many of the services that ACS and NHS Devon currently commissions and any resource allocations need to be considered in this context.

At the point of publication, NHS Devon is undertaking a refresh of the strategic plan and defining ways in which work will be undertaken to transform community services. Both these plans hold a commitment to support carers to have a break and to develop joint plans with social care, and integrated budgets to achieve this.

Adult and Community Services have ring-fenced their allocation to maintain and develop the commitments in the previous 'carers grant' (1999-2004); this has been historically provided to enable the discharge of their statutory duty to carers outlined in the Carers (Equal Opportunities) Act (see page 5).

The following table includes indicative allocations:

	09/10 £m	10/11 £m
Devon County Council	3.402	3.654
PCT (Indicative) <sup>1</sup>	0.690	1.365
DH Demonstrator Site funding	400	400
<b>TOTAL</b>	<b>4.492</b>	<b>5.419</b>

### Devon Carers Link

The Devon Carers Link is jointly commissioned as a county-wide service to:

- Initiate ways to identify new carers, in particular harder to reach carers, in order to contribute to the reduction of inequalities
- Maintain a data-base of and provide timely and up-to-date advice, information and appropriate support to its members
- Work in partnership with local voluntary sector organisations to help strengthen support to carers in their local communities and thus reduce isolation
- Provide a structure of generic carer involvement (irrespective of the needs of the person they care for) in all stages of the health and social care commissioning cycles, whilst ensuring appropriate links with specialist carer engagement forums
- Develop and provide training opportunities with and for carers
- Work with commissioners to identify development opportunities that support service improvement
- Support carers to be able to take a break from caring through the administration and continuous development of the following services:
  - Take-a-break sitting services
  - Flexible Grants Scheme
  - Contingency planning and emergency response cards

For further information on any of the above, or to join Devon Carers Link please ring: 08456 431 341 or visit: [www.devoncarerslink.org](http://www.devoncarerslink.org)

<sup>1</sup> Source: Princess Royal Trust for Carers 2008

## **Devon Young Carers and Discplus**

Devon Young Carers is a jointly commissioned, county wide project that:

- Supports the identification of young carers
- Provides information support and advice to young carers
- Provides regular group activities and short breaks for young carers
- Supports the common assessment process

Disc plus is Devon's special needs and family information service. This service is jointly commissioned to provide a single point of contact for parents and young carers who need information relevant to their circumstance including information about education, health and social care.

To receive this information service please write to: DISC, Kingfisher House, Western Way, Exeter, EX1-2DE or ring: 0800 056 36 66 or visit: [www.devon.gov.uk/discplus](http://www.devon.gov.uk/discplus)

## **Governance and Accountability**

Local arrangements for governance are linked to national performance measures which are dictated and monitored by the Care Quality Commission and the Department of Health. Work has been undertaken to bring together all the performance measures for carers into one report to enable Carer Chairs and Senior Managers to review on a quarterly basis; this is in addition to the usual internal reporting through NHS Devon, Adult and Community Services Management Teams, and the Local Strategic Partnership. The measures can be found in Appendix 4.

The Devon Carers Strategy will have an action plan and financial plan to ensure its delivery. This is described in a separate document.

The Generic Carer Involvement Framework is at the heart of the governance framework for delivery of the Carers Strategy and serves to strengthen the partnership working between carers, Commissioners and Providers of carer support of all carer groups.

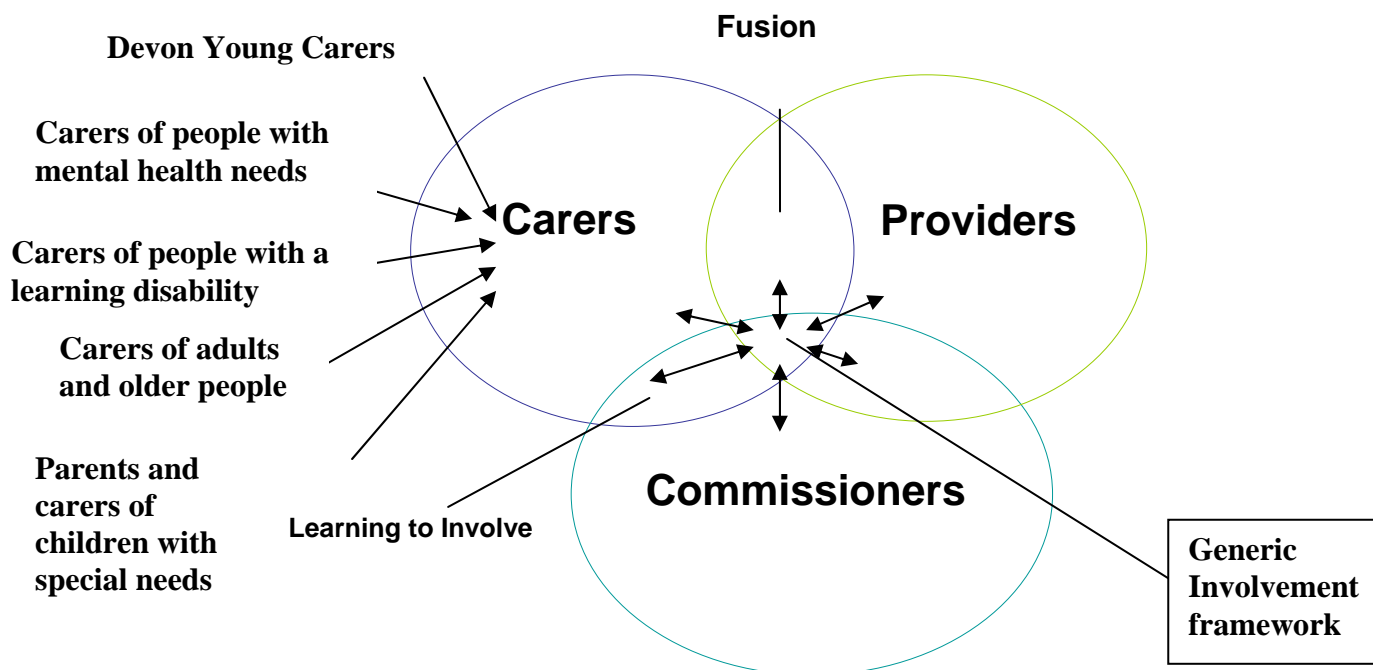
The Devon Carers Involvement Framework is a generic framework, open to any carer irrespective of:

