

7 Delivery Plan 2010/2011 Update

Objective A: Carers are respected as expert care partners and will have access to the integrated and personalised service they need to support them in their caring role.			
	Action	Progress	Status
A1	Provide carer representation at Board level of the Putting People First (PPF) in Blackpool Work Stream 1 - Advice, Resources Directory, Self Assessment, Care & Support Shops, to ensure that all adults carers are considered during the development of the products and services.	Carers needs and services have been considered throughout the development of products and services. The resource directory is established and carers services are included. The PFF Team have engaged with carers throughout the year.	Completed
A2	Provide the national website 'Carers Direct' and the national 'Carers Helpline' with up to date information about carer's services in Blackpool annually.	Carers calling the helpline or accessing the 'Carers Direct' website, have access to local information.	Completed
A3	Explore the feasibility of providing one advice and information telephone helpline for carers in Blackpool.	Blackpool Carers Centre provides a telephone helpline service.	Completed
A4	Promote the involvement of the Carers Readers Panel in the review and development of leaflets, and other written information.	Carers Readers Panel has amalgamated with the editorial group for Blackpool Carers Centre Newsletter.	Completed
A5	Revisit service specifications with the third sector to increase the number of carers referred to social services for assessments.	Carers services specifications include identification of carers and referring to Social Services	Completed
A6	Map out pathways into carers services and if possible establish less complex pathways into services.		Related action carried forward to 2011/13
A7	Promote and support the implementation of the national programme of 'Caring with Confidence'.	A number of Caring with Confidence Courses have been facilitated in Blackpool. This national programme is no longer available.	Completed
A8	Establish the demand for the provision of 'Caring with Confidence' courses provided by OMEGA specifically for carers of people who care for EOL patients.	No specific Caring with Confidence courses provided for EOL patients. This national programme is no longer available	Completed
A9	Undertake a review the Expert Patient Programme – Looking After Me course to establish the need for future courses.	EPP commissioned to provide a range of peer led education programmes according to take up, including LAM. No After Me Courses took place.	Related Action carried forward to 2011/13
A10	Consult with carers to understand their training needs and requirements.		Related action carried forward to 2011/2013
A11	Provide carer representation at Board level of the Putting People First in Blackpool Work Stream 2 - Assessment, Care Planning & Reviews, Brokerage, Charging & Eligibility, to ensure that carers are considered during the development of the products and services.	Carers needs and services have been considered throughout the development of products and services. E.g. Flexible respite, Involvement in Support Planning, banking time/budgets etc.	Completed

A12	Develop and implement a workforce development plan for Blackpool Council, NHS Blackpool, third sector and private organisations who come into contact with carers. Training to include awareness of Young Carers.	A group was established to design and develop training. Two training events took place.	Related Action carried forward 2011/2013
A13	Develop 'local' carer training modules which can be delivered both face to face and electronically via Social Care Information & Learning Services (Scils).	An e learning package is available for staff who have access to computers.	Completed
A14	Provide training to re-ablement staff to enable them to cascade their re-ablement skills to carers.	Re-enable staff routinely work with family members to ensure they confident and have the skills to support the cared for. No training needs for staff were identified.	Completed
A15	Implement the Participation, Involvement and Engagement Strategy and review its impact.		Carried forward 2011/2013
A16	Support the further development of Carer Participation Groups.	Carer Participation is now routine in all commissioning activity.	Completed
A17	Ensure that carer's consultation and input is evidenced and recorded and fed into the JSNA.	All carers input to consultations is recorded in the final reports which are published on the document control system. A formal referral process into the JSNA still needs to be determined	Carried forward 2011/2013

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

	Action	Progress	Status
B1	Undertake a review of the demand, capacity and eligibility of the Age Concern Older Adults Mental Health Carers Service.	A review of this service was undertaken and commissioning recommendations taken forward. See below.	Completed
B2	Implement the recommendations made in the review of the Age Concern Older Adults Mental Health Carers Service.	A Carers Breaks Service for carers of people with a mental health condition is in place.	Completed
B3	Review the use and eligibility of the Carers Small Grant Fund.	A review of this grant was undertaken and changes made to the grant eligibility.	Completed
B4	Implement the recommendations made in the review of the Carers Small Grant Fund.	The Blackpool Council Grant is now available to all carers who have had an assessment which identifies a need for the grant.	Completed
B5	Implement the approved recommendations from the Carers Breaks Research undertaken by Blackpool Carers Centre.	NHS Blackpool is funding Blackpool Carers Centre to pilot a 'small grant' programme for carers .	Completed
B6	Review and monitor contracts to ensure that links are made with agencies providing potential breaks to carers, such as leisure centres to raise awareness of carers issues.	Contracts are in place with specification to ensure that signposting takes place.	Completed
B7	Provide awareness training on carers issues for workers	Blackpool Carers Centre provides awareness	Completed

