

Haringey Carers Strategy

**Haringey's strategy for supporting
unpaid adult carers**

Delivery Plan 2009-2012

incorporating stakeholder views from consultations

OUTCOME 1: BEING RESPECTED AND SUPPORTED

Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role

KEY INITIATIVES	RESOURCES	NATIONAL/LOCAL INDICATORS 2009-2012	LEAD	WBSF OUTCOME
1.1 To promote recognition and respect for carers				
<p>1.1(i) Identify hidden carers and enable carers to recognise themselves as carers</p> <ul style="list-style-type: none"> Maintain the profile of carers and caring through press and media coverage of carers' events, launch of new carers' services, Carer of the Year Award etc Promote the Carers Register as a means of networking carers with borough-wide support and services and accessing carers' discounts Train front line staff across the Council, NHS, MH Trust, Homes for Haringey and Jobcentre Plus to recognise and signpost carers Nominate carers champions in key settings e.g. GP receptions, Customer Services, Library information desks, Haringey Adult Learning Service (HALS) Review GP protocol for referring carers to Adult Social Care 	Within existing resources	<p>Percentage increase year on year in newly identified carers as proportion of total number of carers on Carers Register</p> <p>Baseline 2008-9: 1283 carers on Register @31.3.'09</p> <p>Percentage increase year on year in number of carers on Carers Register as indicator of reach of key initiatives</p> <p>Baseline 2008-9: 1283 carers on Register @ 31.3.'09</p>	<p>Commissioning Manager Adult, Culture and Community Services (ACCS)</p> <p>Assistant Director, Adult Services ACCS</p> <p>Deputy Director Practice-based and Acute Commissioning NHS Haringey</p> <p>Head of Commissioning South East Haringey</p> <p>Director of Nursing Barnet, Enfield and Haringey Mental Health Trust</p>	Improved quality of life
<p>1.1(ii) Reach out to hidden carers</p> <ul style="list-style-type: none"> Planned outreach to under-supported groups and new communities and wards with high concentrations of carers Extend distribution networks for Carers Register mailings through partnership working (LBH/NHS Haringey/MH Trust Communications teams & CVS networks inc. Haringey Forum for Older People Targets developed for identifying 'hidden' carers in new contracts with providers 	Within existing resources	As above	<p>Commissioning Manager ACCS</p> <p>Information and Communication sub-group</p> <p>Carers Partnership Board</p>	Improved quality of life
1.1(iii) Bring about or accelerate culture change in attitudes and	Within existing	NI 4: % of people	Information and	

OUTCOME 1: BEING RESPECTED AND SUPPORTED

Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role

KEY INITIATIVES	RESOURCES	NATIONAL/LOCAL INDICATORS 2009-2012	LEAD	WBSF OUTCOME
behaviours towards carers <ul style="list-style-type: none"> Awareness raising of carers' contribution at societal and individual levels Develop 'Day in the life' and case studies as a means of attracting public interest /challenging perceptions via local media Train carers as trainers Carers present/co-present carer awareness training to be rolled out to front line staff -see 1.1(i) 	resources	who feel they can influence decisions in their locality Baseline: 40.5% (2008 Place Survey) 2009-10: 42.9% 2010-11: 45.1% 2011-12: tbc	communication sub-group Carers Partnership Board Carers Centre Director Media and Public Relations representatives: Haringey Council NHS Haringey Barnet, Enfield and Haringey Mental Health Trust	Making a positive contribution
1.1(iv) Increase opportunities for carer involvement and representation in decision-making <ul style="list-style-type: none"> Include carers in User Payment Policy roll-out to recognise their contribution to service planning and development Arrange training and confidence building for carer members of the CPB Enable carer members of CPB to act as representatives on other Partnership Boards of the Haringey Strategic Partnership (HSP) Review carer representation on CPB in Feb.'10 and annually Carers Partnership Board to ensure appropriate representation for formal consultations as appropriate Offer support with transport, translation & interpreting and replacement care as standard to all carers participating in consultative forums Continue to develop opportunities for carers to participate in area assemblies, Overview and Scrutiny reviews, NHS Haringey consultations and Theme Groups Promote understanding of roles of LINKs and Community Link Forum Develop a framework for carers to evaluate services and to be involved in service development 	Within existing resources	NI 4: % of people who feel they can influence decisions in their locality Baseline: 40.5% (2008 Place Survey) 2009-10: 42.9% 2010-11: 45.1% 2011-12: tbc	Commissioning Manager, ACCS Associate Director of Public Health Adults and Older People NHS Haringey Co-chairs, Making a Positive Contribution sub-group, Haringey Strategic Partnership (HSP) Director, Black and Minority Ethnic Carers Support Service Consultation Manager Communications and Consultation Unit Haringey Council	Making a positive contribution

