

# *Valuing Carers*

# **Transition Plan**

Version 2.0.

**Approved by ABMU Carers Partnership Board 4<sup>th</sup> October 2016**

Please note '*Progress*' column has been removed as this will now be reported on the Scorecard

**EXPECTED OUTCOME FOR CARERS IN THE ABMU AREA**

**A) Carers can access up to date information at the right time and from the right place**

	<b>GOALS</b>	<b>ACTION</b>	<b>TIMESCALE</b>	<b>MONITORING</b>	<b>RESPONSIBILITY</b>	<b>RESOURCES</b>
A.1	<p><i>Information - Quality</i></p> <p>Specific up to date information for Carers will be available alongside generic information.</p> <p>Printed Information will be available in a range of community settings.</p>	<p>Local Authority leads to make contact with Local Authority IAA leads.</p> <p>Ensure Carer information is part of the local implementation of the IAA requirements of the SSWB Act.</p> <p>Ask Carers about gaps in information (Questionnaire) and feedback to IAA and others as appropriate</p>	By Oct 2016	<p>Check what information available from Partner Organisations and where printed information is available</p> <p>Note on-line updates biannually</p>	<p><b>LEADS:</b> <u>BCBC Local Authority Group Manager &amp; Carers Development Officer</u>  <u>CCS Local Authority - Lead Officer</u>  <u>Carers</u>  <u>NPT CBC Local Authority Communications &amp; Engagement Officer and Commissioning Officer 3rd Sector</u></p> <p><b>IN PARTNERSHIP WITH:</b> <u>ABMU - Planning &amp; Partnership Managers</u>  <u>Bridgend Carers Centre - Manager</u>  <u>Swansea Carers Centre - Manager</u>  <u>NPT Carers Service – Manager</u></p>	<p>Current Information leaflets and websites</p> <p>2016/17 Allocation                      ABMU wide – Pharmacy Campaign</p>
A.2	<p><i>Information - source</i></p> <p>Carers Service/ Carers Centre are 'one stop shop' for local Carers support information and advice</p>	<p>Raise staff awareness of the remit of local Carers Service/ Centres</p> <p>Staff inform Carers about their local Carers Service/ Centre</p>	<p>Start April 2016</p> <p>Start April 2016</p>	<p>Carers Service/ Centres record number of Carers seeking information / support/ advice</p> <p>Carers Service/ Centres record source of referral</p>	<p><b>LEADS:</b> <u>BCBC Local Authority Group Manager &amp; Carers Development Officer</u>  <u>CCS Local Authority Lead Officer Carers</u>  <u>NPT CBC Local Authority Commissioning Officer - 3rd Sector</u>  <u>ABMU - Planning &amp; Partnership Managers</u>  <u>Bridgend Carers Centre - Manager</u>  <u>Swansea Carers Centre - Manager</u>  <u>NPT Carers Service - Manager</u>                      Local Health and Social Care 3<sup>rd</sup> Sector Organisations</p>	<p>Carers Service/ Centre Service Level Agreements (SLA)</p> <p>2016/17 Allocation                      Swansea – Carers Centre pt information Officer                      Bridgend – Carers Centre 3hrs Media Officer</p>

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A.3	<i>Information - source</i> Carers can access information and support about welfare benefits	Carers Service/ Centres either directly provide or signpost Carers to information and support about welfare benefits	By April 2016 <i>monitor on quarterly basis</i>	Number of Carers who have received/ been signposted to Welfare Benefits information and support.	<b>LEADS:</b> <u>BCBC Local Authority Group Manager &amp; Carers Development Officer,</u> <u>CCS Local Authority Lead Officer Carers</u> <u>NPT CBC Local Authority Commissioning Officer – 3<sup>rd</sup> Sector</u> <b>IN PARTNERSHIP WITH:</b> <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service – Manager</u>	NPT Carers Service – Joint Health and Local Authority SLA Bridgend Carers Centre - Joint Health and Local Authority SLA Swansea Carers Service – SLA <i>2016/17 Allocation</i> <i>Bridgend – Carers Centre pt</i> <i>Benefits Officer</i>
A.4	<i>Information - source</i> Carers can access training which supports them with their caring role or own well-being	Carers Service/ Centres either directly provide or signpost Carers to training	By April 2016 <i>monitor on quarterly basis</i>	Number of Carers who have received/ signposted to training  Report - Carers feedback about training	<b>LEADS:</b> <u>BCBC, CCS and NPT CBC Local Authorities</u> <i>Learning Training &amp; development Managers</i> Community Occupational Therapists <b>IN PARTNERSHIP WITH:</b> <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service – Manager</u>	SCWDP training plan  OT Training room at Cimla
A.5	<i>Provide info &amp; Support</i> Carers can access local information sessions, mutual support groups or well-being activities	Carers Service/ Centres either directly provide or signpost Carers to sources of mutual support or activities	By April 2016 <i>Monitor on quarterly basis</i>	Number of Carers who have received/ be signposted to groups or activities.  Number and type of activity facilitated by Carers Service/ Centre	<b>LEADS:</b> <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service - Manager</u>	NPT Carers Service – Funding gap Swansea and Bridgend Carers Service part funded by SLA & external funding <i>2016/17 Allocation</i> <i>Bridgend Carers, Café</i> <i>2016/17 ABMU Wide – regional event</i>