	within universal services.	sessions for other organisations in Blackpool.	
Objective C: Carers will be supported so that they are not forced into financial hardship by their caring role			
	Action	Progress	Status
C1	Ensure representation from the DWP Care Partnership Manager on the Joint Commissioning Strategy for Adult Carers Group.	DWP Care Partnership Manager is a member of the Carers Partnership Board.	Completed
C2	Carers employability status and aspirations will be included in carers assessments and review processes and these will be recorded and monitored.	Employment is included in the Social Care Assessment Process and recorded accordingly.	Completed
C3	Promote vocational training and employability courses run for Blackpool Carers.	There are specific JCP courses that Carers can access. Carers not in receipt of benefits can engage with JCP on a voluntary basis.	Completed
C4	Promote carer friendly working policies with NHS Blackpool, Blackpool Council, third sector and private employers.		Carried forward to 2011/2013
C5	Develop opportunities for carers to maximise their income.	JCP advisors are trained to offer financial help and better off in work calculation. Blackpool Carers Centre is an alternative office for JCP.	Completed
C6	Provide carer representation at Board level of the Putting People First in Blackpool Work Stream 1 - Advice, Resources Directory, Self Assessment, Care & Support Shops, to ensure that access to benefits information and advice for carers is considered in the development of products.	Carers needs and services have been considered throughout the development of products and services. The resource directory is established and carers services are included. The PFF Team have engaged with carers throughout the year.	Completed
Objective D: Carers will be supported to stay mentally and physically well and treated with dignity			
	Action	Progress	Status
D1	Ensure that Blackpool council and NHS staff have access to training to increase the number of assessments offered and improve Blackpool's performance against NI 135.	Training for staff has taken place.	Related action carried forward to 2011/2013
D2	Ensure that as SLA for social workers are developed that the delivery of NI 135 is included.		Carried forward to 2011/2013
D3	Undertake a review of how carers assessments are, carried out, recorded and monitored.		Carried forward to 2011/13
D4	Carers should be provided with information to guide them to access their GP or other health providers for relevant screening to manage their health appropriately	Funded a pilot project with Blackpool Carers Centre to develop better links with GP Practices.	Completed
D5	Develop and promote counselling services to carers in Blackpool.	Counselling take place at the Blackpool Carers Centre. Counsellors in Mental Health Services can	Completed

		be accessed through GP's	
D6	Develop pathways for carers to access the Active for Health Programme.		Related action carried forward 2011/2013
D7	Promote the take up of free home safety fire checks with carers.	Fire Service provides Fire Safety Training and Home Fire Safety Checks for Carers. Promoted through the Carers Magazine	Completed
D8	Promote of the use of the Carers Emergency Card Scheme.	Emergency Card Scheme promoted in Carers Magazine	Completed
D9	Identify and develop services and systems (statutory and third sectors) to help carers who are not eligible under FACs to plan for emergencies.		Related action carried forward 2011/2013
Objective E: Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods and to active against all the Every Child Matters outcome			
	Action	Progress	Status
E1	Map the needs of young adult carers to identify appropriate support.	Research on the needs of young adult carers in the 16 – 25 years of age group has taken place. This will form the basis to respond to the needs of carers that are reluctant to engage with services as they currently operate. Part of the review of carers services planned for 2011/2012 will include a process to ensure all carers have age appropriate support.	Completed
E2	Following E1, ensure current services are more inclusive of this age range, if necessary.		Completed
E3	Establish a transitions protocol with young carers services and adult carers services.		Completed
E4	Awareness of young carers will be included in all 'carers training' delivered to NHS Blackpool, Blackpool Council, third sector and private workforce.		Young Cares issues have been included in workforce training.
E5	Establish a clear framework to develop and provide personalised and joined up support for young carers and their families through the adoption and use of the model Memorandum of Understanding developed by ADASS & ADCS	Children and Adult Services are one Directorate in Blackpool. The Young Carers Strategy and the Adult Carers Strategy reflect the ethos of MOU.	Completed
F - Additional actions not covered under specific objectives.			
	Action	Progress	Status
F1	Establish the demand for the specific role of Admiral Nurses.	A Dementia Advisor Service and a Dementia Peer Support Service are now in place.	Completed

