



ABERDEENSHIRE CARERS STRATEGY ACTION PLAN 2007

**If you require this document in an alternative format please contact Aberdeenshire Council
– Housing and Social Work Information Team
Tel: 01467 627250**

Aberdeenshire Carers Strategy 2006 – 2009

ACTION PLAN – 2007

This Action Plan summarises how we intend to meet the recommendations made from the Carers Strategy.

Contained in this document are the planned actions we aim to take during the second year of the Strategy – our targets for 2007.

The planned actions are set against the major themes of Awareness Raising/ Training, Information, Assessment, Support and Partnership with Carers. Each recommendation identifies the lead agency, lead officer (where possible), and expected outcomes.

We will update the action plan on an annual basis. The next update will be produced during 2008. When we update the action plan we will:

- Report on achievements and completed actions.
- Where appropriate set new or revised planned actions related to the recommendations.
- Be clear where our planned action has not taken place, why this is the case and what we will do move things forward.

The Carers Strategy Implementation Group will monitor each of the actions identified. This group meets quarterly and has representatives from Social Work, Health, Voluntary sector agencies and carers.

Should you, at any time, wish to know about the progress being made in taking forward the actions please contact:

Sheena Swinhoe
Strategic Development Officer (Community Care)
Aberdeenshire Council Housing and Social Work Service
Woodhill House
Westburn Road
ABERDEEN
AB16 5GB
Tel: 01224 665178

NHS Grampian has produced a Carers Information Strategy covering the period 2007-2010. This strategy has an accompanying Action Plan that will be reviewed annually.

The Carers Strategy makes reference to the NHS Information Strategy. The number of Actions in the Carers strategy has been reduced to reflect the link to the Actions that will be undertaken through this.

The following Actions from the 2006 Action Plan have been achieved:

AWARENESS RAISING / TRAINING

- Training provided to staff in the Health and Community Care teams on completion of Carers Assessments.
- Training on Direct Payments was offered to specific groups of staff.
- Information on training opportunities for carers is included in the newsletters from the Carers Support organisations.
- Aberdeenshire Council, NHS Grampian and the voluntary sector organisations supported Carers Week and Carers Rights Day.

INFORMATION

- NHS Grampian Information Strategy and action Plan completed.
- Information leaflets updated and available in public places.
- Information leaflet produced on Carers Assessment. Leaflet available in Carers Centres, Social Work offices, GP practices, libraries and on the Council's web site.

ASSESSMENT

- Awareness raised amongst carers through carers newsletters and information leaflets of their right to an assessment.
- Initial and Comprehensive Carers Assessment forms developed.

SUPPORT

- Funding provided for Carers Centres and Carers projects across Aberdeenshire.
- Respite sub group agreed to co-ordinate availability of information on the national and local developments in respite care.
- Improved links made between Carers projects and Primary care services.

PARTNERSHIPS WITH CARERS

- Carers are more actively involved in the Strategy Implementation group.
- A Carers forum has been developed in North Aberdeenshire.
- Research has been agreed to help identify Young Carers and to develop service provision.

AWARENESS RAISING/TRAINING	PLANNED ACTION	Lead Agencies/ Lead Officers	Outcomes
<p>1. Deliver training to staff on carer awareness, legislation, carers assessment and practice guidance.</p>	<ul style="list-style-type: none"> • Review with Team Managers whether there needs to be further awareness raising / training for staff on carers assessment. • Review the number of carers assessments being undertaken and address issues with specific teams. • Ensure that information on unmet need is reported to the strategy group at regular intervals. • Ensure that information on carers assessments is widely available. • Implement the Actions under section 3 – Training - from the NHS Carers Information strategy. 	<p>Aberdeenshire Council – Social Work service</p> <p>Aberdeenshire Council - Social Work service</p> <p>Aberdeenshire Council – Social Work service</p> <p>NHS Grampian, Aberdeenshire Council. Carers Support Workers</p> <p>NHS Grampian</p>	<p>Staff across all community care services in social work, health and the voluntary sector have a greater awareness of the legislation and practice relating to carers.</p> <p>The number of assessments undertaken at initial and comprehensive level will increase.</p> <p>Staff are more aware of the issues that exist for carers.</p>
<p>2. Further develop awareness of and use of Self Directed Support (Direct Payments).</p>	<ul style="list-style-type: none"> • Address the specific tasks for local authorities in Self Directed Support – New National Guidance. • Ensure that carers are aware of the option of Self Directed Support. 	<p>Aberdeenshire Council - Social Work service</p> <p>Aberdeenshire Council - Social Work service, Direct Payments Caledonia, Carers Support Workers</p>	<p>Self Directed Support is provided in line with national guidance.</p> <p>More Carers will choose Self Directed Support for service provision.</p>