**EXPECTED OUTCOME FOR CARERS IN THE ABMU AREA**

**B): Carers are identified by staff who recognise their needs, provide them with appropriate information and signpost them to relevant services**

	<b>GOALS</b>	<b>ACTION</b>	<b>TIMESCALE</b>	<b>MONITORING</b>	<b>RESPONSIBILITY</b>	<b>RESOURCES</b>
B.1	<p><i>Identify Carers</i> Each partner organisation has a named strategic lead for Carers</p>	Identify a senior officer from partner organisations to take on 'Carers Lead' role	By End Oct 2016	List of Carers Leads	<p><b>LEADS:</b> <u>BCBC Local Authority</u> Group Manager &amp; Carers Development Officer <u>CCS Local Authority</u> Lead Officer Carers <u>NPT CBC Local Authority</u> Head of Integrated Community Services <u>ABMU - Planning &amp; Partnership Managers</u> <b>IN PARTNERSHIP WITH:</b> <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service - Manager</u>, Local Health and Social Care 3<sup>rd</sup> Sector Organisations</p>	None required
B.2	<p><i>Identify Carers</i> 'Carers Champions' raise team awareness and disseminate information. Increase the number of 'Carers Champions' in ABMU hospital and primary care settings and in Local Authority Social Work Teams</p>	<p>Recruit 'Carers Champions'</p> <p>Role description, training and arrange regular peer support</p> <p>Review impact of 'Carers Champion' post with teams</p>	<p>By March 2017 <i>review numbers quarterly</i></p> <p>First session by Oct 2016 then quarterly</p> <p>By March 2017</p>	<p>List of Carers Champions</p> <p>Number of sessions and attendees</p> <p>Report – feedback from Carers Champions, staff and Carers</p>	<p><b>LEADS:</b> <u>BCBC Local Authority</u> Group Manager &amp; Carers Development Officer <u>CCS Local Authority</u> Lead Officer Carers <u>NPT CBC Local Authority</u> Head of Service, Commissioning Officer, Learning Training &amp; development Manager Communications &amp; Engagement Officer <u>ABMU - Planning &amp; Partnership Managers</u></p>	<p>Staff time</p> <p>Carers Champion role description</p> <p>Training materials ( e-learning)</p>

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B.3	<p><i>Identify Carers</i></p> <p>There will be an increase in the number of ABMU and Local Authority staff who have undertaken Carers / Young Carers Awareness training</p>	<p>LA and ABMU include Carer Aware in training plans</p> <p>Promote uptake through regular intranet bulletins</p> <p>Carers Aware e-learning to be updated</p>	<p>By end Dec 2016</p> <p>By end Dec 2016 <i>Monitor on quarterly basis</i></p>	<p>Outlined in Organisations training programme for 16/17</p> <p>Number of staff starting and completing each course</p>	<p><b>LEADS:</b> <u>BCBC Local Authority - Learning Training &amp; development Manager</u>  <u>CCS Local Authority - Learning Training &amp; development Manager</u>  <u>NPT CBC Local Authority- Learning Training &amp; development Manager</u>  <u>ABMU - Training department</u></p>	<p>Carers Aware and Young Carers Aware e-learning available ~ will be amended in due course to reflect SSWB Act</p>
B.4	<p><i>Identify Carers</i></p> <p>Carers Aware e-learning will be available to local 3<sup>rd</sup> sector staff</p>	<p>ABMU training dept make Young/ Carers Aware e-learning available to 3<sup>rd</sup> sector organisations via learning@nhswales</p>	<p>By end Dec 2016</p> <p><i>Monitor on quarterly basis</i></p>	<p>Number of staff starting and completing each course</p>	<p><b>LEADS:</b> <u>ABMU - Training department</u>  <u>BCBC Local Authority - Learning Training &amp; development Manager</u>  <u>CCS Local Authority - Learning Training &amp; development Manager</u>  <u>NPT CBC Local Authority- Learning Training &amp; development Manager</u></p>	<p>Carers Aware and Young Carers Aware e-learning package available – to be updated for SSWB Act in due course</p>
B.5	<p><i>Identify Carers</i></p> <p>In depth training is available (building on e-learning) to staff on specific Carers issues</p>	<p>Local Authority and ABMU training dept incorporate specialist Carer issues training into training plans</p>	<p>By end June 2016</p> <p>Monitor on annual basis</p>	<p>Number of training sessions/ events</p> <p>Number of staff starting and completing each course</p>	<p><b>LEADS:</b> <u>BCBC Local Authority - Learning Training &amp; development Manager</u>  <u>CCS Local Authority - Learning Training &amp; development Manager</u>  <u>NPT CBC Local Authority- Learning Training &amp; development Manager</u>  <u>ABMU Training department</u></p>	<p>SCWDP training plan</p>