8. Commissioning Priorities for 2011/2013

Objective A: Carers are respected as expert care partners and will have access to the integrated and personalised service they need to support them in their caring role.				
	Action	Timescale	Cross reference to other action plans	Lead Agency/Officer
A1	Map out pathways into carers services, consider how carers are referred for assessment and if possible establish less complex pathways into services.	30 th December 2011		Denise Cole, Commissioning Manager, BC
A2	Consult with carers to identify specific skills training required to support them in their caring role and identify appropriate training for carers.			Seonaid Elliott, Service Redesign Officer, BC
A3	Ensure that staff have the skills and knowledge to support carers through the development and implementation of a workforce development plan			Workforce Development
A4	Implement the Participation, Involvement and Engagement Strategy and review its impact.			Seonaid Elliott, Service Redesign Officer, BC
Objective B: Carers will be able to have a life of their own alongside their caring role				
	Action	Timescale	Cross reference to other action plans	Lead Agency/Officer
B1	Undertake a re-tender exercise of daytime respite support for older people	31 st March 2012	Blackpool Council and NHS Blackpool Joint Commissioning Strategy	Denise Cole, Commissioning Manager, BC
B2	Develop and implement a modernised and fit for purpose service model for daytime support for adults with a learning	31 st March 2012	Blackpool Council and NHS Blackpool	Kelly Neale

	disability.		Joint Commissioning Strategy	
Objective C: Carers will be supported so that they are not forced into financial hardship by their caring role				
	Action	Timescale	Cross reference to other action plans	Lead Agency/Officer
C1	Review the effectiveness of the current arrangements for supporting carers to continue in employment or return to employment if that's what they choose to do.			Social Services Direct
C2	Promote carer friendly working policies with NHS Blackpool, Blackpool Council, third sector and private employers.			
Objective D: Carers will be supported to stay mentally and physically well and treated with dignity				
	Action	Timescale	Cross reference to other action plans	Lead Agency/Officer
C3	Ensure that Blackpool Staff and NHS Blackpool Staff have access to training to increase the number of assessments offered and completed.			Workforce Development
C4	Undertake a review of how carers assessments are carried out, recorded and monitored	31 st March 2012		Denise Cole, Commissioning Manager, BC
C5	Explore options for supporting carers who do not meet the eligibility criteria for a Carers Assessment; assess the impact of extending the eligibility criteria to include a wider group of carers.	30 th September 2013	Blackpool Council and NHS Blackpool Joint Commissioning Strategy	Denise Cole Commissioning Manager, BC
C6	Ensure the provision of advice and information which is comprehensive, easily accessible and coordinated for carers.	Ongoing	Blackpool Council and NHS Blackpool Joint Commissioning Strategy	All agencies, all officers
C7	Ensure that all strategies, policies, leaflets and decisions relating to Adult Carers are published on NHS Blackpool and Blackpool Council websites.	Ongoing	NHS Operating Framework	Helen Lammond, AD of Commissioning, NHS Blackpool. Denise Cole, Commissioning Manager, BC
C8	Ensure that as SLA between Blackpool Council Commissioning and Social Services Direct are developed that the requirement to pro-actively identify carers and undertake carers assessments.	Ongoing		Denise Cole, Commissioning Manager, BC
C9	Undertake a research exercise to establish the barriers to identifying carers.			May Griffiths, Carers and Denise Cole, Commissioning Manager, BC
C10	Work in partnership with carer organisations to provide	31 st March		Judith Mills/Janet Duckworth,

	opportunities for carers to access Health Checks and Health MOT's.	2012		NHS Blackpool
Objective E: Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods and to active against all the Every Child Matters outcome				
E1	Develop links with Early Years Children's Services and explore opportunities for joint commissioning of services.	31 st March 2012		Denise Cole, Commissioning Officer/ Sarah Lambert, Senior Manager Early Years and Family Support