- The number of hours spent caring;
- The caring tasks performed;
- The age of the carer or cared for;
- The specialist needs of the person cared for.

The interface between the generic carers involvement framework and specialist carer forums that exist is an area for continuous improvement. These forums include:

- Parent Carer Voice
- Devon Young Carers;
- Learning Disability County Carer Forum;
- Mental health Carers Reference Group.

**Relationship of carers involvement framework to other key partners.**



The Carer Chairs and Senior Managers\_Group is the accountable Group for delivery of the Carers Strategy.

- Members have a responsibility to ensure that relevant information is fed back to
  - Carers within specialist and generic forums
  - Health & Social Care Senior Management Teams
  - Health and Social Care Chief Officers Group
  - The Stronger Communities and health Improvement Group
- A standing agenda is being developed for this meeting to include:
  - Performance report
  - Strategy Progress Report
  - Report from Carers Link
  - Reports from County Carers Forum & Locality Management Groups

The Devon Carers Strategy Programme Board will be the responsible Group for the delivery of the carers strategy

Membership will comprise multi-agency representatives who can:

- i) Instigate organisational and operational change to deliver the objectives of the strategy
- ii) Assign appropriate funding and resource to deliver the outcomes of the strategy

To ensure that carers views are represented on the board, the position of Senior Responsible Officer will be a role undertaken by:

- The Chair of the Carer Chairs
- Director of Strategic Commissioning
- Director of Adult and Community Services

The Health and Wellbeing Checks Programme Board is a necessary requirement of the DH to ensure that the aspirations in the demonstrator site pilots are realised. The board will report progress to carer chairs and senior managers on a quarterly basis and the programme manager will be a member of the carers Strategy Programme Board to ensure links that ensure the sustainability of the programme post the DH demonstrator funding period.

## **Partnership Working**

### **Vision**

**Carers, Public, Independent and Voluntary Sector organisations in Devon have a clear understanding of their respective and potential roles in supporting carers, and the means by which they collaborate in developing those roles**

#### **Key features:**

- A cohesive approach across government departments, GP Practices and the voluntary sector supporting carers and their families in their local communities, including specialist children assessment centres and schools and other services for young people
- Local community based support ensuring access to non-statutory, responsive and flexible carer support and information services
- Pivotal role of GP Practices, health hubs and community development initiatives
- NHS Carer Champions
- A Devon Compact: memorandum of agreement between Devon Primary Care Trust, Devon County Council and Devon Voluntary Sector Organisations
- Shared understanding of market development needs
- Joint approach across Children and Adult Services to support transition
- Carers treated as expert partners in care including
  - Long term conditions management
  - In-patient care and discharge planning arrangements
  - End of life care
- Development of links between voluntary sector organisations and health and social care teams, including GP Practices to support carers

#### **Key links**

- All other strategy areas
- Devon Association of Council Voluntary Services (DACVS) & Volunteer Centres
- Links/Fusion
- Provider development forums
- Transport

#### **Expected benefits:**

- Enhanced carer support through a fair system of funding
- Increased ability to bring additional resources into Devon to support carers
- Increased capacity to provide local carer support and information
- Increased morale of volunteers/valued and supported
- Shared ownership of delivery plan

## **Information, advice and support**

### **Vision**

**Consistent Information, Advice and Support to Carers is readily accessible, timely and relevant to their need**

#### **Key features:**

- Who Cares? Postcard widely available for people to self-identify as a carer
- Fact sheets on key topics providing essential information for carers and in accessible formats that take account of age, language and disability
- Carers Link quarterly newsletter for local and Devon – wide information
- Carers Commissioning Bulletin – feedback on development of Carers Strategy, reports against action plan and other commissioning information relevant to carers
- Disease specific information for carers to inform their caring role
- Carers Link website, Primary Care Trust & Devon County Council Carers pages with links to other local and national relevant web sites
- Positive press releases and publicity re: new projects and developments