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	<b>GOALS</b>	<b>ACTION</b>	<b>TIMESCALE</b>	<b>MONITORING</b>	<b>RESPONSIBILITY</b>	<b>RESOURCES</b>
B.6	<i>Provide info &amp; Support</i> As they can be a first point of contact Staff in Primary Care identify and signpost Carers to information and support	Continue awareness raising programme/ RCGP toolkit  Carers Service/ Centres continue to engage with Primary Care	By end June 2016  Monitor on quarterly basis	Number of GP practices contacted  Number of Carers signposted/ referred to Carers Service by GP Practices  Feedback from GP practices  Feedback from Carers	<b>LEAD:</b> <u>ABMU - Planning &amp; Partnership Managers</u> <b>IN PARTNERSHIP WITH:</b> <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service - Manager</u>	NPT Carers Service – Service Level Agreement  Bridgend Carers Centre – Service Level Agreement  Swansea Carers Centre – Grant funded but need to identify resources to continue in 16/17.  <i>2016/17 Allocation Bridgend – Carers Centre, GP &amp; Pharmacy Hours</i>

**EXPECTED OUTCOME FOR CARERS IN THE ABMU AREA**

**C) Carers are engaged and consulted regarding any decisions made during their journey through health and social care services that affect them or the person they care for**

	<b>GOALS</b>	<b>ACTION</b>	<b>TIMESCALE</b>	<b>MONITORING</b>	<b>RESPONSIBILITY</b>	<b>RESOURCES</b>
c.1	<p><i>Identify Carers</i> Carers input and needs are formally recognised.</p> <p>Staff are aware of and promote Carers rights to their own assessment</p> <p>Carers are routinely considered as partners in care by all staff and as such Staff address issues of confidentiality and share information with Carers</p>	<p>The support provided by Carers is recorded in the Care Assessment</p> <p>Carers needs are identified and recorded in the Care or in a Carers Assessment</p> <p>Staff are made aware of and use the Information Sharing and Confidentiality guide and attend related training</p>	<p>By end March 2017</p> <p><i>Monitor on annual basis</i></p>	<p>Feedback from Carers</p> <p>Number of Carers identified in SU assessment</p> <p>Number of Completed Carers Assessments</p> <p>Feedback from Carers</p>	<p><b>LEADS:</b> <u>BCBC Local Authority</u> <i>Group Manager &amp; Carers Development Officer</i> <u>CCS Local Authority</u> <i>Lead Officer Carers</i> <u>NPT CBC Local Authority</u> <i>Safeguarding &amp; Quality Manager</i></p>	<p>Part of the implementation of the SSWB Act</p> <p>'Business as usual'</p> <p><i>2016/17 Allocation</i> <i>NPT – Carers Service CRT post</i></p>
c.2	<p><i>Provide info &amp; Support</i> Carers have a point of contact when in a crisis</p>	<p>Staff inform Carers of actions/ contacts for dealing with a crisis</p>	<p>By end June 2016</p> <p><i>Monitor on annual basis</i></p>	<p>Feedback from Carers</p>	<p><b>LEADS:</b> <u>BCBC Local Authority</u> <i>Group Manager &amp; Carers Development Officer</i> <u>CCS Local Authority</u> <i>Lead Officer Carers</i> <u>NPT CBC Local Authority</u> <i>Commissioning Officer – 3rd Sector</i> <u>ABMU - Planning &amp; Partnership Managers</u> <b>IN PARTNERSHIP WITH</b> <u>Bridgend Carers Centre – Manager</u> <u>Swansea Carers Centre – Manager</u> <u>NPT Carers Service – Manager</u></p>	<p>Carers Emergency Card scheme</p> <p>Current information</p> <p>Social Services Contact Centres</p>

