

Calderdale Cares Carers' Strategy 2022 – 2027 Actions Plan

This 5-year plan sets out a partnership approach for working together and supporting our carers. To note, there are many actions identified, however, the ownership of these is spread across a wide range of organisations. No one organisation or entity can deliver these outcomes and the changes that are required alone.

The action plan below shows a timescale across 5 years i.e., first year, second year etc. This has not been agreed or approved and is an estimate at this stage.

It is envisaged that the Partnership Group will take a lead on delivery and monitoring of the action plan. Each action will be reviewed, prioritised, and made Specific, Measurable, Achievable, Relevant and Time-bound (SMART) by the Partnership Group.

How we will monitor progress:

1. The Carers Wellbeing Services, Young Carers Service and Unique Ways will increase the number of carers registered to their service by 10% each year
2. The Carers Wellbeing Service, Young Carers Service and Unique Ways will increase the number of registered carers from a BAME background by 10% each year
3. At the end of every year, carer support services will survey their registered carers to help service providers understand whether carers are happy with the changes made (how it has made a difference to the service provision) and where there are more improvements needed.
4. At the end of every year, carer support services will survey their staff to help understand whether they are happy and where there can be improvements made.
5. The Carers Strategy Group (CSG) will be refreshed with new terms of reference to ensure representatives from all partners of Calderdale Cares drive implementation of the Carers Strategy Action Plan. The strategy action plan will be a standing item at every meeting for updates. The governance structure will include reporting lines from the CSG into the Calderdale Community Collaborative Partnership Board (3CPB) which will report into the Health and Wellbeing Board.
6. We will also monitor progress using measures from the Survey of Adult Carers in England year on year.

Objective 1: The partnership will work together with carers to reduce inequalities

Raising awareness of and promoting best practice amongst health and care professionals so that carers feel that they are listened to, their views are appropriately considered and definitive and there is consistent information for carers with common access routes irrespective of the initial point of contact

Key findings and recommendations	Actions to be taken	Lead organisation	Timescales
1. To ensure carers are supported to participate in decision making and care planning for the person they care for.	❖ We will review existing capacity to support resource for 'Carer Support Coordinator' to support carers through hospital discharge process ensuring carers assessments are undertaken before caring responsibilities start	The partnership with Carers Wellbeing Service	First Year
To ensure carers are supported to participate in decision making and care planning for the person they care for.	❖ Review the existing capacity in the system to identify a place-based resource for a 'Carers Strategy Implementation Manager' to accelerate implementation of the carers strategy action plan and coordinate partnership working.	The partnership	First year
To ensure carers are supported to participate in decision making and care planning for the person they care for.	❖ Work on the principle of 'no wrong door' by raising awareness of carers with statutory and voluntary agencies including linking in with Social Workers to help them understand their roles and types of support available to carers	The partnership led by SWYPFT	Second Year
To ensure carers are supported to participate in decision making and care planning for the person they care for.	❖ Promote the nationally driven quality standards and quality markers for carer-friendly GP practices	Calderdale Cares Partnership (CCP) PCNs	First Year

Key findings and recommendations	Actions to be taken	Lead organisation	Timescales
To ensure carers are supported to participate in decision making and care planning for the person they care for.	❖ Review referral and care pathways between services such as Primary Care, Secondary Care, support services, to make it easier for carers to navigate the system	The partnership	First Year
To ensure carers are supported to participate in decision making and care planning for the person they care for.	❖ Carers to be treated as 'experts by experience' – agreeing a principle across health and care organisations to involve carers, not just the cared for person in decision making, in engagement for policy changes and development, design, and delivery of services	The partnership	First Year
To ensure carers are supported to participate in decision making and care planning for the person they care for.	❖ Revise the short break statement and parent carers needs assessment	Calderdale Council and Unique Ways	First Year
To ensure carers are supported to participate in decision making and care planning for the person they care for.	❖ Keep pace with technology and digitise the carers assessments to improve accessibility	Calderdale Council	First Year
To ensure carers are supported to participate in decision making and care planning for the person they care for.	❖ Adoption of the SWYPFT's 'carer champion' model across other partner organisations	The partnership	First Year
To ensure carers are supported to participate in decision making and care planning for the person they care for.	❖ Increase the number of adults, parent and young carers represented in each GP practice's Patient Participation Group	GP Practices	First Year

Key findings and recommendations	Actions to be taken	Lead organisation	Timescales
To ensure carers are supported to participate in decision making and care planning for the person they care for.	❖ Each carer support provider (Carers Wellbeing Service, Young Carers Service, Unique Ways) to ensure feedback from the breakout sessions at the June 2022 workshop is used to inform changes to service provision	Carer support services	First Year

