

LLR Carers' Strategy 2018-2021: Leicestershire County Council Implementation Plan

Priority:

1. Carers early identification and recognition of caring roles

Action No	Actions required	Details	Project	Measure	Leicestershire County Council Resources
1	Awareness raising	Increase general public carer awareness	Promotion of digital resource in libraries, internet, carers groups	<ul style="list-style-type: none"> • Increase in identified carers – GP registers, council systems, carers recorded to be accessing other commissioned services • Increase in carers referred to carer support services • Increase in the uptake of carers assessments 	Carers' Lead
			Promotion of Employers for Carers scheme with local employers		iBCF Carers' Lead
		Promoting identification of carers through GPs, pharmacies, housing representatives and staff	GP carers information leaflet		iBCF
			Housing Service Partnership involvement		Carers' Lead with HSP
			Carers Champion Network		Carers' Lead
2	Co-production of staff training package	Co-production of training package – addressing issues raised by carers through engagement Enable staff to recognise carers, and understand issues facing carers Ensure staff are appropriately trained in recognising carers, have a good understanding of the issues facing carers and a sound knowledge of the local offer and assessment processes	General carer awareness - co-production of ELearning for LCC staff	<ul style="list-style-type: none"> • Increase in identified carers – GP registers, council systems, carers recorded to be accessing other commissioned services • Increase in carers referred to carer support services • Increase in the uptake of carers assessments 	iBCF
			Co-production training ASC staff training		Carers' Lead Lead Practitioner Co-production Lead Learning and Development

2. Carers being valued and involved

Action No	Actions required	Details	Project	Measure	Leicestershire County Council Resources
4	Increase involvement of carers	In the development of - staff training - service reviews - increased involvement of carers in the assessment process	Co-production of staff training	<ul style="list-style-type: none"> • Increased satisfaction level from carers within the next carers survey • Increase in carers known/ receiving assessment by local authorities 	Carers' Lead
			Involve carers in reviews of services		Carers' Lead
			Staff training to ensure approach to carers assessment is consistent		Carers' Lead Lead Practitioner Learning and Development
			Carers assessment form review with carers		Carers' Lead
5	GP link pack for carers and GP staff	Information booklet to encourage identification and provide information for carers within GP practices	GP carers information leaflet		iBCF
6	Seek carers views during commissioning exercises	Ensure carers are able to comment on review of services and inform commissioning. Meetings with carers and seeking of carers views as stakeholder feedback.	Offer carers opportunity to inform development of services we commission		Carers' Lead Co-production Lead
7	Hospital discharge packs: develop a joined up	Recognition of carer during hospital stays and supporting discharges from hospital	Co-production of hospital discharge packs		Business case to appropriate funding source

approach to carer involvement				
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3. Carers are informed

Action No	Actions required	Details	Project	Measure	Leicestershire County Council Resources
8	Development of integrated, partnership approach to information and advice	Review of information and advice provided to carers – use of CDG meetings to ensure consistent approach to information and advice within LLR across organisations, teams and resources	Via Carers' Delivery Group meetings	<ul style="list-style-type: none"> • Increase in the proportion of carers who find it easy to find information about services • Increase in carers identified and assessed • Increase in access to carer support groups 	Commissioning Business Manager Carers' Lead
9	Implementation of staff training	Ensure staff are appropriately trained and are aware of the local carers offer, and how to access it	Staff training - ensure staff are aware of local offer and how to access		Carers' Lead Lead Practitioner Learning and Development
10	Advocacy	Carers to be made aware they are able to use the advocacy services available. Through updated staff guidance and information and advice available	Refresh of advocacy contract		Procurement Officers

4. Carer friendly communities

Action No	Actions required	Details	Project	Measure	Leicestershire County Council Resources
11	Work with local communities to aid early identification of carers and promotion of carer awareness	Working alongside broader partners, district councils, educational services, parish councils and across the voluntary sector A key theme will be planning for the future and preventing crisis	Ensure Local Area Coordinators and Communities teams are kept up to date with carers' issues - continue to raise awareness and promote carers support in these areas	<ul style="list-style-type: none"> • Local community groups being accessed • Increase in carers identified and assessed, and increase in carer quality of life 	Carers' Lead Local Area Coordinators
12	Carers' Passports	Carers Passports in communities and employment	Carers Passport - development and promotion of the scheme		Carers' Lead Co-Production Officer
13	Encourage / support growth of new carer support groups	Specifically groups in localities and hard to reach communities	Shires Grants carers group projects		iBCF

