

## **Multi-Agency Carers' Strategy for Hertfordshire**

**Annual Action Plan – 2007-08**

**Agency: Carers in Hertfordshire**

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### **1. Principles**

#### **This action plan should**

- demonstrate where progress is, or is not, being made
- ensure carers are not seen as a 'bolt-on' issue but part of the public sector's core business
- ensure carers are not seen as a health and social care issue only but are fully acknowledged in policies around Equalities and Diversity, Social Inclusion, Economic Development and Prosperity, Employment, Leisure, Community Development
- demonstrate that there has been an Impact Assessment to ensure no specific groups of carers are excluded from benefiting from the strategy
- Because resources are finite, the majority of resources are likely to be targeted primarily at those carers who most need support to carry on caring but there will be attention to the information needs of all carers

Issue/Strategic Theme	Data/Evidence	Action 07-08	Responsible contact	Date for completion <i>Default 31/3/08</i>	Date for review of progress <i>Default Sept 07</i>	Comments/Outcome
<b>1. Recognition of carers role</b>	Carers UK survey Carers Survey 2006 (cinH)	Support NHS PCTs to make Quality Outcomes framework more robust Increase numbers of GP surgeries with carers registers and signposting systems  Carer awareness training Carers trainers unit	Sue Reeve  Helen Orchard Andrea Mills Linda Chatfield  As above  Lottie Clarke/Helen Culf	31/3/08	Sept 07	Improved Health, Improved Quality of Life, <b>Contribution acknowledged, Choice and Control</b> , Freedom from discrimination, Economic well-being, <b>Dignity</b>
<b>2. Information</b>	Ongoing issues	Provide and develop fact sheets for carers Provide initial response information to carers Contribute to joint information strategy	Helen Orchard  Helen Orchard  Sue Reeve	31/3/08	Sept 07	<b>Improved Health, Improved Quality of Life</b> , Contribution acknowledged, <b>Choice and Control</b> , Freedom from discrimination, Economic well-being, <b>Dignity</b>

		Improve information mailing service, with carers	Sue Reeve/Lottie Clarke	Dec 07	Jan 08	
<b>3. Time Off</b>		Assist carers to identify and achieve their goal, within carer planning service  Measure progress since 2006 by question in Carers survey 2008	Helen Orchard  tbc			<b>Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control</b> , Freedom from discrimination, Economic well-being, <b>Dignity</b>
<b>4. Emotional Support</b>		Carers planning service available to all adult carers throughout the county  Carers group meetings  And to young carers through the Hertfordshire project	Helen Orchard Andrea Mills Linda Chatfield  Andrea Mills  Cindy Honour			<b>Improved Health, Improved Quality of Life</b> , Contribution acknowledged, <b>Choice and Control</b> , Freedom from discrimination, Economic well-being, Dignity
<b>5. Training and support to care</b>		3 types of training offered in 4 locations across the county Medicine matters Finance trusts and wills	Helen Orchard Andrea Mills Linda Chatfield	31/3/08		<b>Improved Health, Improved Quality of Life</b> , Contribution acknowledged, <b>Choice and Control</b> , Freedom from discrimination, Economic well-being, Dignity

		Stress management  Back awareness in conjunction with ACS				
<b>6. Financial Security (not in work)</b>		Information about benefits and money matters including debt given through carer planning service and sign posting to specialist money advisors	Helen Orchard Andrea Mills Linda Chatfield			Improved Health, <b>Improved Quality of Life</b> , Contribution acknowledged, Choice and Control, Freedom from discrimination, <b>Economic well-being, Dignity</b>
<b>7. Financial Security (carers who can/want to work)</b>		As above	As above			Improved Health, <b>Improved Quality of Life</b> , Contribution acknowledged, <b>Choice and Control</b> , Freedom from discrimination, <b>Economic well-being, Dignity</b>
<b>8. A voice</b>		Listening events through local teams  Carers survey 2008 Database analysis of carers contacts Appointment of carers involvement worker New mental health	Helen Orchard Andrea Mills Linda Chatfield Tbc Sue Reeve  Sue Reeve  Linda Chatfield	31/3/08  Oct 07	1/10 31/3	<b>Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity</b>

		involvement structure Joint work with HARC on “Thinking differently” project planning –aspergers	Jo Willis		Steering group meetings	
		Young carers council and conference	Cindy Honour			
		Learning disability carers forum	Jo Willis			
		Parents Forum for children with disabilities	Maria Kiely			
<b>9. Quality Services</b>		Analysis of database Quality assurance	Sue Reeve Helen Orchard Andrea Mills Linda Chatfield Cindy Honour		1/10 31/3	Will provide evidence relating to all: <b>Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity</b>
<b>10. Equity of access and appropriate support</b>		Equalities impact assessment	Sue Reeve	31/3/08		
		Links with community	Helen Orchard			

		groups for ethnic minority carers support As above for Young carers	Andrea Mills Linda Chatfield  Cindy Honour			
<b>11. Quality management information about carers</b>		Carers Survey 2008 Database analysis of carers contacts Quality assurance	Tbc Sue Reeve  Sue Reeve			Improved Health, Improved Quality of Life, <b>Contribution acknowledged</b> , Choice and Control, <b>Freedom from discrimination</b> , Economic well-being, Dignity
<b>12. Customer Care and the Carer Pathway</b>		Carers planning service  Carers survey 2008	Helen Orchard Andrea Mills Linda Chatfield tbc			<b>Improved Health, Improved Quality of Life</b> , Contribution acknowledged, <b>Choice and Control</b> , Freedom from discrimination, Economic well-being, Dignity
<b>13. Emergency Services</b>		Support strategy Provide information to carers Having a plan part of carers planning service checklist	Sue Reeve Helen Orchard Andrea Mills Linda Chatfield			<b>Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control</b> , Freedom from discrimination, Economic well-being, Dignity
<b>14. Expert Carers</b>		See below Work of carers trainer unit	Helen Culf Lottie Clarke			<b>Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control</b> , Freedom from discrimination, <b>Economic well-being</b> , Dignity

<b>15. Carers and Learning</b>		Funding obtained Carer and learning post holder recruited Project launch and plan implemented to support carers to increased access to learning of their preference	Sue Reeve Andrea Mills  tbc	Spring 08		<b>Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control</b> , Freedom from discrimination, Economic well-being, Dignity
<b>16. Carers and Health</b>	The Health of Carers National Survey, 2003 Carers Survey 2006, (CinH)	Support NHS to develop carers agenda  Implement <i>medicine matters</i> action plan  Provide medicine matters training for carers  Provide stress management training for carers in 4 locations across the county  Identify carers at most risk of high stress and	Sue Reeve  Sue Reeve  Helen Orchard Andrea Mills Linda Chatfield  As above  As above		Steering group meetings	<b>Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control</b> , Freedom from discrimination, Economic well-being, Dignity

		target for carer planning service				
		Develop links with community pharmacists	As above			
<b>17. Carers and Leisure</b>	Carers survey 2006 (CinH) Legislation	Concessions offered by district council information on website and updated Scope opportunity for Young carers initiative	Eileen Gran Cindy Honour	Dec 07		Improved Health, Improved Quality of Life, <b>Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity</b>
<b>18. Carers as trainers</b>		Work of Carers training unit	Helen Culf Lottie Clarke			
<b>19. Carers and recruitment</b>		Support as above Carers/carer- trustees involvement in own recruitment process				
<b>20. Carers and Commissioning</b>		Mental health project plan Involvement worker	Linda Chatfield Tbc	Oct 07		Improved Health, Improved Quality of Life, <b>Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity</b>