#### **Key links**

- All other strategy areas
- Discplus – Special Needs Family Information Service
- Devon Carers Link, Devon Young Carers and other local voluntary sector organisations supporting carers

#### **Expected benefits:**

- People who are providing unpaid care come forward for carer support
- New carers find information about caring and support with ease
- Reduction in inequalities for harder to reach groups
- Increased uptake of carer assessment and provision of support services
- Increased membership of Carers Link and uptake of flexible grants
- Carers feeling supported when they act as advocates, appointees, guardians and deputies when the person they care for is without mental capacity to make decisions themselves

## **Support to Carers**

### **Vision**

**Every carer has a named worker in their community, who through a range of activities is able to respond to their individual emotional and/or practical needs.**

#### **Key features:**

- Local support relevant to the carer's individual and family needs including:
  - Independent Advisory Services
  - Emotional and practical support
  - Provision of information and signposting
  - Face to face contact
  - Access to carer support groups
  - Access to local events that enable carers to relax and unwind
  - Opportunities for young carers to meet others and have fun
- A cohesive model of generalist and specialist carer support, the voluntary sector but aligned to relevant health and social care teams (including in – patient facilities) and across children and adult services
- Local links between GP Practices, health & social care teams & local voluntary sector organisations providing carer support
- Support to carers in GP practices
- Local carer support groups
- Local events that enable carers to relax and unwind

#### **Key links**

- Devon Carers Link and Devon Young Carers
- Local Voluntary Sector organisations – Devon Association of Community Voluntary Services
- GP Practices and other health & social care teams
- DH Demonstrator site bid to provide health & wellbeing checks for carers
- Carer Assessment
- Access to work, education and leisure

#### **Expected benefits:**

- Early identification of carers and provision of timely information and support
- Knowledge for carers that they have a named person who is available to them for support, according to their individual needs and circumstances
- Reduction in stress caused by lack of information and knowledge about help available
- Prevention of carer breakdown
- Improved quality of life

## Benefits Advice and Financial Inclusion

### Vision

**Carers and the person cared for are able to access their benefit entitlements and financial advice at the earliest opportunity, reducing the number of carers experiencing financial hardship due to lack of knowledge and support**

#### Key features:

- An independent, confidential and holistic money check service is established accessed through 1 principle 0845 telephone number giving carers the choice of 3 referral routes to access additional entitlements to benefits and pension or tax credits and provide debt and money advice and guidance:
- **Referral Route 1:** Carers caring for someone over pension age and older carers will be put through to Care Direct for an holistic benefit check service. If a need for a home visit money or debt advice or guidance is identified, the referral will be passed to Age Concern or a local CAB. If a need for advice on affordable financial services is identified, the referral will be passed to South West Pound Outreach Service.
- **Referral Route 2:** Young carers (aged 16 – 21), or someone caring for a child will be put through to the Quids 4 Special Kids project at Devon Welfare Rights Unit (DWRU) for an holistic benefit check service. If a need for money or debt advice or guidance is identified, the referral will be passed to a local CAB or for affordable financial services advice, to South West Pound Outreach Service.
- **Referral Route 3:** Working Age Carers will be put through to DWRU for an holistic benefit check service. If a need for money or debt advice or guidance is identified, the referral will be passed to a local CAB or for affordable financial services advice, to South West Pound Outreach Service.
- All advice provider partners will refer on to South West Pound for appropriate financial services including (independent and confidential):
  - Access to bank accounts and an account management service
  - Budgeting support
  - Affordable loans to avoid very expensive doorstep lending
  - Access to Credit Union services
- Numbers of carers accessing each of the 3 advice services will be monitored through BT caller records. Care Direct, DWRU, CAB, Age Concern and South West Pound will monitor and report on outcomes of services provided to carers accessing advice via their respective organisations.

#### Key links

- LAA 15(a) Strategy Network: “ Working towards the economic inclusion and social integration of vulnerable populations”
- Key Partner County Council and Third Sector Advice Providers
- Health & Well Being Checks
- Devon Carers Link and Devon Young Carers

#### Expected benefits:

- 1 single simple access route to Benefits and Money/Debt and Affordable Financial Advice Services for all carers
- Carers provided with informed choices regarding the financial impact of starting or stopping work
- Carers experiencing changes of circumstances provided with simple access routes to Benefits and Money and Debt Advice Services information about caring with ease
- Increased numbers of carers enabled to maximise their incomes and reduce levels of debt and financial hardship

## **Carers Assessment & Review**

### **Vision**

**A 'carer-friendly' ethos that values the role of the carer and promotes their own health and wellbeing; by which the individual needs of a carers can be understood, including the carer's preferences in regards to participating in work, education and leisure activities which enable them to have a life outside of their caring role**