OUTCOME 1: BEING RESPECTED AND SUPPORTED

Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role

KEY INITIATIVES	RESOURCES	NATIONAL/LOCAL INDICATORS 2009-2012	LEAD	WBSF OUTCOME
1.2 To promote awareness of carers as a disadvantaged group <i>in their own right</i> and of the inequality gap for carers				
<p>1.2(i) Following the Equalities Impact Assessment, develop an action plan to challenge discrimination against carers:</p> <p>To include:</p> <ul style="list-style-type: none"> • Recognition of the role and contribution of carers • Awareness of the barriers that caring creates to more equal outcomes between carers and non-carers • Joint strategic needs assessment to reflect diversity of carers and their needs • Establish a consistent definition of term 'carer' across the Haringey Strategic Partnership • Inclusion of carers as a separate equalities strand in Equal Opportunities Policies • 'Carer proofing' (impact assessment) of local policy, practice and procedure • Publicise and promote flexible working to Haringey employers whose staff have caring responsibilities • Local Carers Charter 	Within existing resources	<p>NI 140 Fair treatment by local services</p> <p>Baseline:60.4% (2008 Place Survey)</p> <p>2009-10: 62.6%</p> <p>2010-11: 65%</p> <p>2011-12: tbc</p>	<p>Commissioning Manager, ACCS</p> <p>Carers Champion, Haringey Council</p> <p>Corporate Equalities Board member</p> <p>Associate Director of Public Health, Adults and Older People, NHS Haringey</p>	Freedom from discrimination or harassment
1.3 To enable carers to access integrated and personalised services				
<p>1.3 (i) In preparation for Personalisation, ensure carers can access comprehensive and reliable information about support and services when they need it</p> <ul style="list-style-type: none"> • Information and communication sub-group of CPB to lead on review of information currently available to carers and make recommendations • Existing carers' services able to provide core information offer (voluntary and statutory) • Quality standards for information set in new contracts for providers • Maintain Carers Register as opportunity to provide newly registered carers with individually tailored information • Update the <i>Essential Guide for Carers in Haringey</i> in paper formats • Ensure information is available at key access points: GP surgeries, 	Within existing resources	<p>NI 135 Carers receiving needs assessment or review and a specific carer's service, <i>or advice and information</i></p> <p>Baseline : 2008-9</p> <p>22.2% (844 services+ 320 advice and information)</p>	<p>Information and communication sub-group Carers Partnership Board</p> <p>Personalisation sub-group Carers Partnership Board</p> <p>Commissioning Manager ACCS</p>	Increased choice and control