<p>3. In partnership with other agencies, ensure that training programmes are developed for carers and that these are publicised widely.</p>	<ul style="list-style-type: none"> • Ensure that information on training opportunities for carers is made available through the Carers newsletters, relevant web sites and through personal contact. • Identify where there are gaps in the provision of training and address this. 	<p>Voluntary organisations. Carers Support Workers, NHS Grampian, Aberdeenshire Council</p> <p>As above</p>	<p>Carers will be better informed of training opportunities and will feel more confident in their approach to caring.</p>
<p>4. Raise awareness of the need to identify young carers and address their support requirements.</p>	<ul style="list-style-type: none"> • Research to be undertaken on how to identify young carers across health, social work, education and leisure. • Audit to be undertaken of current service provision and gaps in services. 	<p>Young Carers Strategy group</p> <p>Young Carers Strategy group</p>	<p>Young Carers will be identified earlier from a wide range of sources. Relevant information and support will be provided.</p>
<p>INFORMATION</p>	<p>PLANNED ACTION</p>	<p>Lead Agencies/ Lead Officer</p>	<p>Outcomes</p>
<p>1. Ensure that information for staff and carers is accessible, relevant and is respectful of carers cultural backgrounds, ethnicity and diversity.</p>	<ul style="list-style-type: none"> • Implement the recommendations in Section 2 - Information – in NHS Grampian Carers Information Strategy. • Work with Grampian Caredata and 3rd Eye Vision to develop a web site linked to Caredata specifically for carers. 	<p>NHS Grampian</p> <p>Web site sub group</p>	<p>Carers are well informed and better able to undertake their caring role.</p> <p>Provision of a dedicated web space for all carers.</p>
<p>2. Review information leaflets and update as and when required.</p>	<ul style="list-style-type: none"> • Ensure that there is up to date information leaflets available on the main services available for carers. 	<p>NHS Grampian, Aberdeenshire Council, Carers Support Workers</p>	<p>Carers are better informed. Information is current and is available in a wide range of formats and in a wide range of public places.</p>

<p>3. Encourage GP's and other primary care team members to be key sources of information for carers.</p>	<ul style="list-style-type: none"> • Carers Support Workers to enable display of information in GP practices. • Training to be provided to NHS staff on implementation of the Carers Information strategy. 	<p>Carers Support Workers NHS Grampian</p>	<p>Carers can receive information at the earliest possible time and can access support. GP's will be more aware of the need to identify carers and provide support.</p>
<p>ASSESSMENT</p>	<p>PLANNED ACTION</p>	<p>Lead Agencies/ Lead Officer</p>	<p>Outcomes</p>
<p>1. Regularly review the number of initial and comprehensive assessments being undertaken and provide feedback to the Community Care teams and the Strategy Implementation group.</p>	<ul style="list-style-type: none"> • Arrange for information to be made available at quarterly intervals on the number of assessments being undertaken and the teams responsible. • Prepare a summary report for each meeting of the strategy group. 	<p>Aberdeenshire Council Aberdeenshire Council</p>	<p>The number of assessments being undertaken is regularly reviewed. Teams will receive feedback on their performance regarding completion of assessments. The strategy group will be in a better position to determine the extent to which assessments are being undertaken.</p>
<p>2. Promote carers assessments through the Carers Centres, Carers Support Workers, Community Care teams, GP practices etc.</p>	<ul style="list-style-type: none"> • Review availability of carers assessment leaflet. • Ensure that awareness raising / training is available to all teams and new members of staff. • Promote carers assessments at forums, events, etc. 	<p>Aberdeenshire Council, NHS Grampian, Carers Support Workers As above</p>	<p>Increase the number of carers assessments undertaken.</p>
<p>3. Consult with Carers on the possible development of carers self assessment.</p>	<ul style="list-style-type: none"> • Report to be prepared for Strategy Implementation group. • Consultation with Carers at events to be held across Aberdeenshire. 	<p>Aberdeenshire Council – Social Work service Aberdeenshire Council, Carers Support Workers</p>	<p>Self-assessment for carers will be available as an option for carers.</p>