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c.3	<i>Engage &amp; Consult</i> Carers can engage formally or informally on service development, planning or review on areas which affect them or the person they support	Create or maintain opportunities within each partner organisations to involve Carers in strategic service developments and in reviewing services	By end March 2017  <i>Monitor on annual basis</i>	List meetings where Carers representatives are invited to attend  List other opportunities of Carers to provide opinion/ feedback  Feedback from Carers	<b>LEADS:</b> <u>BCBC Local Authority</u> <i>Group Manager &amp; Carers Development Officer</i> <u>CCS Local Authority</u> <i>Lead Officer Carers</i> <u>NPT CBC Local Authority</u> <i>Commissioning Officer – 3<sup>rd</sup> Sector Communications &amp; Engagement Officer</i> <u>ABMU - Planning &amp; Partnership Managers</u> <u>Bridgend Carers Centre - Manager</u> <u>Swansea Carers Centre - Manager</u> <u>NPT Carers Service – Manager</u> Local Health and Social Care 3 <sup>rd</sup> Sector Organisations	As 15/16

**EXPECTED OUTCOME FOR CARERS IN ABMU AREA**

**D) All Carers are offered a Carers Assessment ensuring their needs are identified and addressed**

	<b>GOALS</b>	<b>ACTION</b>	<b>TIMESCALE</b>	<b>MONITORING</b>	<b>RESPONSIBILITY</b>	<b>RESOURCES</b>
d.1	<i>Assessment</i> There is an increase in the number of Carers who take up the offer of having their own Assessment or Support Plan review	A system is in place to routinely offer a Carers Assessment and review of support plan on an annual basis unless Carer declines	By end March 2017  <i>Monitor on quarterly basis</i>	Number of Carers Assessments reviewed  Feedback from Carers	<b>LEADS</b> <u>BCBC Local Authority</u> <i>Group Manager &amp; Carers Development Officer</i> <u>CCS Local Authority</u> <i>Lead Officer Carers</i> <u>NPT CBC Local Authority</u> <i>Safeguarding &amp; Quality Manager</i>	System to automatically flag up review date

**EXPECTED OUTCOME FOR YOUNG CARERS LIVING IN THE ABMU AREA**

**E) Young Carers are identified and provided with appropriate information, assessment and support** *This in addition to A1,A2,A4,A5 &A6*

	<b>GOALS</b>	<b>ACTION</b>	<b>TIMESCALE</b>	<b>MONITORING</b>	<b>RESPONSIBILITY</b>	<b>RESOURCES</b>
E.1	<i>Identify Carers</i> There are clear arrangements/ plans or strategy documentation in place to identify and support Young Carers across service areas	Produce or update local Plans or strategy documentation to identify and support Young Carers	By Dec 2016	Plans or strategy documentation  Distribution list of Plans or strategy documentation  Feedback from Young Carers	<b>LEADS:</b> <u>BCBC Local Authority</u> <i>Lead Officer Young Carers</i> <u>CCS Local Authority</u> <i>Lead Officer Young Carers</i> <u>NPTCBC Local Authority</u> <i>Principal Officer CYP &amp; Commissioning Officer CYP</i> <b>IN PARTNERSHIP WITH:</b> <u>BCBC/ CCOS/ NPT CBC Local Authority</u> ABMU and 3 <sup>rd</sup> Sector organisations	
E.2	<i>Assessment</i> Young Carers are provided with age appropriate assessments Which are regularly reviewed.	In line with the Social Services and Well-Being Act, Young Carers are provided with an assessment of their needs.	By June 2016 <i>Monitor quarterly</i>	Number of Young Carers who have been assessed or reviewed  Number of Young Carers who have had a service as a result of being assessed  Feedback from Young Carers	<b>LEADS:</b> <u>BCBC Local Authority</u> <i>Lead Officer Young Carers</i> <u>CCS Local Authority</u> <i>Lead Officer Young Carers</i> <u>NPTCBC Local Authority</u> <i>Principal Officer CYP &amp; Commissioning Officer CYP</i> <b>IN PARTNERSHIP WITH:</b> Bridgend Young Carers Project Swansea Young Carer Project NPT Young Carers Project	Age appropriate Carers Assessment tool
E.3	<i>Provide info &amp; Support</i> Young Carers can access advocacy services	Provide / signpost to Advocacy Services which Young Carers can access	By March 2017	Number of Young Carers accessing Advocacy Services	<b>LEADS:</b> <u>BCBC Local Authority</u> <i>Lead Officer Young Carers</i> <u>CCS Local Authority</u> <i>Lead Officer Young Carers</i> <u>NPTCBC Local Authority</u> <i>Principal Officer CYP &amp; Commissioning Officer CYP</i>	Advocacy Service <i>funding will need to be secured</i>

