

Pembrokeshire Carers Strategy 2004 – 2009

ACTION PLAN

This strategy has been agreed following multi-agency consultation on the basis of full co-operation between all partners; carers, carers support groups, voluntary agencies and statutory agencies e.g. Actions in the Information section will mainly be carried out by the multi-agency information sub-group of the Carers JIG which includes Pembrokeshire County Council, PAVS, Carers Outreach, Crossroads, Alzheimers Society and carer representatives.

OBJECTIVES	ACTIONS	LEAD AGENCY	OUTCOME/TARGET/DATES
A: Health and Social Care			
Strategic planning			
1.Views of carers are taken into account in developing planning and delivery of services	a) To explore the make up of the carers' and young carers' JIGs and ensure that representation of the various stake holders is fair and equitable, and that suitable communication protocols exist.	PAVS	An equal distribution of the various stakeholders in each JIG including Young carer representation on the Young Carer's JIG. March 2005
	b) To develop a stronger link between the carers' and young carers' forums and the appropriate Joint Implementation Group	PAVS	Issues raised within the Carers Forums are brought to the appropriate JIG and taken into account in decision making . December 2004
	c) To increase the number of Carers participating in the joint planning process by ensuring a carers' representative is included on each JIG	PSPB	Involving discussions with each JIG. March 2005.
	d) To ensure representation of carers when planning community health services for older people.	Pembs/Derwen NHS Trust	Present arrangements to be reviewed during 2005.
	e) providing replacement care and travel costs as appropriate in order to allow carers to attend	Local Health Board	Present arrangements for carers' travel and replacement care to be

	Forum and JIG meetings.		reviewed by March 2005.
2. Carers' needs are considered in the development of all Social Care and Housing, and Health policies such as the Health Social Care and Well-being strategy and the Childrens' and Young Peoples Framework	a) To raise awareness of carers needs and the crosscutting nature of carers with all stakeholders and decision makers.	PAVS and Cymorth Partnership	In association and consultation with all members of the Carers' and Young Carers' JIGS we will ensure that carers benefit from these changes and strategies.
	b) Respond to draft strategies outlining the need for inclusion of carers	PAVS	In association and consultation with all members of the Carers' and Young Carers' JIGS we will highlight carers' views and needs and ensure that productive links are made with this strategy document.
3. Appropriate services will be delivered in respect of carers needs and support.	a) Benchmarking with other authorities as to efficient ways of delivering service.	Pembrokeshire County Council	April 2005
	b) Development of appropriate budgets to ensure that services for carers continue after the carers grant has been absorbed within the RSG.	Pembrokeshire County Council	March 2006
Assessments			
4. The number of Carer Assessments is increased	a) Targeted training and specialist input to be provided to various social work team. Initially with:- <ul style="list-style-type: none"> • Mental Health • Children with Disabilities 	Pembrokeshire County Council	From March 2004 30% increase by March 2005

	Teams		
	b) Agreed strategies for every social work team incorporating new carer's introductory pack and staff training about carers assessments.	Pembrokeshire County Council	September 2005 Annual increase by 25%
5. To develop further training sessions on carers' assessments for statutory staff and to extend the training to voluntary sector staff	a) i) Ongoing quarterly courses on Carers Assessments for new members of staff within the county council. ii) To assess the training needs of health staff. iii) To provide training for relevant workers within the voluntary sector.	i) Pembrokeshire County Council ii) LHB iii) PAVS	i) From April 2004. 100% of relevant staff trained particularly within community care by March 2005 ii) Unmet needs to be identified iii) Unmet needs to be identified
	b) Specific short courses for social work teams when required.	Pembrokeshire County Council	In accordance with the agreed strategies for each team.
	c) Courses on young carers' needs and assessments.	Pembrokeshire County Council	October 2005
	d) Courses on integrating carers and cared-for careplans into an integrated action plan.	Pembrokeshire County Council	March 2006
6. To identify carers and their needs, particularly the needs of young people who are carers	a) Audit of carers and young carers in existing caseloads. • Mental health • Children with disabilities. • Learning Disabilities team. • Community care.	Pembrokeshire county Council .	Beginning 2004 • Mental health September 2004 • Children with disabilities. September 2004 • Learning Disabilities team. October 2005 • Community care Assessment/Care Management Team 2006

	b) recording of unmet needs in respect of carers.	PAVS	Ongoing annually
7. To ensure that carers' and young carers' assessments are incorporated into i.) The Unified Assessment Framework and ii.) The Integrated Childrens System	a)To ensure that carers issues are raised in considering the development of these frameworks in Pembrokeshire. b)To ensure that carers have an equality of priority within the system when it is operational. .	Pembrokeshire County Council	i.) September 2005 ii.) April 2006
8. To monitor the numbers of carers assessments offered to people from Black and Ethnic minorities within the county.	Set up and implement monitoring system within the assessment process and computerised recording system.	Pembrokeshire County Council	October 2005
9. To continue to develop a wide range of provision for carers via the carers grant and other budgets to enable carers to access services and receive specific services as a result of a carers assessment.	a) monitoring of existing provisions made via the carers grant. b) development of provision c) recording of unmet needs in respect of carers. d)monitoring of carers assessments completed and ways in which needs have been met.	a) PAVS. b) Pembrokeshire County Council c) PAVS d) Pembrokeshire County Council	Ongoing annually Ongoing annually December 2004 and annually December 2004 and annually