#### **Key features:**

- Available to all carers providing regular and substantial care for a family member or person living in the same home
- Offered to all carers of new service users
- A staged process which identifies risks to the carer appropriate to their current circumstance including:
  - Pro-active health and wellbeing checks
  - Risk assessment in a crisis
  - Assessment and care planning to meet longer term needs
  - Contingency planning
  - Carers Assessment Framework for Young Carers
- All stages taking account of the impact on a carers ability to pursue or maintain work, education and leisure activities.
- Think family – takes account of family dynamics and multi-dependencies
- Available in a range of formats e.g. web-based self-assessment; mediated; telephone or face to face according to carers preference
- Time for self reflection and / or professional support
- Joint assessment with cared for person or separately
- Agreed actions for self and / or agreed commissioned services
- Access to individual budget/direct payments/brokerage as chosen by the carer

#### **Key links**

- Health and wellbeing checks
- Putting People First
- Schools and Specialist Children's Assessment Centre
- Support for self care e.g. community mentoring, health trainers, expert carers programme, training opportunities

#### **Expected benefits:**

- Carer feels valued and supported
- Carer empowered to make choices and take control of their own life choices
- Planned support and agreed actions
- Carer able to continue caring
- Improved access to direct payments and individual budgets

## **Health and Wellbeing**

### **Health and wellbeing checks**

#### **Vision**

**All carers are able to access a yearly health and wellbeing check as part of core service provision, to enable them to maximise their own health and wellbeing**

#### **Key features:**

- Additional funding from DH to undertake pilot work and research evaluation
- Pivotal role of GP Practices
- Choice of venue and alternative providers
- Dedicated and structured hour for carer to consider their own health
- Replacement care to enable carer to give priority
- Development of links between voluntary sector organisations and GP Practices to support carers

#### **Key links**

- Carer Support Workers
- Carer Assessment
- Devon Carers Link, Parent Carer Voice, Devon Young Carers, Learning Disability and Mental Health Forums
- Support for self care through services such as community mentoring, getting the best out of life, health trainers

#### **Expected benefits:**

- Early detection and treatment for emerging conditions
- improved
  - partnership working with GP's, statutory and voluntary services
  - self care
  - school attendance – young carers
  - health status including mental health, drugs and alcohol use
  - timely information and support
- Increased access to wider support networks by carers generally but by carers identified in equalities impact assessment specifically
- Improved access to direct payments and individual budgets giving more control to carers
- Increased access to health and social care services for people in areas of social and economic deprivation
- Appropriate service usage – carer visits to GP for own health
- More effective risk management through increased no of:
  - carer assessments
  - contingency plans & emergency cards
  - emergency response

## Access to work, education and leisure

### Vision

**Carers providing regular and substantial care are able to pursue their preferences for work, education and leisure activities and balance their caring role with having a life outside of caring**

#### Training and education

**Key features:**

- Training for carers to support their caring role e.g. practical training such as manual handling, first aid etc and “softer” training such as stress management
- Training for carers in support of their personal development. e.g. employment, education, leisure opportunities
- Training for carers to have their say and to train staff. e.g. speaking up courses
- Delivery of training **by** carers **to** statutory sector staff. e.g. carer awareness

**Key links:**

<ul style="list-style-type: none"><li>• Devon Primary Care Trust</li><li>• Devon Partnership Trust</li><li>• Children and Young People Services</li><li>• Royal Devon &amp; Exeter acute trust</li><li>• North Devon District Hospital</li></ul>
<ul style="list-style-type: none"><li>• Devon Adult &amp; Community Learning</li><li>• Carers Link/Westbank</li><li>• CVS</li><li>• Fusion</li><li>• Senior Council for Devon</li><li>• County Community Strategy Team</li></ul>

**Expected benefits:**

Improvement in the quality of life for carers by their:

- feeling better supported by well trained and informed staff
- increased confidence and security about their caring role resulting from practical and other skills training
- having increased access to educational and potential employment opportunities
- feeling empowered to have their say about the services provided to them and those they care for.
- increased knowledge and information about benefits and services (including training opportunities) available.

## **Access and maintaining work**

### **Vision**

**Carers who wish to pursue or maintain an occupation, paid or voluntary, are supported to do so**

#### **Key features:**

- Initial focus on NHS Devon and Devon County Council as model employers
- Carers Policy including:
  - Flexible working practices
  - Emergency and special leave entitlements
  - Support and understanding from Managers
- Health and wellbeing checks
- Benefit entitlement checks
- Partnership working with Job Centre Plus, Connexions and the Department of Work and Pensions
- Support for young carers 16-18 who would need additional support to enter the workforce

#### **Links to:**

- Education and training
- Economic wellbeing and reduction of worklessness
- Volunteering opportunities
- Connexions and Carers Plus

#### **Benefits:**

- Carers are able to continue working if it is their preference to do so
- Increased awareness in the workplace of issues affecting carers
- Positive effect on the health and wellbeing of working carers

## **Breaks and access to leisure**

### **Vision**

**A range of ways are available that enable carers to have fair access to opportunities for planned breaks and responsive services available in times of crisis to be able to have a healthy and fulfilled life.**

