

Carers Strategy Workshop – 24 January 2020

EMPLOYMENT AND FINANCIAL WELLBEING			
WHAT WE SAID		WHAT WE DID	WHAT DO WE WANT TO DO NOW?
<p>The Carer Support Team has been active in promoting the legal rights of carers. We will ensure that a planned programme of events is developed to promote carers understanding of their legal rights.</p>	RAG		
	Amber	<ul style="list-style-type: none"> • Specific drop in sessions – Lighthouse Carers Week. 	<ul style="list-style-type: none"> • Support changes in laws for employers to become more support. E.g. mandatory carers rights/carers policies. • Promote tried and tested interventions to improve support to carers. Enable cares to enquire about their rights. • Could we consider a policy where we make both providers and internal staff across organisations contractually committed to carer support/employment flexibility. • Skills/employment services promote and understand carers services • Flexibility in leave patterns • Staff shouldn't be noted as 'off sick' or 'late' due to caring. • Not just internal policy but external too • Consistency across organisation/organisations. Policy is in place but how does this work in operation. • Explore DWP active employers • Support carers into employment • Do CWC know how many employees have caring responsibilities? How? • Show we test practices for carers locally. • Is everyone aware of what systems/policies are in place that could support carers e.g. Working hour flexibility • We promote maternity return and menopause policy- should include this!
	Green	<ul style="list-style-type: none"> • For those who don't identify themselves as carers needs more reaching out. 	
	Amber	<ul style="list-style-type: none"> • Reviews are helpful 	
Green	<ul style="list-style-type: none"> • Social prescribers support and advice • Via carers welfare rights plus info on employment and legal rights as a carer. • GP Practices variable response to requests for specific time slots • Carers passport all employers across the City need to be involved – Employers need to be aware of carers in the workforce – carers need to identify themselves • But there's still work to do 		

Carers Strategy Workshop – 24 January 2020

SERVICES AND SYSTEMS THAT WORK FOR CARERS			
WHAT WE SAID		WHAT WE DID	WHAT DO WE WANT TO DO NOW?
<p>We will work with carers to develop a Carers Charter that delivers a set of promises for carers that demonstrate both organisations work closely to enhance the carers experience.</p> <p>We will review existing arrangements for respite care and where necessary we will remodel existing service provision to ensure transparency and flexibility to meet the needs of carers.</p> <p>The Council Carer Support Service will continue to offer information and advice to carers to ensure they have access to local support.</p> <p>We will work with children and adult social care services to improve the transition process.</p>	RAG		
	Red		
	Green Green	<ul style="list-style-type: none"> • Blakenhall • Short breaks • Home based respite • Homecare 2019. Shortfalls in staff/resources. Limits flexibility – commissioning services carers themselves Emergency HBR respite – no longer available. • Threshold is much higher now, especially on weekends. 	<ul style="list-style-type: none"> • Review with carers what ‘promises’ should be national guidance and best practice • Localise charter • Is it the same document for adult carers and young carers • ‘we know’ – ‘we will’ – ‘we have’ • Consider carers from BHME communities – culture and faith variation. • Communication of local offer to professionals. • Clarify about ‘respite’ which type. What does it offer? Redesign – Direct Payments • Strengthen work on transition with Spurgeons. • Potentially have a separate model for the 18-25 age group due to the complexity and differences in when a child is mature enough to transition into adult services. • Info offer will be advanced and strengthening – identify carers in the first instance – info offered via different routes, up to date, correct info, useful focussed info online – face to face. Unusual community – venues to promote
	Amber	<ul style="list-style-type: none"> • Not sufficient info on offer across services • Young adult carers 18-25 – what is the offer. Transition from Spurgeons to Adult Carers Team 	

Carers Strategy Workshop – 24 January 2020

SUPPORT YOUNG CARERS			
WHAT WE SAID		WHAT WE DID	WHAT DO WE WANT TO DO NOW?
	RAG		
<p>We will engage with schools to identify Young Carers Champions and enlist the Peer Support Network to educate peers on what being a young carer means.</p> <p>The Young Carers Champions to mentor young carers to make their attendance at school a positive experience.</p> <p>Young carers to develop a means of achieving this priority with the Young Carers Champion and Pastoral Care Teams.</p> <p>A young carers school week to include a support session so this priority can be achieved.</p> <p>A young carer to be encouraged to attend extra</p>		<ul style="list-style-type: none"> • Need to know more about support for Young Carers. • Schools need to take responsibility for training of staff 	<ul style="list-style-type: none"> • ?? to raise profile of young carers support service • Identify young carers through HRBS questions • Caring responsibilities added to school place application form, school census • Link to school improvement/education as links to school attendance and achievement. Gives strategic backing from Leadership Teams. • School champions for young carers • Make it more of a strategic aim for schools to think about young carers and identify them • How would a young carer know they are a carer? Is there a role for PSHE/Teachers? • Need to consider the barriers of identifying as a young carer e.g. links to social care involvement etc. Judgement, stigma • Awareness raising with other services working in schools e.g. School Nurses