Objective 2: Support all aged unpaid carers physically, mentally socially, financially in their caring role

Key findings and recommendations	Actions to be taken	Lead organisation	Timescales
2. Appropriate back up and support for carers in emergencies	❖ Drive referrals to the Carers Wellbeing Service to support carers to access support in emergencies	Carers Wellbeing Service	First Year
Appropriate back up and support for carers in emergencies	❖ Support the establishment or sustainability of care providers who offer services for the cared for loved one so carers can take a break	The partnership	First Year
Appropriate back up and support for carers in emergencies	❖ Apart from the support for breaks provided by the Carers Wellbeing Service, either promote the paid for 'sitting service' or subsidise it to provide carers with short breaks or crisis support	Carers Wellbeing Service	First Year
Appropriate back up and support for carers in emergencies	❖ For working carers, promote a 'carer-friendly' workplace which will allow flexible working and granting extended leave where necessary	The partnership	Second Year

Key findings and recommendations	Actions to be taken	Lead organisation	Timescales
3. Financial support for all carers	❖ Source funding to help formalise the support package to help carers access financial support	Carers Support Services	Second Year
Financial support for all carers	<ul style="list-style-type: none"> ❖ Encourage uptake of Attendance Allowance, Personal Independence Payments, and Carers Allowance to carers especially those from seldom heard backgrounds ❖ Promote Carers Allowance encouraging people to provide a paid carers role, enabling someone to stay at home and live independently and/or support them after discharge (Home First) 	Carers Wellbeing Service and Calderdale Council	First Year
Financial support for all carers	❖ Review as a system, the financial impact on carers during this post pandemic time to support decision making	Calderdale Council	First Year
Financial support for all carers	❖ Align cares strategy implementation with Anti-Poverty action planning	Anti-Poverty Programme Team	First Year
Financial support for all carers	❖ Focus financial support awareness in areas with higher inequalities	The partnership	First Year
Financial support for all carers	❖ Increase in number of people from a BAME background registered on Carers Wellbeing Support Service so they access financial support.	Carers Wellbeing Service	First Year

Key findings and recommendations	Actions to be taken	Lead organisation	Timescales
Financial support for all carers	❖ Include information and advice sessions on finance, benefits, and debt management at carers support groups	Carer Support Groups	First Year
4. Improving support for working carers	❖ Work with local businesses in Calderdale to help promote 'carer-friendly' workplaces, advocating for them to seek for the 'Employers for Carers' accreditation	The partnership	Second Year
Improving support for working carers	❖ Partners organisations in Calderdale to aim for the 'Carer Confident Accreditation'	The partnership	Second Year
Improving support for working carers	❖ Work with health partners and employers in Calderdale to raise awareness of carers issues and promote flexibility in the workplace	Business and Skills team, Calderdale Council	First Year
Improving support for working carers	❖ Work with employers across Calderdale to consider adopting working carers passport	The partnership	First Year
Improving support for working carers	❖ Filming and releasing training videos to help managers identify carers within their teams	The partnership	First Year
Improving support for working carers	❖ More out of hours support to accommodate working carers	Carers Information, Advice and Support Service and Mental Health Carers Support Service	First Year
Improving support for working carers	❖ Promote carer support services in the workplace	The partnership	First Year

Key findings and recommendations	Actions to be taken	Lead organisation	Timescales
5. Better understanding of the differences in support needs for excluded, marginalised and ethnic minority carers	❖ Promote the stories and experiences from this group which is being put together as a film by the ICB Patient Experience team.	The partnership	First Year
Better understanding of the differences in support needs for excluded, marginalised and ethnic minority carers	❖ More engagement with carers from excluded, marginalised and ethnic minority backgrounds to better understand their circumstances	VSI Alliance	First Year
Better understanding of the differences in support needs for excluded, marginalised and ethnic minority carers	❖ Improve monitoring in NHS and Council services and use of data to undertake equity audits of services	Calderdale Council	First Year
Better understanding of the differences in support needs for excluded, marginalised and ethnic minority carers	❖ Link in carers strategy work with the work being done by the Community Mental Health Team on Emotional Wellbeing Support Worker	Amanda McKenzie	First Year
Better understanding of the differences in support needs for excluded, marginalised and ethnic minority carers	❖ Source funding to have a protected post for the Carers Wellbeing Service	The partnership	Second Year
6. Improving support for young carers	❖ Review backlog / waiting times for young carers assessments and work to reduce this	Young Carers Service	First Year
Improving support for young carers	❖ Raise the profile of young carers to encourage more to register for the young carers service	Young Carers Service	First Year
Improving support for young carers	❖ Enable young carers to be involved in co-producing solutions for service delivery	Young Carers Service	First Year