B: Information			
10. General awareness of carers' issues is increased for carers and the public.	a) To produce targeted regular publicity about carers' issues particularly via the information sub-group	i) PAVS	Ongoing particularly targeting Carers Week and Carers Rights Day To produce bi-monthly coverage in the local press or on local radio
		ii) Carers Outreach	Regular press coverage and regular outreach sessions throughout the county
11. Carers are provided with up to date accessible information	a) To produce and launch a new version of the Carers Handbook	PAVS	June 2005
	b) To review and update relevant sections of the Carers Handbook on an annual basis	PAVS	Annual till 2009
	c) To produce a general carers leaflet to display carers leaflets in all GP surgeries, libraries, voluntary and statutory sector agencies	PAVS	June 2004
	d) To ensure that all information is easily accessed by carers throughout Pembrokeshire; i) in libraries and ii) in GP surgeries	i) libraries – PCC ii) GP surgeries - LHB	April 2005
	e) All new carers to Social Care and Housing to be given an introductory pack	PCC	Ongoing from August 2004
	f) Health professionals in secondary care to actively promote access of information to carer who come into contact with them.	Pembs/Derwen NHS trust	To review during 2005
12. Carers to benefit from a co-ordinated approach to information and events.	a) audit newsletters that are currently available	PAVS	April 2006

b) assess gaps or duplication	PAVS	July 2006
c) review	PAVS	September 2006
d) All voluntary and statutory agencies to ensure that their services are well publicised	PAVS	April 2006
e) Develop a multi – agency approach to organising joint events for Carers Week and Carers Rights Day	PAVS Carers Outreach	December 2004 – joint Carers Rights Day activities

C: Support

13. Carers have a clear understanding of how they can access appropriate respite of their choice.	a) To develop a community care respite policy to include eligibility criteria covering extended respite at home as an alternative to residential respite	PCC	October 2005
	b) to develop a range of respite services to include overnight respite to enable carers to have good rest at night and/or to go away for the night, and support for carers to go on holiday, to include a pilot project beginning December 04	PCC	i) Pilot Project December 2004 ii) Policy completed Autumn 2005
	c) To continue with the current policy document and eligibility criteria for health funded respite care at home or in nursing homes. To consult and revise policies and protocols by June 2005 following publication of new guidance. To provide respite care in nursing homes To provide respite care episodes at home for periodic relief to carers To provide respite as and when required by carers (including overnight respite).	LHB	Ongoing work

	d) to further develop the existing range of short break services within Childcare.	PCC	April 2005 – New Unit opening – Holly House
14. Each carer will have a named worker who they can contact for information, signposting, emergencies etc	a) To develop a system of named workers for all carers on a multi agency basis.	PAVS	April 2008
	b) to develop emergency support services for carers	PCC	April 2007
15. Carers to have more support from primary care services	a) Hold awareness raising session for GPs	LHB	April 2005
	b) Explore ways to develop a system for carers to have more support from primary care services	LHB	April 2006
	c) Implement the above	LHB	September 2006
16. Carers will have a range of sustainable carers support groups to join	a) to continue to fund carers support groups from Carers Grant	PCC	April 2005
	b) to explore alternative sources of funding for support groups	PAVS	April 2006
17. Carers will be able to access alternative ways of receiving services	a) Development of direct Payments system that allows carers and young carers to benefit from direct payments where appropriate.	PCC	In accordance with the council's development strategy for direct payments. Beginning with certain customer groups in November 2004.

	b) to monitor unmet needs from evaluation of Carers Grant and carers assessments and incorporate them into planning of future services	PAVS	Evaluation questionnaires and/or visits December 2004 and on ongoing annual basis
	c) Following the publication of the Welsh Assembly Government report on pilot Voucher Scheme Pembrokeshire will review report for further developments.	Pembrokeshire County Council	March 2006
18. The specific support needs of Black and Minority Ethnic Carers are identified and addressed	a) audit the specific needs from carers assessments	PCC	Ongoing from April 2005
	b) encourage providers to develop services to meet these specific needs	PAVS	Ongoing from April 2005

