

ACTION PLAN

This Action Plan details how the agreed Strategic Outcome Statements for carers will be achieved. The Action Plan is time limited covering the period to December 2010

The Action Plan covers planning and provision of services for adult carers. Services to young carers are the responsibility of the Young Cares strategy group

The Scottish Government published "Caring Together – The Carers Strategy for Scotland 2010 -2015" in July of this year. The national strategy details the priorities for unpaid carers in Scotland and this will help to determine local service planning and provision from 2011 onward

The Aberdeenshire Carers Strategic Outcomes Group has overall responsibility for the strategic planning and development of services for carers. This group reports to the Aberdeenshire Health and Community Care Strategic Partnership and has links to the Strategic Outcomes Groups for specific community care groups e.g. learning disability, mental health, physical disability and older people's services

The Action Plan relates to the Strategic Outcome Statements in the Health and Community Care Strategic Partnership Strategy 2009-2014

The Action Plan makes reference to the NHS Grampian Carers Information Strategy however to get a full picture of the developments for carers in Aberdeenshire, this Action Plan needs to be considered along with the various developments that are happening through the NHS and the relevant Third Sector organisations

All Strategic Outcome Statement Action Plans are using the traffic light system to identify progress



Green – Progress, be it slow or fast, is as expected and on track




Amber – Progress is still being made, but is slower than expected due to stress points



Red – Progress has stopped




1. CARERS ARE ENABLED TO IDENTIFY THEMSELVES AS CARERS AND ARE RECOGNISED BY THE APPROPRIATE ORGANISATIONS AND SERVICES	
NATIONAL AND LOCAL OUTCOMES	
National and Local Outcomes	
<u>NATIONAL OUTCOMES</u>	
National Outcome 6:	We live longer, healthier lives.
<u>LOCAL OUTCOMES</u>	
Local Outcome 6.4:	People who require health and community care services are enabled to sustain and improve their health, manage their long term condition, cope with disability and to live as independently as possible.
<u>LOCAL INDICATOR</u>	
Local Indicator 6.4.5:	Establishment of Community Care National Outcomes Framework measures across Aberdeenshire.

WHAT ARE WE GOING TO DO?	WHO WILL DO THIS AND WHEN?		HOW WILL WE KNOW THINGS HAVE IMPROVED? AND WHAT ARE THE PERFORMANCE MEASURES?	HOW WELL HAVE WE GOT ON?		NEXT STEPS?
	LEAD PARTNER / OFFICER	TARGET TIMESCALE		PROGRESS	TRAFFIC LIGHTS	
1.1 Develop a pre assessment information booklet /checklist that enables individuals to identify that they are	Strategic Outcomes Group	September 2010	There will be an increase in the number of people identifying themselves as carers and an increase in the requests for support	Draft booklet/checklist completed. To be discussed at CC Managers	Green 	Once agreement has been reached on the operational implications, checklist /booklet to be finalised, printed and made available through a

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a carer				meeting		variety of sources
1.2 Review and redesign carers assessment in line with the National Information Standards	Strategic Outcomes Group	September 2010	Local authorities are required to report back through a position statement on progress being made with compliance with the standards % of carers' assessments completed to national standard	Draft assessment completed .To be discussed with CC Team Managers for operational implications	Green 	Once agreed, redesigned supported self assessment to be printed and piloted by the Local Area Co-ordinator (Carers) post
1.3 Promote carers assessment through the Health and Community Care teams and Carers Centres	Aberdeenshire Council / NHS Grampian / VSA	December 2010	Increase in the number of assessments being completed though self assessment and with support from the Local Area Co-ordinators / care Managers % of carers' assessments completed to national standard	No progress being made with this until the redesigned assessment has been finalised, printed and piloted	Amber 	Following on from the pilot of the refocused assessment arrange for awareness raising/ training for the appropriate teams to enable roll out

