

Multi-Agency Carers' Strategy for Hertfordshire

Annual Action Plan – 2007-08

Agency: Crossroads Caring for Carers

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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 acknowledge 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	Date for review of progress	Comments/Outcome
1. Recognition of carer's role	Carers UK survey.	Help Carers to identify themselves through publicity distributed via GP surgeries and other public areas and events	Scheme staff and County officer	Ongoing	Annually in January	Contribution Acknowledged, Choice and Control , Economic well being, Dignity, Freedom from discrimination, Improved Health, Improved quality of life
	Direct access to support means that Carers approach Crossroads without knowledge of their rights to recognition and support	Support carers to request an assessment when they come to Crossroads without prior contact with ACS	Scheme staff	Ongoing	Quarterly with Carers grant monitoring	Contribution Acknowledged, Choice and Control , Economic well being, Dignity, Freedom from discrimination, Improved Health, Improved quality of life
	Feedback from existing carers groups supports the value Carers put on this	Maintain existing support groups for carers and expand to cover other areas of	Scheme staff	Ongoing	March 08	Contribution Acknowledged, Choice and Control , Economic well being, Dignity, Freedom from

	added value	the county				discrimination, Improved Health, Improved quality of life
	Information from local listening to carers events and feedback from previous events	Give carers quality relaxation time at Carer pamper days	Scheme staff and County officer	June and September 07	October 07	Contribution Acknowledged, Choice and Control , Dignity, Freedom from discrimination, Improved Health, Improved quality of life
2. Information		Develop a county wide newsletter	County Officer	January 08	April 08	Contribution Acknowledged, Choice and Control , Economic well being, Dignity, Freedom from discrimination, Improved Health, Improved quality of life
3. Time Off	Carers in Herts survey indicates a major issue for carers	Continued development of flexible breaks for carers including groups currently under represented.	Senior Scheme staff and trustees	On going	December 07	Contribution Acknowledged, Choice and Control, Economic well being, Dignity, Freedom from discrimination, Improved Health, Improved quality of life
4. Emotional Support		Development of Carer Support groups and	Senior scheme staff	Ongoing	March 08	Contribution Acknowledged, Choice and Control , Dignity,

		telephone support				Freedom from discrimination, Improved Health, Improved quality of life
5. Training and support to care		Countywide events.	Carole Whittle	March 08	April 08	Contribution Acknowledged, Choice and Control , Economic well being, Dignity, Freedom from discrimination, Improved Health, Improved quality of life
	Need for skills to care and protect carer health.	Access to appropriate Crossroads Training	Senior scheme staff	Ongoing	February 08	Contribution Acknowledged, Choice and Control , Dignity, Freedom from discrimination, Improved Health , Improved quality of life
6. Financial Security (not in work)	Second biggest concern in Carers UK survey	Continue referrals to money advice unit	Scheme managers	On going	Review referral numbers annually in December	Improved quality of life, economic well being , contribution acknowledged, freedom from discrimination, choice and control, dignity
7. Financial Security (carers who can/want to	ACE feedback from HCC, Crossroads and Carers UK is	Quality flexible breaks to support carers training and	Scheme managers	On going	Quarterly with carers breaks monitoring	Contribution Acknowledged, Choice and Control, Economic well being, Dignity,

work)	that flexibility and quality are vital to support working carers and those who wish to work	employment				Freedom from discrimination, Improved Health, Improved quality of life
8. A voice	Need to maintain carer focus of the organisation	Involvement in local and county strategy groups, listening to carer events. Reviewing feedback from carers regarding the service	County Officer and scheme managers	Ongoing	Annually in March	Contribution Acknowledged, Choice and Control , Economic well being, Dignity, Freedom from discrimination , Improved Health, Improved quality of life
9. Quality Services	Carers report that they need confidence in the quality of the service to the user to benefit from a break	Maintain CSCI level 4	Trustees and scheme managers	Ongoing	Inspections on 3 year cycle with self assessment annually	Contribution Acknowledged, Choice and Control , Economic well being, Dignity , Freedom from discrimination, Improved Health, Improved quality of life
		Achieve CROQUET level 3	Trustees and senior scheme staff	March 08	March 08	Contribution Acknowledged, Choice and Control , Economic well being, Dignity , Freedom from discrimination, Improved