#### **Key features:**

- Planned opportunities for a break based on individual assessment of need, including home-based respite provision
- Equitable provision of respite care
- Emergency provision of respite based on agreed contingency plan
- County-wide Rapid response in the event of carer-breakdown
- Personalised budgets to increase carers choice and control
- Local sitting services to enable carers to take – a – break
- Flexible breaks grants to support creativity and ‘carer defined’ breaks
- Alert cards and supported contingency planning
- Use of telecare solutions within the home to promote safety
- Opportunities to participate in planned leisure activities, at concessionary rates and meet with other carers
- Activities and Clubs for young carers to meet others and have fun
- Transparent fair access to breaks process

#### **Key links**

- Carers Assessment & personalisation (direct payments and individual budgets)
- Culture and leisure
- Voluntary Sector
- County, District, Town and Parish Councils
- Carer Support Workers and Locality management Groups
- Devon Carers Link /Parent Carers Voice and Devon Young Carers
- Improved Access to Psychological Therapies

#### **Expected benefits:**

- Increased choice and control
- Improved and maintained carers equilibrium
- Improved ability to continue caring
- Improved ability to access work, education and leisure activities
- Peace of mind (emergency card & contingency plan)
- Young carers thriving
- Reduced incidence of anxiety and depression in carers

## Appendix 1

### **Related policies and work-programmes**

- Involving People: a joint strategy for public involvement (in development)
- The Way Ahead: Five Years of Improvement. Health and Social Care in Devon 2008-2013
- NHS Devon Transforming Community Services [in development]
- Devon Health Economy Transformation Programme [in development]
- Devon Local Area Agreement
- Devon Children's and Young Peoples Plan 2008-2011
- Integrated Commissioning Strategy for Children with additional Needs 2008-2011
- Joint Commissioning Strategy for People with dementia in Devon (June 2009)
- Ageing Well in Devon
- Valuing People
- National Service Framework Mental Health
- Strategy for End of Life Care [in development]
- Transition Strategy
- Putting People First Programme
- DH Demonstrator Programme for health and Wellbeing Checks
- Commissioning Strategy for Extra Care Housing (in development)
- Think Family Policy [In development]
- Supporting Young Carers (Ofsted 2009)
- Joint Self-Care Strategy (In Development)
- Safeguarding Children and Adults
- Aiming High for Disabled Children (DH 2001)
- Better Care, Better Lives (DH 2008)

## Appendix 2 – Clare Cotter 2009

Critical Impact Points Across the Lifespan (not necessarily linear)		MAPPING
	<p>ANTICIPATION</p> <ul style="list-style-type: none"> <li>• Of change</li> <li>• Of compound loss</li> <li>• Of lack of knowledge</li> </ul>	
<p>NEW ROLE</p> <ul style="list-style-type: none"> <li>• 'CARER'</li> <li>• The reality of change</li> <li>• The reality of compound loss</li> <li>• The reality of lack of knowledge</li> <li>• The first time for ..... multiple new circumstances</li> </ul>		
<p>ADJUSTMENT</p> <ul style="list-style-type: none"> <li>• Establishing of new routines</li> <li>• To new interactions</li> <li>• To new services in home</li> <li>• To appointments</li> <li>• Using new skills</li> <li>• To home adaptations / equipment required</li> </ul>		
<p>IMPROVING AND MAINTAINING EQUILIBRIUM</p> <ul style="list-style-type: none"> <li>• Looking after self</li> <li>• Having a break</li> <li>• Access to work, education &amp; leisure</li> <li>• Professional support</li> <li>• Health &amp; Wellbeing check</li> <li>• Forward Planning</li> </ul>		
<p>COPING WITH CRISIS</p> <ul style="list-style-type: none"> <li>• Contingency planning</li> <li>• Access to intensive support <u>or</u> a break</li> <li>• Change, compound loss, lack of knowledge</li> </ul>		
<p>INVOLVEMENT</p> <ul style="list-style-type: none"> <li>• Sharing experience with others 'mutual support'</li> <li>• Contributing to development of policy, commissioning &amp; service provision</li> </ul>		
<p>CHANGE TO CARING ROLE</p> <ul style="list-style-type: none"> <li>• Carer moves out of the home e.g. young carer studying away from home</li> <li>• Carer moves in with the person they care for</li> <li>• The cared for person moves out of the home</li> </ul>		
<p>BEREAVEMENT AND LOSS</p> <ul style="list-style-type: none"> <li>• The person cared for dies</li> <li>• The cared for person moves into another residence</li> </ul>		