OUTCOME 1: BEING RESPECTED AND SUPPORTED

Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role

KEY INITIATIVES	RESOURCES	NATIONAL/LOCAL INDICATORS 2009-2012	LEAD	WBSF OUTCOME
<p>hospital discharge, Customer Service centres, call centre, libraries, Adult referral and assessment teams</p> <ul style="list-style-type: none"> Market personalisation to carers to overcome concerns that it means extra responsibilities for them 				
<p>1.3(ii) With the introduction of Personalisation, provide a "universal offer" of advice and information for carers as well as a personalised service for carers with differing needs:</p> <ul style="list-style-type: none"> Provide a range of information from a single source to save carers' time Develop web-based provision of information Publicise national helpline and web service Develop information about support services for BME communities, LGBT carers, disabled carers, men and women carers Provide information in translation and in accessible formats 	Within existing resources	<p>NI 135 Carers receiving needs assessment or review and a specific carer's service, <i>or advice and information</i></p> <p>Baseline : 2008-9 22.2%</p>	<p>Programme Co-ordinator, Personalisation, Haringey Council</p> <p>Assistant Director Adult Services</p>	Increased choice and control
<p>1.3 (iii) To ensure carers have a choice of modernised, reliable, culturally appropriate services which support them and inspire confidence</p> <ul style="list-style-type: none"> Further develop commissioning plans for carers' services through the commissioning cycle Carers involved in commissioning activities Identify the range of interventions needed to deliver integrated and personalised services i.e. brokerage, advocacy, information, caring support and training Review funding for advice, information and signposting provided in the voluntary sector Increase the evidence base for carers commissioning e.g. quality measures of carers' experience of services Identify gaps in information about carers and the diversity of their needs that can be filled 	Within existing resources	<p>Carer User Experience Survey Baseline (pilot): to be confirmed</p> <p>NI130 Social care clients receiving Self Directed Support Baseline 2008-9: 717 carers</p>	<p>Commissioning Manager, ACCS</p> <p>Programme Co-ordinator Personalisation, Haringey Council</p>	<p>Improved quality of life</p> <p>Increased choice and control</p>
<p>1.3 (iv) To put in place an effective protocol which establishes clear responsibilities for assessing the needs of, and providing support for, carers aged under 18 including the period of transition from Children to</p>	Within existing resources		Commissioning Manager Children & Young	

OUTCOME 1: BEING RESPECTED AND SUPPORTED

Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role

KEY INITIATIVES	RESOURCES	NATIONAL/LOCAL INDICATORS 2009-2012	LEAD	WBSF OUTCOME
Adult Services			People's Service Adult Service Managers	

OUTCOME 2: BALANCING CARING WITH A LIFE APART FROM CARING

Carers will be able to have a life of their own alongside their caring role

KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
2.1 Ensure access to separate carer's assessment and flexible carer's service for eligible carers				
<p>2.1(i) Ensure holistic carer's assessment offered as Haringey standard by assessment & care management teams</p> <ul style="list-style-type: none"> Carer reasons for declining assessment recorded as outcome of carer's referral on Electronic Social Care Record (Framework-i) Carers routinely signposted to direct access universal services Carers provided with a copy of their support plan and told what will happen next Option of Individual Budget (inc. Direct Payments) for cared for and carer routinely discussed Where a cared for person receives community care services, ensure a carer's assessment is completed for carers who provide regular and substantial care Carers informed of outcome of community care assessments /reviews and told what will happen next Recording of unmet need to inform service developments 	Within existing resources	<p>Carers User Experience Survey Baseline (pilot): to be confirmed</p> <p>NI 135 Carers receiving needs assessment or review and a specific carer's service, or advice and information Baseline : 2008-9 22.2%</p> <p>NI130 Social care clients receiving Self Directed Support Baseline 2008-9: 717 carers</p>	<p>Commissioning Manager ACCS</p> <p>Service Manager Adult Services</p>	<p>Improved quality of life</p> <p>Increased choice and control</p>