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1.4 Link in with the awareness raising/training that is being undertaken with NHS staff in the acute and primary sectors	Aberdeenshire Council / NHS Grampian / VSA	December 2010	<p>Increase in awareness of health care staff with the new refocused carers assessment and a commitment to promoting and undertaking this</p> <p>% of carers who feel supported and capable to continue in their role as a carer</p> <p>% of carers' assessments completed to national standard</p>	Some progress has been made in raising awareness of carers issues but this has not included awareness raising regarding the refocused supported self assessment	Amber 	Continue with general awareness raising and build in awareness raising of the new supported self -assessment
1.5 Develop joint opportunities for awareness raising/training for health and Community Care teams ensuring link to the core training requirements for	Aberdeenshire Council	December 2010	<p>Staff will be better able to identify carers and offer appropriate support</p> <p>% of carers who feel supported and capable to continue in their role as a carer</p>	Core training for Care Managers is being developed. Work being done to identify where specific additional training for staff	Amber 	Identify specific training for care managers and build this into the programme

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Care Managers				may be required		
1.6 Identification of carers through the E Single Shared Assessment (SSA) and ensure that a carers assessment is offered	Aberdeenshire Council / NHS Grampian	Linked to the roll out of CareFirst 6-	Increase in the number of carers identified through SSA and increase in the number of supported self assessments being undertaken % of carers' assessments completed to national standard	CareFirst 6 which includes E SSA is being piloted in parts of North Aberdeenshire	Amber 	Roll out of CareFirst 6

2. CARERS ARE AWARE OF THEIR RIGHTS, INCLUDING THAT OF ASSESSMENT

NATIONAL AND LOCAL OUTCOMES

NATIONAL OUTCOMES

National Outcome 7: We have tackled the significant inequalities in Scottish Society



National Outcomes Framework for Community Care - % of carers' assessments completed to national standard

LOCAL OUTCOMES

Local Outcome 7.1: Vulnerable people are well looked after

LOCAL INDICATOR




Local Indicator 7.1.3 : % of assessments undertaken within agreed timescales

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2.1 Promote carers assessment on the website and through other sources	Local Authority / NHS Grampian/ Carers organisations	December 2010	Carers will be aware of the supported self assessment and will be using it There will be an increase in the % of carers	Progress has been halted until the refocused supported self assessment has been	Amber 	Once the supported self assessment has been agreed , ensure that it is made widely available

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			assessments completed to national standard	agreed by operational staff		
2.2 Update the information leaflet for carers on their right to assessment	Local Authority/NHS Grampian	October 2010	Carers will be better informed of their right to an assessment % of carers assessments completed to national standard	Draft leaflet completed – to be agreed, printed and distributed	Green 	Agreement to be reached on the leaflet and it will be used along with the supported self assessment
2.3 Ensure carers assessments are being undertaken and monitor the number of assessments being carried out at regular intervals	Strategic Outcomes group	December 2010	Increase in the number of carers' assessments completed and feedback from carers that are aware of their right to an assessment and the process for completing an assessment	Continue to monitor completed carers assessments (existing initial and comprehensive assessments)	Amber 	Discuss with Information team the monitoring of the supported self assessment (when agreed)
2.4 Review the current Carers Charter and redesign this to be a more meaningful partnership statement	Strategic Outcomes group	September 2010	Carers will be better informed of their rights including the right to an assessment %of carers who feel supported and capable to continue in their role as a carer	Carers Charter has been discussed at the Strategic Outcomes group and some feedback has been received from carers on their views for the resigned partnership statement	Green 	Complete carers Charter/ partnership statement Link to Charter that has been developed as part of the national carers strategy

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<p>2.5 Employ a Local Area Co-ordinator through the short breaks/respite additional monies to promote /undertake carer assessment and link to the Short Breaks Bureau</p>	<p>Local Authority</p>	<p>September 2010</p>	<p>Carers will have support to complete the refocused supported self assessment</p> <p>% of carers' assessments completed to national standard</p>	<p>Job description and specification drawn up</p> <p>Options for recruitment to this post being discussed</p>	<p>Green</p> 	<p>Once agreement reached ,LAC to be recruited to pilot new supported self assessment</p>

3. CARERS ARE SUPPORTED IN THEIR CARING ROLE

NATIONAL AND LOCAL OUTCOMES

NATIONAL OUTCOMES

National Outcome 6 : We live longer, healthier lives

National Outcome 7: We have tackled the significant inequalities in Scottish Society