<p>AGE OF CARER</p> <ul style="list-style-type: none"> <li>• Young carer</li> <li>• 16-24 (transition)</li> <li>• 18-65 (Working Age)</li> <li>• 65+ (retired)</li> </ul>		
<p>NEEDS OF THE CARED FOR</p> <ul style="list-style-type: none"> <li>• Child with additional needs</li> <li>• Adult with physical or sensory disability</li> <li>• Older Person with long term physical condition</li> <li>• Older Person with mental health needs</li> <li>• Adult with mental health needs</li> <li>• Adult with learning disability</li> <li>• Addiction to alcohol or drugs</li> <li>• End of life care</li> <li>• Multiple needs</li> </ul>		
<p>TASKS REQUIRED</p> <ul style="list-style-type: none"> <li>• Domestic</li> <li>• Practical</li> <li>• Emotional</li> <li>• Personal/Intimate</li> </ul>		
<p>LOCATION</p> <ul style="list-style-type: none"> <li>• Access to support and services</li> <li>• Living with / living apart from the person cared for</li> </ul>		
<p>ETHNICITY</p>		
<p>BELIEFS</p>		
<p>SEXUAL ORIENTATION</p>		
<p>GENDER</p>		

## Appendix 3

Equalities Area	Focus of Positive Action	Strategic Commissioning Lead	Route to Positive Action
Working carers	Top priority	Ian Hobbs	DH Bid Contingency
Gender	Male carers	Clare Cotter	Local Management Group (LMG) / Flexible Grants
Race / Ethnic Origin	Carers from BME communities	Clare Cotter	Department of Health (DH) Bid
	Travellers		TBC
Disability	Carers <i>with</i> sensory disabilities	Giles Gardiner	DH Bid
	Carers <i>with</i> long term health conditions	Paul Collinge	DH Bid
Sexual orientation	Fact finding	Clare Cotter	Contingency
Age	Young carers	John Shaw	Children & Young Peoples Services (CYPS)/DH Bid/Flexible Grant LMG Funds
	Carers 16-25	John Shaw Giles Gardiner	Contingency
	Parent carers	John Shaw	CYPS/DH Bid/Flexible Grant LMG
	Carers 65+	Paul Collinge Jenny Richards	DH Bid
Religion or belief	Fact finding	Clare Cotter	Contingency
<b>Other factors:</b>			
Access to support	Carers living in rural isolation	Clare Cotter	DH Bid
	Carers of people with alcohol & drug addiction	Tim Morgan	DH Bid Drugs & Alcohol Team (DAAT)
	Carers of people with behaviours that challenge others	Ian Pearson Carolyn Elliot	Contingency Devon Partnership Trust (DPT)/ Learning Disability (LD) Partnership
	Carers of people with dementia	Jenny Richards	DH Bid
	Carers of people with HIV / Aids	Clare Cotter	Contingency
	Carers of People with Autistic Spectrum Disorder	Ian Pearson Carolyn Elliot	Contingency
	Carers of People with NHS Continuing Health Care Needs	Clare Cotter	NHS Continuing Healthcare
Access to work, education, leisure	Carers living in areas of social and economic deprivation	Clare Cotter	DH Bid
Communication	Carers who are not able / willing to access a computer	Paul Giblin	Contingency / Training budget
Carers caring for more than one person	Transition arrangements	Mark Ellyn	Contingency
	Links between children and adult services Links between adult and older people's services	Clare Cotter Sally Slade Ian Pearson / Jenny Richards	Revenue  Revenue
General	Carer Support Worker generalist and Specialist Networks	Clare Cotter	Contingency