OUTCOME 2: BALANCING CARING WITH A LIFE APART FROM CARING Carers will be able to have a life of their own alongside their caring role				
KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
2.1(ii) Delegated assessments of 'hidden' carers provided by voluntary sector partners <ul style="list-style-type: none"> Review end to end process, carers' eligibility and quality of assessments with partners Set targets and monitor performance quarterly Service level specification in future provider contracts 	Within existing resources	Percentage increase year on year Carers User Experience Survey Baseline (pilot): to be confirmed	Commissioning Manager ACCS Carers Partnership Board sub-group on Carers and Current Services (including Transition)	Improved quality of life
2.1(iii) Increase expertise of work force undertaking carer assessments <ul style="list-style-type: none"> Carer awareness in induction training for new staff Carer awareness training available in adult social care short course programme Training in teams Performance workshop on carer assessments and support planning Carers' individual needs identified and range of services required to meet them (beyond breaks) Carers' right to an ordinary family life with other family members recognised in assessment and provision of services 	Within existing resources	Carers User Experience Survey Baseline(pilot): to be confirmed	Commissioning Manager ACCS OD & L Consultant Social Care Sector Head of Systems Development & Performance ACCS	Improved quality of life
2.1 (iii) Make preparations for the introduction of self-directed support for carers <ul style="list-style-type: none"> Involve carers in the design of the carer's self-assessment questionnaire (SAQ) Hold information and feedback sessions for carers involved in pilot projects Develop good quality information for carers about self-directed support and universal and targeted services Regular telecare demonstrations and roadshow Work with provider organisations to update service descriptions and publicity Consider peer and community support available to carers in commissioning plans 	Within existing resources	NI 135 Carers receiving needs assessment or review and a specific carer's service, or advice and information Baseline : 2008-9 22.2% Carers User Experience survey baseline: to be confirmed	Commissioning Manager, ACCS Programme Manager, Personalisation	Increased choice and control
2.2 Increased number and availability of carers' breaks				
2.2(i) Joint planning between the Council and NHS Haringey to use pooled funding to provide breaks for carers:	Within existing resources	NI 119 Self-reported measure of people's	Commissioning Manager	Improved health and

OUTCOME 2: BALANCING CARING WITH A LIFE APART FROM CARING Carers will be able to have a life of their own alongside their caring role				
KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
<ul style="list-style-type: none"> Short breaks provided by in-home replacement care Short breaks provided by carers' organisations: social activities, pampering, opportunities for volunteering, learning and skills development (direct access) Overnight replacement care Rolling breaks Access to regular breaks via domiciliary care package or residential respite for cared for Flexible carer's service can be used to fund break Explore alternative models for break provision e.g. carers registered with Haringey Time Bank accrue credit which can be exchanged for breaks, HomeShare personalised respite (Redbridge Crossroads), breaks fund administered by carers organisation Promote the uptake of direct payments and Individual Budgets to give carers flexible choice and control over breaks 		<p>overall health and well-being Baseline 2008-9 80%</p> <p>NI 135 Carers receiving needs assessment or review and a specific carer's service, or advice and information Baseline : 2008-9 22.2%</p>	<p>ACCS Commissioning Manager NHS Haringey</p>	<p>emotional well-being</p> <p>Improved quality of life</p> <p>Increased choice and control</p>
2.3 Carers have confidence that they can be supported when they have an emergency				
<p>2.3(i) Mainstream planning for a carer emergency within carer's assessment and self-assessment</p> <ul style="list-style-type: none"> Redesign business processes Arrange briefings for staff Ensure information available at key access points: GP surgeries, hospital discharge, Customer Service centres, call centre, libraries, Adult referral and assessment teams and on the website Collect and analyse data about carers' needs for replacement care to inform future commissioning 	Within existing resources	<p>NI 135 Carers receiving needs assessment or review and a specific carer's service, or advice and information Baseline : 2008-9 22.2%</p> <p>NI 127 Self-reported experience of social care users No baseline till end of 2009-10</p>	<p>Commissioning Manager ACCS Personalisation Programme co-ordinator Service Manager, Community Alarm Service</p>	<p>Improved quality of life</p> <p>Increased choice and control</p>