National Outcomes Framework for Community Care:

% of users and carers satisfied with their involvement in the design of care package

% of carers who feel able to continue in their role

LOCAL OUTCOMES

Local Outcome 6.4: People who require health and community care services are enabled to sustain and improve their health, manage their long term condition, cope with disability and live as independently as possible

Local Outcome 7.1: Vulnerable people are well looked after

LOCAL INDICATOR



Local Indicator 7. 1.2 % of carer services provided within agreed timescale

Local Indicator 7.1.3 % of assessments undertaken within agreed timescales

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3.1 Ensure that carers have access to information in a range of ways	Strategic Outcomes Group	December 2010	<p>Carers will be better informed as to services that are available to them</p> <p>% of carers who feel supported and capable to continue in their role as a carer</p>	<p>Information updated on the Council's website</p> <p>Aberdeenshire Live screens installed in a variety of venues-relevant information to be put on these</p> <p>Ensure updated information is available through the carers centres</p>	<p>Green</p> 	<p>Review information that is available on the web site</p> <p>Ensure that relevant information is made available regularly through the Aberdeenshire Live screens including those recently installed in NHS settings</p>

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<p>3.2 Ensure that carers have access to appropriate support</p>	<p>Strategic Outcomes Group / carers Support organisations</p>	<p>December 2010</p>	<p>More carers will have access to the general and specific carers support that they need to undertake their role</p> <p>% of carers who feel supported and capable to continue in their role as a carer</p>	<p>Tender for adult carers support awarded to VSA – redesigning the way that services are provided across Aberdeenshire</p> <p>Service provision by specialist organisations continues to be developed to meet changing needs of carers</p>	<p>Green</p> 	<p>Service provision is monitored through the Service Level Agreements. Representatives from the organisations are members of the Strategic Outcomes group so participate in the planning of services for carers</p>
<p>3.3 Ensure that carers have access to short breaks / respite care</p>	<p>Strategic Outcomes group/ Short Breaks Bureau Steering group</p>	<p>December 2010</p>	<p>Carers will be better informed of the options available for short breaks/respite care and will be using the Short Breaks Bureau</p> <p>Increase in the number of short breaks for unpaid carers</p>	<p>Short Breaks Bureau service has been established. Providing a service to carers of some community care groups</p>	<p>Green</p> 	<p>Ensure that the Short Breaks Bureau service is functioning well</p> <p>Continue to promote the service</p> <p>Report back to the Strategic Outcomes group on progress with the Bureau</p>

4. CARERS HAVE KNOWLEDGE AND PRACTICAL SKILLS TO CONTINUE IN THEIR CARING ROLE

NATIONAL AND LOCAL OUTCOMES

NATIONAL OUTCOMES


National Outcome 6: We live longer healthier lives


National Outcomes Framework for Community Care

% of carers who feel supported and capable to continue in their role as a carer

LOCAL OUTCOMES

Local Outcome 6.4: People who require health and community care services are enabled to sustain and improve their health, manage their long term condition, cope with disability and live as independently as possible

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4.1 Ensure there are a range of training opportunities available for carers	Carers Strategic Outcomes Group	December 2010	More training opportunities will be available for carers based on the outcome of the training audit	Participated in the national audit of carer training and	Amber 	Training for carers is included in the Service Level Agreements with the Carers Support organisations. Link the outcome of the audit to the identification of training requirements locally.

			Increase in % of carers who feel supported and capable to continue in their role as a carer	focused workforce training		Some national funding is going to be made available to some carers organisations to provide training so we need to link to this There is also funding available through the NHS Carers Information Strategy for training so outcome of audit and identification of local requirements needs to be linked to this
4.2 Ensure there are links to the provision of training for carers through the NHS Carers Information Strategy	Strategic Outcomes group NHS Carers information Strategy group	December 2010	Better joint working between Local Authority/ NHS Grampian and relevant Third Sector organisations. More co-ordinated programme of training will be provided based on the outcome of the audit and examples of good practice elsewhere Increase in the % of carers who feel supported and capable to continue in their role as a carer	Some work has been done through the NHS Carers Information Strategy group on identification of training needs for carers – this needs to be linked to the national audit and a programme of training for carers agreed	Green 	Outcome of audit to be discussed at the NHS Carers Information Strategy group and available funding directed to meet local need