						Health, Improved quality of life
10. Equity of access and appropriate support		Impact assessment of development and business plan	County Officer, scheme managers and trustees.	August 07	June 08	Contribution Acknowledged, Choice and Control , Economic well being, Dignity, Freedom from discrimination , Improved Health, Improved quality of life
11. Quality management information about carers	Carers are individual with individual needs	Offer services tailored to the individual needs of the carer and their cared for.	Senior scheme staff	Ongoing	Quarterly with Carers grant monitoring	Contribution Acknowledged, Choice and Control , Economic well being, Dignity , Freedom from discrimination, Improved Health, Improved quality of life
12. Customer Care and the Carer Pathway		Continue to work with HCC to ensure Carers have direct access to immediate support and that the transition from Carers grant to spot or block purchase	County officer and Senior Scheme staff	Ongoing	Quarterly with Carers Grant monitoring	Contribution Acknowledged, Choice and Control , Economic well being, Dignity , Freedom from discrimination, Improved Health, Improved quality of life

		is seamless for Carers.				
13. Emergency Services	Carers are concerned about who would care if they were unable to in an emergency.	Develop models to offer emergency breaks to carers utilising learning from other Crossroads schemes including Merton	County Officer, Senior scheme staff and trustees.	October 07	March 08	Contribution Acknowledged, Choice and Control , Economic well being, Dignity, Freedom from discrimination, Improved Health, Improved quality of life
14. Expert Carers		Offer training places on Crossroads courses to carers	Senior scheme staff	Ongoing	Feb 08	Contribution Acknowledged, Choice and Control , Economic well being, Dignity, Freedom from discrimination, Improved Health, Improved quality of life
		Recognise skills that carers have and develop a recruitment strategy to enable them to join the workforce if they	Senior Scheme staff	July 07	July 08	Contribution Acknowledged, Choice and Control , Economic well being, Dignity, Freedom from discrimination, Improved Health, Improved quality of life

		wish to.				
15. Carers and Learning		Flexible breaks to support Carers learning	Senior scheme staff	Ongoing	Quarterly with carers breaks monitoring	Contribution Acknowledged, Choice and Control, Economic well being, Dignity, Freedom from discrimination, Improved Health, Improved quality of life
16. Carers and Health		Develop 10 carer support groups in the county	Senior scheme staff	March 08	March 08	Contribution Acknowledged, Choice and Control, Economic well being, Dignity, Freedom from discrimination, Improved Health, Improved quality of life
17. Carers and Leisure		Flexible breaks to enable carers to pursue leisure opportunities.	Senior scheme staff	Ongoing	Quarterly with carers breaks monitoring	Contribution Acknowledged, Choice and Control, Economic well being, Dignity, Freedom from discrimination, Improved Health, Improved quality of life
18. Carers as trainers		Train and support carers to be involved in	Senior scheme staff	October 07	March 08	Contribution Acknowledged, Choice and Control, Economic

		induction training of care support staff.				well being, Dignity, Freedom from discrimination, Improved Health, Improved quality of life
19. Carers and recruitment		Investigate ways of involving carers in recruitment of staff	Senior scheme staff	March 08	March 08	Contribution Acknowledged, Choice and Control, Economic well being, Dignity, Freedom from discrimination, Improved Health, Improved quality of life
20. Carers and Commissioning		Work with local teams to ensure a seamless transition from Carers grant funded service to locally commissioned service	Senior scheme staff	Ongoing	Quarterly with carers breaks monitoring	Contribution Acknowledged, Choice and Control, Economic well being, Dignity, Freedom from discrimination, Improved Health, Improved quality of life