<p align="center">OUTCOME 3: CARERS FINANCIAL SECURITY</p> <p align="center">Carers will be supported so that they are not forced into financial hardship by their caring role</p>				
KEY INITIATIVES	RESOURCES	NATIONAL/LOCAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
3.1 Carers supported with information and advice to maximise their income				
3.1(i) Carers have ready access to welfare benefits advice: <ul style="list-style-type: none"> • Carer specific services are well publicised and co-ordinated (time/geographical location) • Carer specific services are quality assured • Carer specific services are flexible (home/telephone/office appointments) • Provide information, advice and help with form-filling • Reach out to under-served groups • Work in partnership to deliver special events e.g. Carers Rights Day • Quarterly performance reviews to identify value for money and inform commissioning strategy 	Within existing resources	NI 127 Self reported measure of social care users No baseline till end of 2009-10 Carer User Experience Survey Baseline (pilot):to be confirmed Better off calculations	Commissioning Manager ACCS Provider Leads Age Concern Benefits and Local Taxation Manager Haringey Council	Economic well-being
3.1(ii) Develop internal and external partnerships in order to run themed events for carers e.g. <i>Making the most of your money</i> and increase carers' material benefits <ul style="list-style-type: none"> • Protocol for joint working already in place between Haringey Council and Benefits Agency • Include carers in Claim it campaign • Investigate possibility of cross-referencing databases (DWP/Homes for Haringey/Housing Associations/Carers Register) to identify carer households for anti-poverty initiatives (Warm Front Scheme, Decent Homes etc) and targeted carers' information 	Within existing resources	Better off calculations	Finance Assessment Team Manager Service Manager Housing and Health, Urban Environment	Economic well-being
3.2 Carers supported to remain in or return to work				
3.2(i) Carers' eligibility for services reviewed for working carers and returners: <ul style="list-style-type: none"> • Minimise risk to employment as consequence of caring responsibilities • Carers' aspirations to return to work or undertake work-related training validated in carer's assessment and support planning (self-assessment and resource allocation under Self-directed Support) • Option of <i>flexible carer's service</i> (or Individual Budget) publicised to carers 	Within existing resources	NI135 Carers receiving needs assessment or review and a specific carer's service, or advice and information Baseline 2008-9 22.2%	Service Manager, Adult Services Head of Learning Disabilities Partnership Mental Health Service Manager Personalisation Programme co-ordinator	Increased choice and control Economic well-being Improved quality of life

OUTCOME 3: CARERS FINANCIAL SECURITY

Carers will be supported so that they are not forced into financial hardship by their caring role

KEY INITIATIVES	RESOURCES	NATIONAL/LOCAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
<ul style="list-style-type: none"> Information about eligibility for services of cared for person and carer publicised to carers support organisations Briefings for referral and assessment teams 				Freedom from discrimination or harassment
3.2(ii) Develop partnership working with Jobcentre Plus (JCP) <ul style="list-style-type: none"> Recruit the Haringey Care Partnership manager or representative to the Carers Partnership Board Clarify employment support services available to carers in local Jobcentre Plus offices Work towards improved information about flexible job vacancies in Jobcentre Plus job banks Provide information about flexible working and job opportunities via the Carers Register and on-line 	Within existing resources	JCP indicators	Haringey Care Partnership Manager Department for Work and Pensions Commissioning Manager ACCS	Increased choice and control
3.2 (iii) Develop employment support, adult guidance, learning and training opportunities for carers <ul style="list-style-type: none"> Develop a co-ordinated and collaborative approach Incorporate into the carers commissioning plan 	Within existing resources		Commissioning Manager ACCS Head of Haringey Adult Learning Service (HALS) Assistant Director, Learner Information and Support, CONEL Welfare to Work Co-ordinator HC Programme Manager Haringey Guarantee HC Black and Minority Ethnic Carers Support Service	Increased choice and control
3.3 Employees of Haringey Council who are carers are recognised and supported				
3.3(i) Improve recognition for Council employees who are carers <ul style="list-style-type: none"> Scope areas for development Virtual or actual buddy system or support network Implications of Coleman judgement and Equalities Bill in terms of 	Within existing resources	Satisfaction rating of respondents to specific question in annual staff survey	Commissioning Manager ACCS Carers Champion Head of HR	Increased choice and control

OUTCOME 3: CARERS FINANCIAL SECURITY**Carers will be supported so that they are not forced into financial hardship by their caring role**

KEY INITIATIVES	RESOURCES	NATIONAL/LOCAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
<ul style="list-style-type: none">a Carers Register of employees• 'Carer proofing'(impact assessment) of HR policies• Time off with pay for employees who are carers to attend Council-run consultations, information and awareness-raising events (max. 2 per year)• Annual invitation via pay slips to carers to 'Get connected'				Improved quality of life Economic well-being