Carers Strategy Workshop – 24 January 2020

<p>curriculum activities and to tell Young Carer's Champion if this is proving difficult.</p> <p>We will engage with schools and Wolverhampton Connexions to identify ways support could be improved</p> <p>We will engage with health professionals to identify ways to improve access to information</p>	<p>Green</p>	<ul style="list-style-type: none"> • Query identification via school census 	<ul style="list-style-type: none"> • School census?
<p>We will engage with health professionals to identify ways to support carers experiencing stress</p>	<p>Amber</p>	<ul style="list-style-type: none"> • Primary Care has developed and continues to develop care navigation and carer support is part of this. • Training on navigation points occurs annually with practice staff/receptionists and reinforces the criteria that staff should be looking for to navigate and identify carers to the services available. 	<ul style="list-style-type: none"> • Working with practices to identify young adult carers – key conversations noticing young carers attending appointments with adults (in school time) • Schools <ul style="list-style-type: none"> ○ Carer champions ○ Include carer question in survey parents complete ○ Attendance awareness – constant lateness ○ School Nurse role – training for staff, process to identify
<p>We will engage with young carers commissioned providers of young carer services and 'The Way' to</p>	<p>Amber</p>	<ul style="list-style-type: none"> • I think this could be strengthened by further connection of services and communities • School nurse offer 	<ul style="list-style-type: none"> • GP

Carers Strategy Workshop – 24 January 2020

<p>identify opportunities for young carers to engage socially.</p>		<ul style="list-style-type: none"> • Dementia – need to support and strengthen • Drop out between 18-25 – need robust offer for these – transition need for personalised support, older young carers • Need range of offer for young people – activities and locations 	<ul style="list-style-type: none"> ○ More aware of young people accompanying patient ○ District Nurses role • Understand our social media activity • Learn from best practice/guidance – Headstart? • Local based support needed • Connexions relationship/engagement – training raising awareness • Understand our commissioned service activity • Transition to adult carer team needs to be strengthened. • Need to work with Strengthening Families Hub.
--	--	---	---

Carers Strategy Workshop – 24 January 2020

RECOGNISING AND SUPPORTING CARERS IN THE WIDE COMMUNITY			
WHAT WE SAID		WHAT WE DID	WHAT DO WE WANT TO DO NOW?
	RAG		
We will promote local support services as part of the remodelled community based carer support groups.	Green	<ul style="list-style-type: none"> • Refer to social prescribers • Advice to register as carer 	<ul style="list-style-type: none"> • Work with carer groups to understand local support needs
	Green	<ul style="list-style-type: none"> • Refer to Spurgeons – not sure of process 	<ul style="list-style-type: none"> • Create local partnerships between services that meet these needs and make the offer visible.
	Green	<ul style="list-style-type: none"> • Refer to internal Compton Care Services. Link people to Voluntary Sector through community support team. Neuro – rehab cafes encourage people to attend. Compton have carers group 	<ul style="list-style-type: none"> • Education and training moving and handling skills base to manage patient.
We will review current channels of communication designed to promote carer support groups to ensure effectiveness and value for money	Amber	<ul style="list-style-type: none"> • Ongoing promotion – updating services, updating WIN, carers cafes • Home Based Respite – to allow carers the opportunity to attend local support services. • What is the remodelled community based carer support – carer wellbeing café in place • Joint memory matter points • Talking points • Good links with dementia in the community • Primary Care • CRISP – Carers Support Intervention Programme 	<ul style="list-style-type: none"> • Communicate to ethnic minorities and cultural bases • Research on immigrants arriving and needs • What messages do carers need vs what messages others need / people being supported / public? • Should the offer be ‘needs’ promoted, rather than ‘service’ promoted. E.g. does a carer look for support for a specific need, not a service particularly the service to a carer maybe irrelevant • Single point of access for carers – is this truly accessible to everybody across all areas of caring e.g. young people, mental health, diversity, old ages, CD etc • The most important issue is that all professionals in the City are aware of services and support so they can signpost effectively when needed. Local

Carers Strategy Workshop – 24 January 2020

			<p>understanding of pathways, protocols, thresholds, services etc.</p> <ul style="list-style-type: none">• Who else has a remit for carers – who do we not know about, does it need a mapping exercise?• How well connected are DWP, benefits etc.• More awareness of what it means to become or be a carer conveyed to children (in school?) to make it easier for them to self-identity
--	--	--	---

Carers Strategy Workshop – 24 January 2020

BUILDING RESEARCH AND EVIDENCE TO IMPROVE OUTCOMES FOR CARERS			
WHAT WE SAID		WHAT WE DID	WHAT DO WE WANT TO DO NOW?
<p>Wolverhampton Council is committed to increasing the take up of assistive technology as part of their preventative agenda. We will monitor the take up of assistive technology and support carers to understand the scope of equipment available and how it can help them as carers.</p>	RAG		
	Amber	<ul style="list-style-type: none"> • Carers support team are always armed with the information for assistive technology • Harder for individuals to access the support, is this due to a lack of capacity in social care? But once received, everything is smooth. • Promotional material needs to better represent the wide range of technology that is available. • How do we record people using AT who do not meet social care threshold and not registered with carers • Telecom service in place • Tele responder service • Telecom – some carers use products such as “ring” and “Alexa”, “pebble” monitoring system. • Young carers awareness of what is available? • Consider negative aspects – young carers and carers generally need appointments to talk to a person 	<ul style="list-style-type: none"> • Connect carers with the digital aspects of health to simplify access • Online triage, online consultations, telephone appointments, proxy access and patient online app to book appointments easily • This seems a growing area of interest but also needs a feedback loop from carers to understand which technologies may be useful or cost effective/fair value. • To keep promotional material, the focus should be on the concepts of the product rather than models which go out of date quickly. • Simplify application forms • Display showing equipment in home setting – Lighthouse Walsall • For the cared for person, a potential to offer carers a break – simple answers just need to be aware of ‘gadgets’ available • Connect with existing data/resources i.e. Kooth – tab for young carers