<p>4. Develop an assessment procedure and tool for Young Carers.</p>	<ul style="list-style-type: none"> • Revisit the work that was done on the suitability of the Aberdeen City Young Carers Assessment to determine suitability for Aberdeenshire. • Assessment procedure to be agreed between Head of Service (Community Care) and Head of Service (Child Care). 	<p>Young Carers Strategy group</p> <p>Heads of Service</p>	<p>There will be an agreed process for undertaking Young Carers Assessments with clarity as to who is responsible for this.</p>
<p>IDENTIFICATION OF CARERS AND PROVISION OF SUPPORT</p>	<p>PLANNED ACTION</p>	<p>Lead Agencies/ Lead Officer</p>	<p>Outcomes</p>
<p>1. Redesign the way in which carers support is provided in North Aberdeenshire and implement the changes.</p>	<ul style="list-style-type: none"> • Carers Support Worker posts advertised. Peripatetic Workers in post in North and South Aberdeenshire on a temporary basis. • Office accommodation to be secured in the Turriff area. 	<p>Voluntary Service Aberdeen</p> <p>As above</p>	<p>Carers Support is provided in a more effective way and carers have better access to support services.</p>
<p>2. Co-ordinate the various developments regarding short breaks both nationally and locally and ensure that information is available to carers.</p>	<ul style="list-style-type: none"> • Respite sub group to ensure they are kept up to date with developments and that information is made available to organisations and carers. 	<p>Respite sub group</p>	<p>Carers are better informed of the options available for respite care / short breaks.</p>

<p>3. Develop better interagency support for young carers.</p>	<ul style="list-style-type: none"> • Undertake research and audit of services. • Contact to be made with key people in health and education. 	<p>Young Carers Strategy group</p>	<p>Support to Young Carers will be recognised as a responsibility across a number of services and better partnership working will enable more and better services to be provided.</p>
<p>4. Identification of carers</p>	<ul style="list-style-type: none"> • Implementation of the Actions in Section 1- Identification of Carers – in NHS Grampian Carers information Strategy. • Identification of Young Carers through the audit to be undertaken by the organisations providing Young Carers support. 	<p>NHS Grampian Young Carers Strategy group</p>	<p>More Young Carers will be identified and have access to appropriate support.</p>
<p>5. The one –off monies for 2007 through the Carers Strategy to be used to provide a range of support for carers.</p>	<ul style="list-style-type: none"> • First round of available money has been allocated. • Second round to be implemented at the end of 2007 focusing on opportunities for consultation with carers. • Report to be prepared for the strategy group on the outcomes of the spend. 	<p>Aberdeenshire Council - Social Work service As above</p>	<p>Additional short term support can be provided to a range of carers. Strategy group are informed of the use of the one-off monies.</p>

PARTNERSHIP WITH CARERS	PLANNED ACTION	Lead Agencies/ Lead Officers	Outcomes
1. Involvement and consultation with carers.	<ul style="list-style-type: none"> • Implementation of the Actions in Section 4 – Involvement of and consultation with Carers - in NHS Grampian Carers Information Strategy. • Arrange consultation events in North, Central and South Aberdeenshire to involve carers in the identification of service improvements. 	<p>NHS Grampian</p> <p>Aberdeenshire Council, NHS Grampian, Carers Support Workers</p>	Carers have more opportunities to be involved in the development of services Organisations will benefit greatly from the knowledge and experience of carers.
2. Support the development of a Young Carers forum.	<ul style="list-style-type: none"> • Following the research and audit consideration to be given by the Young Carers Strategy group as to how to progress this. 	Young Carers Strategy group	Young carers will have a means of ensuring that their views are taken account of.
3. Continue to improve opportunities for involvement of carers in the Strategy Implementation group.	<ul style="list-style-type: none"> • Carers to be encouraged to attend the strategy group. • Agenda and format of the meeting to be more suitable to carers participation. 	Carers Support workers Carers Strategy Implementation group	Carers will have an opportunity to be involved in the planning and development of services. The Strategy group will benefit from the input from carers.
4. Review how the Actions from the 2007 Plan are being achieved in partnership with carers.	<ul style="list-style-type: none"> • Make the review of the Action plan a standing Item on the Agenda for the strategy group. 	Strategy Implementation group	Progress will be made in achieving the Actions from the strategy.