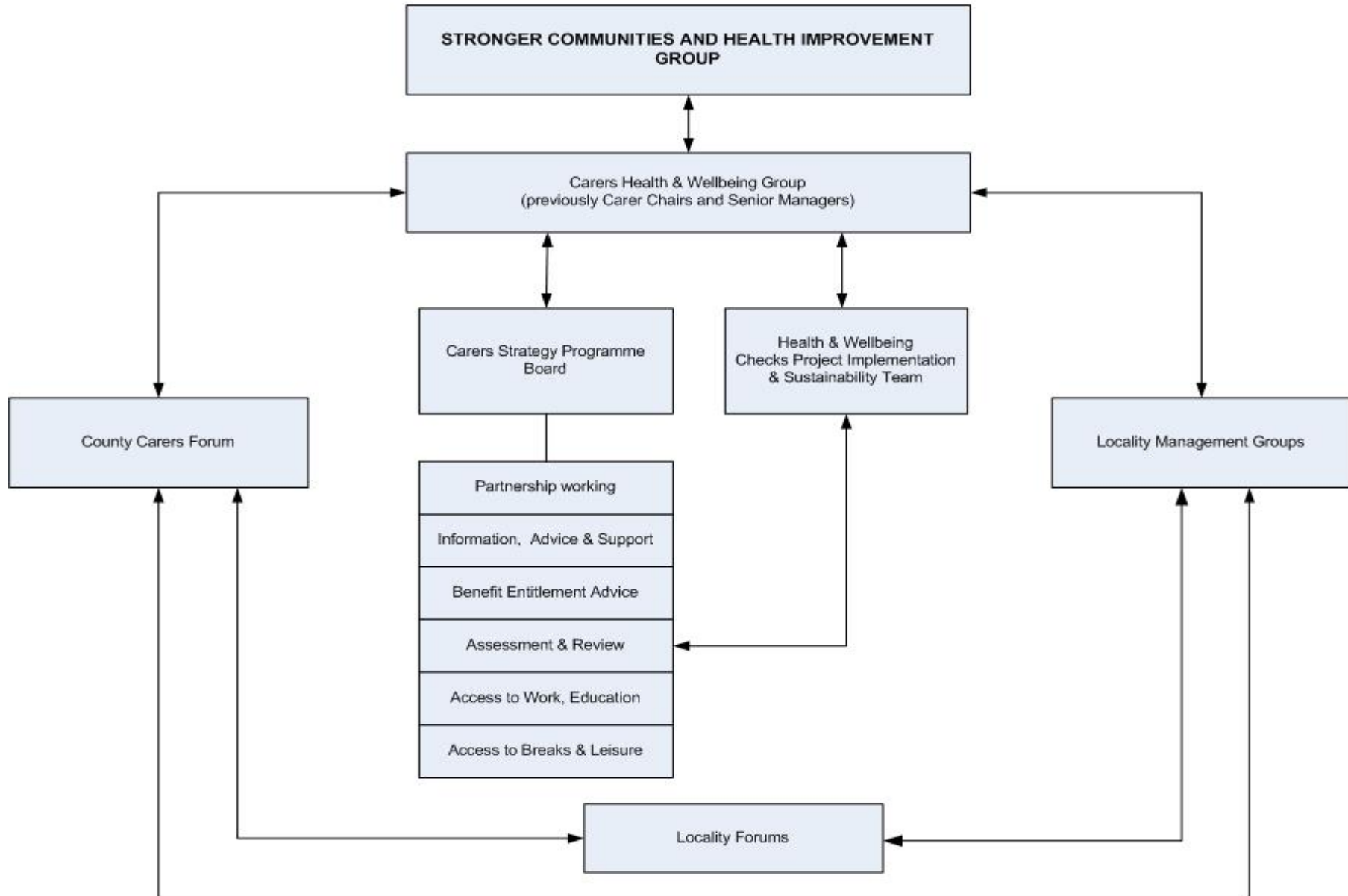
## Appendix 4

### COMMISSIONING OBJECTIVES AND PERFORMANCE MEASURES

The following table summarises the current objectives across Health and Social Care in Devon relating to Carers. These objectives are included within the Adult and Community Services Business Plan for 2009/10 and the Joint Health and Social Care Strategic Plan document, "The Way Ahead". The Local Area Agreement (LAA) is a three-year agreement between central Government and Local Strategic Partnerships (Council, Primary Care Trust, Police, etc). It sets out the priorities for a local area and in Devon, this includes a priority to improve services for carers. There is a national performance indicator (defined by the Department of Health) which all Local Authorities must report against annually (NI 135 - Carers receiving services following assessment or review). This national indicator is included within Devon's LAA in order to measure improvements to services for carers, and stretch targets have been set from 2008/09 to 2010/11 to encourage these improvements. The full NI 135 definition can be viewed within the "Operations - Carers Activity" section of the performance framework.

	Objectives	ACS Business Plan	Local Area Agreement	NHS World Class Commissioning	The Way Ahead	Current Performance Measures
<b>Health &amp; Wellbeing Checks</b>	Health & wellbeing checks for carers planned, implemented & evaluated according to DH demonstrator site bid;	*				
<b>Carer Assessment</b>	Quality framework for carer assessment in place; Improved access to carers assessment and plans	*			*	5% increase year on year of the percentage of carers of people with a long term condition who have a carer assessment; full access for all carers of newly referred mental health service users by 2010.
<b>Carers Services</b>	Provision of easy access flexible breaks & planned / emergency respite available according to assessed need; Increase the proportion of carers who receive a carers break or other specific advice and information in the year following a carer's assessment.	*	*	*	*	NI 135 - Carers receiving needs assessment or review and a specific carers service, or advice and information
<b>Crisis Support</b>	Improving support at times of crisis; Increase the number of carers that hold contingency plans & an alert card to support them in times of emergency / establish links between Carefirst 6 & Devon Doctors to enable access to contingency plans out of hours	*			*	Emergency plans for carers of people who have complex needs and who wish a plan by 2010
<b>Employment &amp; Training</b>	Carer friendly working policies & support available in statutory agencies & requirement of same embedded in core contracts of key major providers	*				Local Indicator L23 - Increase number of carers given support to enter & maintain education, employment & training
<b>Awareness</b>	Increased general awareness of family carers; Recognising & working with carers as partners in care	*			*	Evidence of carer awareness, inclusion and satisfaction through results of consultation and feedback surveys.
<b>Involvement</b>	Effective carer involvement framework embedded into 'Involving People' Strategy;	*				