5. A life alongside caring

Action No	Actions required	Details	Project	Measure	Leicestershire County Council Resources
14	Raise awareness of carers in employment	Business case for supporting carers in employment circulation to Leicestershire employers - Employers for Carers Membership Work with local employers – cascading supporting policies and procedures	Promotion of Employers for Carers scheme internally and with local employers	<ul style="list-style-type: none"> • Employee carers groups will grow and information will be regularly shared to support carers at work • More carers feel they have as much social contact as they want • Increase in carer quality of life 	iBCF Carers' Lead HR Lead

Action No	Actions required	Details	Project	Measure	Leicestershire County Council Resources
15	Improve support to carers we employ	Review of policies and relaunch of support offer - Carers Passport	Carers' Passport in employment		Carers' Lead HR Lead
16	Access to finance and benefit advice	Signposting	Identification of specific benefits and finance advice for carers		Carers' Lead Demand Led Budgets
17	Provision of flexible and responsive respite provision	Ensure all staff are aware of the respite framework and review of guidance to ensure clear when this should be used Enable carers to have a break, including short breaks to families with a child with Special Educational Needs and Disability	Respite Framework Review		

6. Carers living spaces and technology products (equipment)

Action No	Actions required	Details	Project	Measure	Leicestershire County Council Resources
18	Gather more information on carers and tenure status	More research needed into the effects housing has on those in a caring role, to better determine the effects of housing on the caring role	Work with district councils to develop project to research this area and determine interventions	<ul style="list-style-type: none"> • Carer involvement during the initial assessment • Guidance across all districts giving the same advice • More information and better understanding of the relationship between carers and housing tenure status 	Business case to appropriate funding source
19	Implementation of Lightbulb project	Ensure carers are recognised, will have one professional that will look after their equipment or adaptations case and will aim to speed up processes	Discussion with Lightbulb team to identify how this fits into their service model		Business case to appropriate funding source
20	Work with district councils to provide consistent housing message	Leicestershire County Council will work alongside districts to ensure all guidance is consistent across the county	Develop project through Housing Services Partnership		Business case to appropriate funding source
21	Provision of carer training to housing staff	Development of a training package co-produced with carers. Consideration to be given to how will be delivered. Leicestershire will train housing staff in carer awareness	Carer awareness training - co-production and roll out		Business case to appropriate funding source

7. Carers accessing the right support at the right time

Action No	Actions required	Details	Project	Measure	Leicestershire County Council Resources
22	Consider carers in the development of integration projects	Work to join up or align commissioning practices to avoid duplication or lack of alignment	Develop aligned proposals through Carers' Delivery Group across all partners. For Leicestershire County Council, continue to promote the needs of carers within commissioning practice	<ul style="list-style-type: none"> • Improvements in carer quality of life and satisfaction with social services. 	Business and Commissioning manager Carers' Lead
23	Review of carers' offer	Review of Carers Offer: - CSC dedicated assessment workers - review of assessment process	CSC dedicated Carers staff Review of Assessment Process		iBCF Carers' Lead Carers' Lead

<i>Action No</i>	<i>Actions required</i>	<i>Details</i>	<i>Project</i>	<i>Measure</i>	<i>Leicestershire County Council Resources</i>
		- Carers skills development project. Specific consideration of support for carers with complex or longer term needs and accessible skill development for carers including bite size short courses, and use of alternative formats.	iBCF funded contract to provide targeted skills support for carers		iBCF Carers' Lead
24	Training for use of equipment for changes in housing	Direct one to one training through Occupational Therapists in Rutland and Leicestershire	Develop consistent offer and promote good practice with Occupational Therapy teams		Business case to appropriate funding source

8. Supporting young carers

<i>Action No</i>	<i>Actions required</i>	<i>Details</i>	<i>Project</i>	<i>Measure</i>	<i>Leicestershire County Council Resources</i>
25	Review current contract	Commission services to provide specific young carer assessments and subsequent support for the family through specialist workers	Children and Family Services	<ul style="list-style-type: none"> • Evaluation of the assessments showing improved outcomes and a reduction in needs • Improved school attendance and higher achievement academically leading to greater potential to access employment • Clear identification of young carers in education settings leading to an increase in referrals for assessments and/or group work support • Group work outcomes will show positive impact reducing the need for support services involvement with families 	[CFS to complete – in progress]
26	Maximise the identification of young carers	By working with schools to raise awareness across the area. Ongoing meeting of the Young Carers Multiagency group focussing on identification through schools	Children and Family Services		[CFS to complete – in progress]
27	Work with Transition teams	Focus on the transition from children's to adults' services using the whole family approach to ensure a smooth handover, and work with employers and young carers to support them into further/higher education or employment	Children and Family Services		[CFS to complete – in progress]
28	Prioritise group work support for young carers	Targeted to their needs and work with partners in the PVI sector to provide a range of 'respite' opportunities	Children and Family Services		[CFS to complete – in progress]