D: Young Carers			
19. Develop a multi-agency partnership agreement between agencies working with young carers in the county.	a) development of multi-agency group.	Pembrokeshire County Council.	September 2004
	b) Model agreements from other areas considered.	Pembrokeshire County Council.	To be developed in conjunction with the Multi agency group a sub group of the Young carers' JIG. April 2005
	c) Creation of draft Pembrokeshire agreement in consultation with partners	Pembrokeshire County Council.	A working agreement that will assist in meeting the needs of young carers Sept 2005
20. To identify young carers who are caring for customers of the local authority social care and housing directorate.	a) A relevant audit of customers receiving social care services from the Local authority, initially in the adult mental health team.(2004) Children with disabilities Team (2004) Learning Disabilities Team (2005) Community Care : Assessment/Care Management Teams and Disabilities Team (2005/6)	Pembrokeshire County Council.	Sept 2006 To offer assessments to 100% of all identified young carers in AMHT and Children with disabilities Team by Nov. 2004. In CTLD by July. 2005 In Community Care : Adult Assessment/Care Management Teams and Disabilities Team by April 2006
21. Young Carers issues will be included in all relevant policies such as the Children and Young Persons frameworks.	a) participation in consultation exercises of all policies concerning young people and Children.	Cymorth Partnership	July 2005

	b) Integration of Carers and Young Carers' strategy with relevant strategies via the Joint planning mechanism.	PSPB	July 2005
22. To develop a child centered assessment process	a) Create a child centered young carers assessment form and additional assessment tools.	Pembrokeshire County Council.	July 2004
	b) Develop processes and protocols that enable young carers to be prioritised, assessed and provided with a service appropriate to their needs.	Pembrokeshire County Council.	September 2004
	c) To provide training for community and child care workers about the needs and assessment of Young carers.	Pembrokeshire County Council.	September 2004
23. A programme of research and outreach events in schools throughout the county. These will be aimed at raising awareness of young carers' needs and reducing prejudice	a) Pilot project in two schools via Cymorth funding.	Pembrokeshire County Council.	October 2004
	b) Extension of project to other schools in the county.	Pembrokeshire County Council.	2005
	c) Results to inform PHSE (personal health and Social education) curriculum.	Pembrokeshire County Council.	2005
	d) Event to present findings from research via i) existing Young Carers Events ii) PSPB	i) Cymorth ii) Pembrokeshire County Council	Summer 2005

24. Reduction in isolation felt by young carers in Pembrokeshire Schools	Bullying policy and anti-bullying activities being pursued in schools	Pembrokeshire County Council Education Directorate.	April 2005
25. To review the distribution of young carers regularly in order to ensure that existing and new services are distributed in the most accessible way.	Annual review of services for young carers incorporating unmet needs and a review of distribution and transport issues concerning young carers	Young Carers JIG	First review planned for October 2005.
26. To organise events to raise awareness of young carers issues	a) For young carers	Pembrokeshire Carers' Outreach	April 2005
	b) amongst professionals and teachers	PCC/Young Carers JIG	July 2005
27. To raise awareness of the issues that face young carers when considering employment with careers services. To ensure that young carers can be sure of advice that takes their situation into account.	a) Develop carers and employment group to explore issues of young carers and work.	PAVS on behalf of the Young Carers' JIG	October 2005
	b) Raise the situation of young carers and employment opportunities through this group.	PAVS	April 2006
	c) Develop multi-agency training event to raise awareness for teachers and careers staff.	Young Carers JIG/PAVS	April 2006

E: Carers and Employment

28. Carers are more aware of employment and volunteering opportunities	a) to set up a multi-agency partnership to explore ways of enabling carers to maintain contact with employment opportunities	PAVS	May 2004
	b) To provide better information about employment and volunteering opportunities to carers	PAVS	April 2005
	c) to develop links between carers assessments and careers guidance	PCC	April 2005
29. Carers are supported to return to/remain in work	a) to audit the support needs of working carers and to develop ways of providing more regular and consistent support to enable carers to work	PAVS	April 2005
30. Carers are provided with targeted training to enable them to return to work	a) Establish what training needs carers have to include a pilot workshop in September 2004	PAVS	March 2005
	b) establish what training options are currently provided	PAVS	May 2005

	c) develop training options to fill the gaps	PAVS	April 2006
31. Local employers to have carer friendly policies reflecting a more appropriate work/life balance	a) multi – agency carers and employment group to raise awareness of carers issues, to develop standards for local employers	PAVS	April 2005
	b) Liaise with ACE Project to contribute to wider employers network	PAVS	Ongoing from April 2005
	c) Seminar on Carers Issues for Employers to be organised	Pembrokeshire College	October 2004