5. CARERS ARE INVOLVED AS KEY PARTNERS IN THE PLANNING AND PROVISION OF CARE SERVICES

NATIONAL AND LOCAL OUTCOMES

NATIONAL OUTCOMES

National Outcome 15: Public services are high quality, continually improving, efficient and responsive to people’s needs



National Outcomes Framework for Community Care:

% of carers who feel supported and capable to continue in their role as a carer

LOCAL OUTCOMES

Local Outcome : Public services are high quality


Local Outcome : Public services are continuously improving

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5.1 Ensure carers are well informed about how they can become involved in the planning of services	Strategic Outcomes group	December 2010	There will be more carers involved in the planning and development of services through a variety of ways such as representation on the Strategic outcomes groups	Carer representation on the SOG to be reviewed as part of the review of the Terms of	Green 	Consider further how best carers can be involved in the planning and development of service Link to any recommendations in the national carers strategy

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			, local carers forums and carer representation on specific service developments	Reference. Further development of carers forums will be progressed by VSA		regarding carer involvement in planning of services
5.2 Determine how carers from minority ethnic groups can be involved in ensuring that service provision and support is relevant and effective	Strategic Outcomes group	December 2010	<p>Minority ethnic carers will be supported to participate in the planning of services</p> <p>% of carers who feel supported and capable to continue in their role as a carer</p>	Aberdeenshire Council participated in the audit through MECOPP on behalf of the Scottish Government into planning and provision of services for minority ethnic groups	Amber 	<p>Link to the proposal through the NHS Carers information strategy for a Worker to be appointed to undertake work with minority ethnic carers in North Aberdeenshire about access to health care provision</p> <p>Identification of and service provision to minority ethnic carers is included in the adult carers support by VSA and specialist carers support organisations</p>

6. CARERS FEEL THEY ARE WELL SUPPORTED BY AVAILABLE RESOURCES

NATIONAL AND LOCAL OUTCOMES

NATIONAL OUTCOMES

National Outcome 15: Public services are high quality, continually improving, efficient and responsive to people’s needs

National Outcomes Framework for Community Care:


% of carers who feel supported and capable to continue in their role as a carer

LOCAL OUTCOMES

Local Outcome : Public services are high quality

Local Outcome : Public services are continuously improving


Local Outcome: Public services ensure the proper & efficient management of financial resources

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6.1 Ensure that the funding available to the Carers Strategic Outcomes Group is	Strategic Outcomes group	December 2010	Funding will be targeted on the services that carers require. The quality of the service provision will be	Review has been undertaken of the use of	Green 	Continue to further review the use of the funding and consider whether responsibility for the allocation process should be

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<p>used effectively and efficiently</p>			<p>evidenced through monitoring of the Service Level Agreements and the reporting back that is required through the Carers Strategy funding process</p> <p>% of carers who feel supported and capable to continue in their role as a carer</p>	<p>the carers strategy funding. Retendering of adult carers support service has taken place</p> <p>Carers are involved and represented in the process to agree the allocation of carers strategy funding</p>		<p>part of the role of the Commissioning team</p>
<p>6.2 Ensure that carers are aware of any additional funding made available to support them and that they are involved in determining the appropriate use of this</p>	<p>Strategic Outcomes group</p>	<p>December 2010</p>	<p>Carers will receive benefits from any additional funding that is made available to the Local Authority, NHS or relevant Third Sector carers' organisations</p> <p>% of carers who feel supported and capable to continue in their role as a carer</p> <p>No of additional short breaks for carers</p>	<p>The time limited funding from the Scottish Government for additional weeks of short breaks / respite care is being used to increase services to carers</p> <p>The NHS</p>	<p>Green</p> 	<p>Continue with the planned developments to increase the support for carers through any additional funding that is received</p> <p>Continue to report progress to the Strategic Outcomes group</p>

				<p>Carers Information Strategy funding is also being used to benefit carers</p> <p>Telecare funding has also been used to enable carers to continue in their caring role</p>		
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