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	<b>GOALS</b>	<b>ACTION</b>	<b>TIMESCALE</b>	<b>MONITORING</b>	<b>RESPONSIBILITY</b>	<b>RESOURCES</b>
E.4	<i>Provide info &amp; Support</i> There is specific age appropriate information available for Young Carers	Make age appropriate information available to Young Carers	By March 2017  <i>Consult with Young Carers about their information needs</i>	Feedback from Young Carers.	<b>LEADS:</b> <u>BCBC Local Authority</u> <i>Lead Officer Young Carers</i> <u>CCS Local Authority</u> <i>Lead Officer Young Carers</i> <u>NPTCBC Local Authority</u> <i>Principal Officer CYP &amp; Commissioning Officer CYP</i> <u>ABMU</u> <u>Bridgend Young Carers Project</u> <u>Swansea Young Carer Project</u> <u>NPT Young Carers Project</u>  Health & Social Care 3 <sup>rd</sup> Sector Orgs	Young Carers information booklet and posters available <i>need to be updated in line with SSWB Act</i>  Further funding will need to be identified to produce further copies of these materials
E.5	<i>Provide info &amp; Support</i> There is specific age appropriate support available including groups	Directly provide or signpost Young Carers to sources of support	<i>Monitor on quarterly basis</i>	Number of Young Carers who have received/ be signposted to groups or activities.  Number and type of activity facilitated by Young Carers Projects  Feedback from Young Carers	<b>LEADS</b> <u>BCBC Local Authority</u> <i>Lead Officer Young Carers</i> <u>CCS Local Authority</u> <i>Lead Officer Young Carers</i> <u>NPTCBC Local Authority</u> <i>Principal Officer CYP &amp; Commissioning Officer CYP</i> <b>IN PARTNERSHIP WITH</b> <u>Bridgend Young Carers Project</u> <u>Swansea Young Carer Project</u> <u>NPT Young Carers Project</u>	Service level Agreements with Young Carers Projects

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E.6	<i>Engage &amp; Consult</i> The views and opinions of Young Carers are at the core of the Carers Partnership Board	Create opportunities for Young Carers to get their voices heard. feedback to Carers Partnership Board	By March 2017  <i>Young Carers feedback as and when available but at least annually</i>	Report – Young Carers Feedback  Carers Partnership Board Work plan	<b>LEADS</b> <u>BCBC Local Authority</u> <i>Lead Officer Young Carers</i> <u>CCS Local Authority</u> <i>Lead Officer Young Carers</i> <u>NPTCBC Local Authority</u> <i>Principal Officer CYP &amp; Commissioning Officer CYP</i> ABMU, Bridgend Young Carers Project Swansea Young Carer Project NPT Young Carers Project, local Health and Social Care 3 <sup>rd</sup> Sector Organisations	As 15/16
E.7	<i>Provide info &amp; Support</i> There is specific age appropriate training which supports Young Carers well-being or in their caring role	Directly provide or signpost Young Carers to training	<i>Monitor on quarterly basis</i>	Number of Young Carers who have received/ be signposted to training  Number and type of training activity facilitated by Young Carers Projects  Feedback from Young Carers	<b>LEADS:</b> <u>BCBC Local Authority</u> <i>Lead Officer Young Carers</i> <u>CCS Local Authority</u> <i>Lead Officer Young Carers</i> <u>NPTCBC Local Authority</u> <i>Principal Officer CYP &amp; Commissioning Officer CYP</i> <b>IN PARTNERSHIP WITH</b> Bridgend Young Carers Project Swansea Young Carer Project NPT Young Carers Project	Service level Agreements with Young Carers Projects