Key findings and recommendations	Actions to be taken	Lead organisation	Timescales
Improving support for young carers	❖ Stronger links with schools to ensure young carers are supported in education and during key transitional years	Young Carers Service	First Year
Improving support for young carers	❖ Upskill teachers and school nurses – highlight good practice	Mental Health Support Team and Young Carers Service	First Year
Improving support for young carers	❖ Promote wellbeing of young carers in schools, community centres	Mental Health Support Team and Young Carers Service	First Year
Improving support for young carers	❖ Carer ID cards or Lanyards could be used to access free transport or discounts	Young Carers Service	Third Year
Improving support for young carers	❖ Connect young carers to the young adult carers service when they reach 18 and ensure a seamless transition	Young Carers Service and Carers Information, Advice and Support Service	First Year
Improving support for young carers	❖ Young Carers Service being aware of which schools have the Mental Health Support Team offer	Mental Health Support Team and Young Carers Service	First Year
Improving support for young carers	❖ Young Carers Service providing training to MHST on young carer friendly mental health support so they can better support schools	Mental Health Support Team and Young Carers Service	Second Year

Key findings and recommendations	Actions to be taken	Lead organisation	Timescales
7. Supporting carers to transition at different stages of their caring journey	❖ Map out this need for carers in Calderdale to better understand how to support carers	The partnership	First Year
Supporting carers to transition at different stages of their caring journey	❖ Build stronger links to services and offer better communication around employment and skills options for carers	Halifax Opportunities Trust and Carers Wellbeing Service	First Year
8. Promote established support groups and consider new groups if necessary	❖ Encourage existing carers to join support groups and new carers to register for support services	Carers support providers	First Year
Promote established support groups and consider new groups if necessary	❖ Work with providers such as Carers Wellbeing Service, Young Carers Service and Lead the Way, to explore more joint support groups	The partnership	First Year
Promote established support groups and consider new groups if necessary	❖ Convene an Adult Carer's Forum and Young Carers Forum (like Family Voice Calderdale) to develop and strengthen the carer voice in helping to improve quality of services in Calderdale	Carers Wellbeing Service and Young Carers service	First Year
9. Improve the health and wellbeing of all aged carers	❖ Source funding to secure resource to undertake yearly check-ups for carers	The partnership	Second Year
Improve the health and wellbeing of all aged carers	❖ Use sources of information which are consistent, credible, simple, and accessible to give carers the best chance of knowing what is on offer	The partnership	First Year

Key findings and recommendations	Actions to be taken	Lead organisation	Timescales
Improve the health and wellbeing of all aged carers	❖ Provide information in a range of formats and where possible languages	The partnership	First Year
Improve the health and wellbeing of all aged carers	❖ Review our personalisation offer for carers to support carers to improve their wellbeing by having more influence over their lives	Primary Care teams	First Year
Improve the health and wellbeing of all aged carers	❖ Explore the possibility of having a Carers Wellbeing Service's carer support worker for each locality to be linked in with primary care networks and Social Prescribing Link Workers	Carers Wellbeing Service	First Year
Improve the health and wellbeing of all aged carers	❖ Align carers strategy work with ongoing work from Community Mental Health transformation programme to establish Emotional Health and Wellbeing worker pilot	Community Mental Health Transformation Team	First Year
Improve the health and wellbeing of all aged carers	❖ Improve training for parent carers – more medical training, training on pressure sores, on moving & handling, on financial impact of caring to give parent carers knowledge and more confidence and reduce the chances of reaching crisis point	Unique Ways	Second Year

Objective 3: Improve information, advice, and guidance for carers – to reach those we currently do not reach

Key findings and recommendations	Actions to be taken	Lead organisations	Timescales
10. Equip people to be able to recognise themselves as carers	❖ Develop a multi-agency communication plan to raise the profile of carers and help residents to identify themselves as carers. The plan will also consider the different types of carers in the borough, so information is targeted and appropriate for the intended audience.	The partnership	First Year
Equip people to be able to recognise themselves as carers	❖ Increase identification and support through primary care and work with our partners to implement the NHSE (National Health Service England) GP Quality Markers for carer-friendly GP practices.	GP Practices	First Year
Equip people to be able to recognise themselves as carers	❖ Co-produce a Carer's Charter highlighting key commitments from organisations so carers can know what to expect	The partnership	First Year
11. Professionals from health, social care and voluntary, community and social enterprise (VCSE) organisations to be able to identify carers	❖ Work with schools regarding the introduction of lessons on caring	Young Carers Service	First Year
Professionals from health, social care and voluntary, community and social	❖ Support the roll out of the carers' lanyards in Calderdale	The partnership supported by	First Year