### GENERIC CARERS INVOLVEMENT FRAMEWORK



<b>CARER INVOLVEMENT FRAMEWORK</b>					
<b>STRUCTURE</b>					
<b>1. Duty to Involve</b>	<p><b>1a Involving People strategy</b></p> <ul style="list-style-type: none"> <li>• Joint Across DCC &amp; PCT</li> <li>• Joint Strategic Needs Assessment</li> <li>• The how &amp; how of involvement</li> </ul> <p><b>Lead: Graham Varley</b></p>	<p><b>1b LINKs</b></p> <ul style="list-style-type: none"> <li>• Network of people &amp; organisations</li> <li>• Agreed workplan between LINKs, DCC &amp; PCT</li> <li>• Bi-monthly review of workplans</li> <li>• Scrutiny role</li> </ul> <p><b>Lead: Paul Giblin</b></p>	<p><b>1c Fusion</b></p> <ul style="list-style-type: none"> <li>• User-led organisation</li> <li>• Consortium of three voluntary sector organisations</li> <li>• Specialist and expert contributions</li> <li>• Involves carers on issues of common interest</li> </ul> <p><b>Lead: Giles Gardner</b></p>	<p><b>1d Provider Development Forums</b></p> <ul style="list-style-type: none"> <li>• Locality focus</li> <li>• Joint chairing arrangements between ADs and Provider rep</li> <li>• Market development</li> </ul> <p><b>Lead: Denise Brabin</b></p>	<p><b>1e Senior Council</b></p> <ul style="list-style-type: none"> <li>• Route to enable people aged 50+ to express their views to all statutory agencies.</li> <li>• Practical actions for change through partnership working</li> </ul> <p><b>Lead: Paul Giblin</b></p>
<b>2. Contractual Arrangements (Carer Involvement)</b>	<p><b>2a Carers Link</b></p> <ul style="list-style-type: none"> <li>• Provider of generic involvement framework</li> <li>• Support to Carer Chairs</li> <li>• Administration of meetings</li> </ul> <p><b>Lead: Matthew Byrne</b></p>	<p><b>2b Patient Experience Team</b></p> <ul style="list-style-type: none"> <li>• Supporting arrangements to inform and involve Mental Health Service Users and their carers</li> <li>• Delivering Patient Advice and Liaison Services</li> </ul> <p><b>Lead: Linda Stapleton</b></p>	<p><b>2c South Devon Carers Consortium</b></p> <ul style="list-style-type: none"> <li>• Co-ordinating and development role of Learning Disability County Carers Forum</li> </ul> <p><b>Lead: Julia Blood</b></p>	<p><b>2d Devon Young Carers</b></p> <ul style="list-style-type: none"> <li>• Consortium between TTVS / Unite, Westbank and Young Devon facilitating young carer involvement</li> </ul> <p><b>Lead: Penny Mason</b></p>	<p><b>2e Devon Association of Councils for Voluntary Services</b></p> <ul style="list-style-type: none"> <li>• Parent Carer Voice</li> </ul> <p><b>Lead: Penny Mason</b></p>
<b>3. Training</b>	<p><b>3a Learning to involve programme (ACS)</b></p> <ul style="list-style-type: none"> <li>• Joint agency project</li> <li>• Carers working on co-design and co-delivery of training for staff</li> <li>• Training for carers to enable confident participation</li> </ul> <p><b>Leads: Alison Lear Lyndy Pooley</b></p>				

4. Specialist Forums			<b>4a MH (Devon Partnership MH Foundation Trust)</b> • Devon & Torbay Mental Health Carers Reference Group <b>Lead: Linda Stapleton</b>		<b>4b Learning Disability</b> • County Carers Forum  <b>Lead: Julia Blood</b> <b>Chair: Barry Minshall</b>		<b>4c Devon Young Carers</b> • Devon Young Carers  <b>Lead: Julia Locke</b>		<b>4d Parent Carer Voice</b> • County-wide network.  <b>Lead: Julia Lock</b>	
	5. Generic Forums		<b>5a Carer Chairs &amp; Senior Managers</b>		<b>5b County Carers Forum</b>		<b>5d Locality Management Forums</b>		<b>5d Locality Carers Forums</b>	
6. Specific work streams (09/10)	6a End of Life Care	6b Discharge Planning	6c Putting People First (previously personalisation)	6d Carers Commissioning Strategy	6e Mental Capacity Act	6f Life After Stroke	6g Ageing Well in Devon	6h Transforming Community Services		
	<b>Lead: Jenny Winslade</b>	<b>Lead: Tamara Powderley</b>	<b>Lead: Graham Varley</b>	<b>Lead: Clare Cotter</b>	<b>Lead: Emma Craigie</b>	<b>Lead: Rhoda Allison</b>	<b>Lead: Paul Collinge</b>	<b>Lead: Jenny McNeill</b>		

## OUTCOMES

- Structured approach to carer involvement embedded within Joint Involving People Strategy
- Clear outcome measures in place for each aspect of the framework.
- A cohesive and inclusive approach across specialist and generalist forums
- Carers actively involved in all aspects of the commissioning cycle
- Constructive partnership working between carers, carer workers, voluntary sector, statutory and independent constituents.
- Ownership of the deliver of the Devon Carers Strategy by all partners
- Issues of concern addressed in a timely manner
- Continuous feedback mechanism in place to ensure progression of actions.