OUTCOME 4: CARERS WELL-BEING Carers will be supported to stay mentally and physically well and treated with dignity				
KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
4.1 Carers can access a specialised carers' service or resource centre				
4.1 (i) Provide an integrated support service tailored to carers' specific needs, delivering <i>early identification of carers; advocacy, empowerment, involvement; ongoing emotional support</i> <ul style="list-style-type: none"> one point of call for carers increased level of funding and increased level of service provision resource centre model self-organising groups information, advice, signposting, health liaison continuity of support robust monitoring of take up and outreach to under-represented groups 	Within existing resources	NI 119 Self-reported measures of people's overall health and well-being Baseline 2008-9 80%	Commissioning Manager ACCS	Improved health and emotional well-being Improved quality of life Increased choice and control Freedom from discrimination or harassment
4.2 Carers can access ongoing emotional support				
4.2(i) Ensure a range of social and emotional support: peer support groups and activities; pampering days, alternative therapies, stress busting; regular support during vulnerable periods; pre-and post-bereavement support;	Within existing resources	NI 119 Self-reported measures of people's overall health and well-being Baseline 2008-9 80%	Commissioning Manager ACCS	Improved health and emotional well being
4.3 Carers can access health and well-being services				
4.3(i) Enable access to a range of healthy living activities, especially free and low cost services, advice and information: <ul style="list-style-type: none"> Health walks from libraries Free swimming (over 60s), carers' discounts on sport and leisure centre admission Relaxation classes 	Within existing resources	NI 119 Self-reported measures of people's overall health and well-being Baseline 2008-9 80%	Commissioning Manager ACCS	Improved health and well being
4.4 Carers can access psychological support and counselling				
4.4 (i) Enable access to appropriate psychological support, including	Within existing	NI 119 Self-reported	Commissioning Manager	Improved

OUTCOME 4: CARERS WELL-BEING Carers will be supported to stay mentally and physically well and treated with dignity				
KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
counselling: <ul style="list-style-type: none"> Access to Haringey IAPT (Improving Access to Psychological Therapies), GP services, low cost community-based schemes Access to CRUSE for bereavement counselling 	resources	measures of people's overall health and well-being 2008-9 baseline 80%	ACCS NHS Haringey	health and well being
4.5 Carers can access training for care- giving				
4.5 (i) Enable access to or co-ordinate a programme of training to support carers in their caring role: <ul style="list-style-type: none"> Moving and Handling First Aid Nutrition Medication Use of specialist equipment Caring with Confidence/ Expert Patient Programme 	Within existing resources	NI127 Self-reported experience of social care users No baseline till end of 2009-10	Commissioning Manager ACCS	Increased choice and control
4.6 Carers are recognised and supported in primary care				
4.7 (i) Develop a project plan to improve support for carers by the NHS (informed by "Supporting Carers: An action guide for general practitioners and their teams" 2008 RCGP) <ul style="list-style-type: none"> Lead commissioner for carers identified in Primary Care Trust (NHS Haringey) Carers' champions –on PCT and Trust Boards, in GP surgeries, including practice nurses, professionals allied to health and receptionists Carers support and advice workers in acute and community settings Identification of carers and co-carers Effective use of GPs' carers registers Dedicated time for practice nurses to support carers Annual health check for carers Information prescriptions Care passports (let carers help cared-for person express their care needs and staff know they can share information with the carer) 	Within available resources	NI 119 Self-reported measures of people's overall health and well-being Baseline 2008-9 80% NHS Quality Markers	Project Group: Head of Commissioning ACCS Deputy Director, Practice-based Commissioning and Acute Commissioning, NHS Haringey Associate Director of Public Health, Adults and Older People, NHS Haringey Carer representative, Carers Partnership Board	Improved health and emotional well-being Improved quality of life Increased choice and control

OUTCOME 4: CARERS WELL-BEING Carers will be supported to stay mentally and physically well and treated with dignity				
KEY INITIATIVES	RESOURCES	NATIONAL INDICATOR 2009-2012	LEAD	WBSF OUTCOME
<ul style="list-style-type: none"> • Flexible use of technology e.g. home consultations • Development of carer pathways 				