Key findings and recommendations	Actions to be taken	Lead organisations	Timescales
enterprise (VCSE) organisations to be able to identify carers		Healthwatch Calderdale	
Professionals from health, social care and voluntary, community and social enterprise (VCSE) organisations to be able to identify carers	❖ Through training staff and the 'Carer Lanyard Initiative', ensure any setting that a carer presents themselves, they are recognised	The partnership	First Year
Professionals from health, social care and voluntary, community and social enterprise (VCSE) organisations to be able to identify carers	❖ Improve coding accuracy for carers on the primary care clinical system to support with identifying carers	GP Practices	First Year
Professionals from health, social care and voluntary, community and social enterprise (VCSE) organisations to be able to identify carers	❖ Expand SWYPFT's 'Carer Champions' model across all partners	The partnership	First Year
Professionals from health, social care and voluntary, community and social enterprise (VCSE) organisations to be able to identify carers	❖ All GP Practices signed up to deliver carers quality markers	GP Practices	By end of Second Year
Professionals from health, social care and voluntary, community and social enterprise (VCSE) organisations to be able to identify carers	❖ Invite health professionals to attend support groups to promote health and wellbeing initiatives	The partnership	Second Year
Professionals from health, social care and voluntary, community and social	❖ Promoting carer support services in neighbourhoods seldom heard from	The partnership	By Second Year

Key findings and recommendations	Actions to be taken	Lead organisations	Timescales
enterprise (VCSE) organisations to be able to identify carers			
Professionals from health, social care and voluntary, community and social enterprise (VCSE) organisations to be able to identify carers	❖ Seek commitment at a partnership level to support these promotional efforts through funding so that when more carers are identified, there will be staff available to respond to the increased demand	The partnership	By end of First Year

Actions from follow up report regarding 2021- 22 survey for adult carers in England

Key findings and recommendations	Actions to be taken	Lead	Timescales
Carers need clearer communication from social services about what is available, how to access it and how their changing needs will be met	<ul style="list-style-type: none"> ❖ The new Live Well Calderdale website will have a broad range of accessible information for people including carers. ❖ The new Policy Portal will consist of mostly publicly accessible information and will keep staff updated. ❖ A new Policy & Procedure Officer and an Information Officer are being recruited to help to provide clear, up to date information. ❖ Written information about charges for services and care homes is being updated into a pdf format that social workers can email to or print off for people. 	Calderdale Council	First Year
Carers would prefer to have their individual needs assessed separately from the assessment of the person they care for	❖ This has always been promoted as good practice so Sean Cook (Assistant Director, Operations) will email all social work staff to ensure everyone is	Calderdale Council Sean Cook	First Year

Key findings and recommendations	Actions to be taken	Lead	Timescales
	aware, including new staff, agency staff and student social workers.		
Carers struggle with the turnover of staff and lack of continuity in support.	❖ The Council is developing a workforce programme to ensure a more stable workforce. Unfortunately, our workforce, like many others, is being undermined by changes in national and local workforce demands and the current financial situation but dedicated work is ongoing to address this	Calderdale Council	First Year
Carer's role is often 24 hours a day, however support is often only available 9-5 Monday to Friday. One suggestion focused on a 24-hour support line for moments of crisis and overwhelm.	❖ Whilst there are national helplines and the Emergency Duty Team for out of hours crisis support, as well as the new Urgent Community Response Team, we would like to explore how the local response to carers who are feeling overwhelmed out of hours can be improved. Sean, Margaret, and Dawn to meet with Steve Blezard and Fiona Gordon to discuss further.	Calderdale Council Sean, Margaret, and Dawn to meet with Steve Blezard and Fiona Gordon	First Year
It is difficult for carers to attend groups etc without temporary care being provided for the person they care for.	❖ Carers Wellbeing Service has specific funding in their budget for sitters and transport for carers to attend groups etc. Information to be included on the new Living Well Calderdale website to ensure all carers are aware.	Carers Wellbeing Service	First Year
This also applied to carers own health appointments as did difficulties with transport to and from health appointments	❖ Carers Wellbeing Service has a limited Targeted Support Fund which they can sometimes use to pay for sitters for carers to attend their own health appointments. Dawn to discuss with Lydia (CWS	Carers Wellbeing Service	First Year

Key findings and recommendations	Actions to be taken	Lead	Timescales
	Team Leader) whether this could be extended to include transport where necessary.		