

Multi-Agency Carers' Strategy for Hertfordshire

Annual Action Plan – 2007-08

Agency: LD

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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	Data/	Action 07-08	Responsible	Date for	Date	Comments/Outcome
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Theme	Evidence		contact	completion	for review	(7 outcomes as amended by carers on 23 November)
1. Recognition of carer's role	Carers UK survey still biggest concern of 3,000 carers	1. Increase number of carers' assessments	Tim Anfilogoff to co-ordinate	By September 2007 should be evidence of increase	Oct 2007	Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control , Freedom from discrimination, Economic well-being, Dignity
		2. Practice Aide Memoire for staff	Tim Anfilogoff/Ann Norway	By October 2007 link to emergency services		
		3. Carers leads meetings with reps of all CLDT's	Jill Akroyd in Angela Cannon's absence	Ongoing		
		4. Appointment of Tammy Swailes as lead Manager for Carers of people with a learning disability	Tammy Swailes			
		5. Learning and Development Strategy to include Team Managers and outreach by Users. and Carers Team to CLDT's.		Review on 15 August		

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2. Information	Ongoing issues	Review information strategy	Tim Anfilogoff	By October 2007		Improved Health, Quality of Life, Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity
3. Time Off	Lack of resources in some areas. Issues around flexibility of some breaks etc	Local projects looking at flexible respite. Working with Contracts to look at LD specific block contracts. In Control-Individual Budgets will create more flexible services for families	Rose Geraghty Andy Chapman-Amey Sue Darker/Tony Edwards			Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity
4. Emotional Support	Carers express desire to speak to same person when making contact	<ul style="list-style-type: none"> • Transition strategy should improve support • Individual Budgets • Older family carers workers • Health Action Plans/facilitators 	Sue Darker Tammy Swailes			Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity

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5. Training and support to care	Parent training – autism etc. 10 week Asperger’s courses. In Control training.	Coordination of training initiatives which benefit carers Investigate possibilities around Expert Carers - Partners in Policy Making	Sue Darker Sue Darker			Improved Health, Improved Quality of Life , Contribution acknowledged, Choice and Control , Freedom from discrimination, Economic well-being, Dignity
6. Financial Security (not in work)	Second biggest concern in Carers UK survey	Continued partnership working with money Advice Unit	Bernie O’Gorman	Ongoing		Improved Health, Improved Quality of Life , Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity

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7. Financial Security (carers who can/want to work)	ACE Project Exit Strategy 270 carers worked with	Need to build learning into LD practice to deliver on s2 of Carers Equal Opportunities Act, Work Solutions courses, Practice Guidance	Jill Akroyd	May 2007. Must have clarity about pragmatic approach to what can be delivered		Improved Health, Improved Quality of Life , Contribution acknowledged, Choice and Control , Freedom from discrimination, Economic well-being, Dignity
8. A voice		LDPB and Carers Sub Group; Locality Forums; Listening to Carers Days; Having Your Say forms	Sue Darker/ Judith Jackson	Ongoing		Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity
9. Quality Services	Nationally more measure of outputs than outcomes – need to hear how practice is working	Having Your Say forms; Carers involved in staff recruitment; Contract reviews; Annual Review Meetings Training Impact of Day Service Reorganisation	Tim Anfilogoff/ Janice Maher/ Judith Jackson	December 2007		Will provide evidence relating to all: Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity

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10. Equity of access and appropriate support		Impact assessment of strategy being completed – feed into respite review and emergency planning strands in particular. Need to develop practice with Parents with LD and Carers with LD (often mutual caring situations)	Shazia Butt	June 2007		
11. Quality management information about carers	IRIS recording difficulties	Proposed changes and revised guidance should resolve	Tim Anfilogoff/ Steve Eaglesham/ Kevin MacAuliffe		Links to carers' assessments target	Improved Health, Improved Quality of Life, Contribution acknowledged , Choice and Control, Freedom from discrimination , Economic well-being, Dignity
12. Customer Care and the Carer Pathway		Monitor TWWW and new systems to ensure direct contact routes are maintained	Sue Darker			

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13. Emergency Services and Telecare	Carers UK BackMeUp campaign Government policy Message in a Bottle – to roll out	Set up LD commissioning group Strategy in place - Start to spend Contribute to coordinating group	Tim Anfilogoff Tim Anfilogoff/ Ted Maddex Tammy Swailes	May 2007 July 2007 October 2007 Ongoing		Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity
14. Carers and Learning & Expert Carers	Government Policy	See above Training and Support to Care Contribute to Carers and Learning Sub Group/ACE Exit Strategy work on tool for carers about how to access learning	Jill Akroyd	Ongoing		Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity

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15. Carers and Health	Silence of New Deal on responsibilities of NHS	New local links with PCTs to facilitate; Transition health action plans	Health Facilitation lead	Still clarifying arrangements		Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control , Freedom from discrimination, Economic well-being, Dignity
16. Carers and Leisure	S2 of Carers Equal Opportunities Act	Local links to DCs facilitated by DC Carers Champions meeting	Tim Anfilogoff to coordinate	Ongoing		Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control , Freedom from discrimination, Economic well-being, Dignity
17. Carers as trainers and carers in recruitment	Contribution valued by staff being trained	Ongoing work in partnership with Carers in Herts	Tim Anfilogoff	Ongoing		Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity
18. Carers and housing	Some casework shows lack of understanding of carers' issues in this area	New strand of strategy. Need to work out with partners (Supporting People Providers, District Councils etc) best way forward	Mark Janes/ Tim Anfilogoff	Ongoing		Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control , Freedom from discrimination, Economic well-being, Dignity

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19. Carers and transport	Evidence that transport difficulties can undermine sustainability and that direct payments can help	Link to Gill Borg and outcomes of reviewed Transport Strategy	Jill Akroyd/ Gill Borg/ Sue Darker			Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity
20. Carers and Commissioning	Ensure Carers Grant commissioning fully integrated and understood	Emergency Services and Respite review part of outcome focused commissioning strategy	Mark Janes/ Tim Anfilogoff/ Judith Jackson			Commissioning identified by CSCI as critical to delivering all: Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity