

# **CARERS ACTION PLAN**

**April 2018 – March 2020**

**SOUTHERN HEALTH & SOCIAL CARE TRUST**

**VERSION (2) 10.7.2018**

## **Introduction**

The Southern Health and Social Care Trust recognises the essential and valuable role that carers play in the delivery of safe and effective care to the person cared for and as such is committed to ensuring that carers are supported in their caring role.

'Caring for Carers, Recognising, Valuing and Supporting the caring role- DHSSPS 2006' provides guidance on the ways in which specific carer focused support can be delivered under seven themes:

**Theme 1: Identification of and Interface with Carers**

**Theme 2: Information for Carers**

**Theme 3: Partners in Care**

**Theme 4: Support Services**

**Theme 5: Young Carers**

**Theme 6: Employment**

**Theme 7: Training**

This action plan has been co-produced drawing on feedback from two comprehensive engagement processes with carers and the outworking of a coproduction workshop on 16<sup>th</sup> May attended by 70+ carers, carer organisation representatives and Trust staff across all programmes of care. It sets out how the Southern Trust will continue to raise awareness of carers issues, further embed mechanisms and processes within the Trust to ensure that the recommendations under these themes and the objectives set by the Health and Social Care Board Carers Strategy Implementation group are addressed in partnership with carers, voluntary and community sector providers and other stakeholders.

Theme 1. Identification of and Interface with Carers			
1.1 In your Trust, HSC professionals are particularly proactive in identifying the presence of older carers.			
Action	Lead Officer	Time frame	Progress
Develop mechanism to ensure that staff are prompted to identify the presence of older carers (aged 65+):	Head of Service	June 2018  G	Completed in all teams
1.2 All carers, regardless of Programme of Care, are routinely offered a Carer's Assessment and encouraged to participate in this process.			
Action	Lead Officer	Time frame	Progress
Monitor weekly Qlikview reports (on Paris) and quarterly manual returns. Take action as appropriate	HOS/Team Leaders Except Acute SW	March 2019  A	<ul style="list-style-type: none"> <li>CWD has PARIS but do not have Qlikview as carers assessment is part of UNOCINI</li> <li>Phys Dis and LD not on PARIS</li> <li>Brain Injury and Sensory are now on PARIS and monitoring</li> <li>Reports referred to at Memory team meetings.</li> </ul> <p>Ongoing work being done on developing a Standard operating procedure for staff to enable accurate recording of CA offered on PARIS, Current difficulties are affecting the accuracy at this time.</p> <p>Carers assessments are offered but not completed in ICS. This status will change from April 2019 as social work staff have now been appointed. New Carers who have not been previously known to the Trust for services will be offered Carers needs and support plans. The intention will be that the Carers needs and support plans will be completed for these new carers by the social work staff in ICS.</p>

			<p>Non acute are offered but not completed they are Carers are referred to most appropriate team for assessment.</p> <p>Stroke are completed and manual returns provided as not on PARIS, these are reviewed on a regular basis.</p> <p>Carers assessments reports are forwarded to ICT teams weekly and managers share with the team leads who share at team level.</p> <p>Meeting with all ICT managers held with Brian Beattie monthly and this includes monitoring of the Qlik View reports and Carers assessment performance.</p> <p>6 weekly team meetings the issue of carers assessments is discussed. Staff are reporting that work load priorities is having an impact on their ability to complete Carers assessments in a timely manner after they have been offered and accepted.</p>
Explore inclusion of carer awareness/identification in corporate induction programme	Carers Coordinator	April 2018 - March 2019 <b>A</b>	Meeting with ICT Managers to develop a Working with Carers awareness training for all staff. To become part of the corporate induction training for all front line staff.
Carers to be standing item on team meeting agenda	HOS/Team Leaders	April 2018 - March 2019 <b>G</b>	<p>Ongoing</p> <p>Carers is a standing agenda item in all team meetings across programme of care</p> <p>In PD Heather Houston is our carers staff representative</p>

			<p>and feeds back anything from the meeting she attends and the carers clinics we hold and she facilitates In Adult LD Carers needs and support plans and cash grants are discussed at monthly team talks.</p> <p>All programmes have an appointed representative to the Trust Carers reference group and Staff Carers focus group who attend quarterly meetings.</p>
Develop Good Practice in Carers Assessment Information Booklet for Trust staff	C Agnew PWB	Oct 2018  <b>G</b>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Updated 3/6/19</li> </ul>
Promotion of Accessible Carer Support Assessments and of Social Inclusion within PD	H Houston	31/3/19  <b>G</b>	<p>Funding secured from carers development budget to explore options in partnership with service users and carers including:</p> <ul style="list-style-type: none"> <li>• Use of skype as a tool to conduct Carer's Support Assessment thus making this support more accessible for the identified carer.</li> <li>• Development of an App to enable consent to be gained.</li> <li>• Further develop appropriate technology if required to support a social hub where carers can talk to each other for support/information.</li> <li>• This could also be replicated for service users assisting in the reduction of social isolation.</li> </ul> <p>Links were established with carers known to the team and a very successful open day was held to showcase services that were available in the local area. Following this event questionnaires were forwarded to all known carers to identify their needs, and interest in being involved in a working group to discuss potential solutions and develop a plan to address</p>

			<p>the issues raised. <b><i>The information received from the open day and questionnaires</i></b> was evaluated and <b><i>changed the direction of the project</i></b>. Carers wanted a central information point, easily accessed. They identified need for promotion of same and suggested this be within GP surgeries. Carers also identified a need to meet together to gain support from each other. The working group met a number of times to formulate a pathway which resulted in the sourcing and development of an information page on the Trust website. Carers requested a forum to link with other carers and the team organised a number of relaxation and therapy days during which carers could interact with each other. This engagement increased confidence among carers in Trust services and staff within the team experienced the positive outcomes of user engagement and co-production; staff embraced this and appreciated the value as it increased the team's knowledge of actual carer needs and the need to reduce carer stress and isolation.</p>
Improving communication and relationships between Day Services and Carers of adults with learning disability in the Craigavon and Banbridge locality	M Killen	31/3/19  <div style="color: green; font-size: 2em; font-weight: bold; text-align: center;">G</div>	<p>Funding secured from carers development budget to:</p> <ol style="list-style-type: none"> <li>1. Plan an engagement event with *carers of service users in learning disability day services within Craigavon and Banbridge locality with a range of relevant key stakeholders</li> <li>2. Have a range of promotional day services material to use at this event and then display this and carer information on a 'Carer Information' notice board in each day service facility and throughout learning disability services and other promotional events throughout the year</li> </ol> <p>On Tuesday 12th March 2019, a successful Carers Celebration Event for carers of the Linenbridge Centre, Manor Centre and Bannvale SEC took place at Molly's Mill,</p>

			<p>Lawrencetown. An enjoyable and informative day was attended by over 60 carers and over 45 staff and members from outside organisations. Information stands, health checks and talks were provided throughout the day to give the carers as much help and information as possible. The event highlighted the importance of a good relationship between the Trust staff and the Carers, with partnership working being the key to success.</p>
<b>Theme 1. Identification of and Interface with Carers</b>			
<b><i>1.3 The assessment process is outcome-focused and meets the test of supporting the carer in their caring role or helping them to maintain their own health and well-being.</i></b>			
<b>Action</b>	<b>Lead Officer</b>	<b>Time frame</b>	<b>Progress</b>
Audit a number of cash grants using the 10,000 voices to help determine the impact of a cash grant award.	Carers Coordinator/ PCE/10,000 Voices Facilitator	March 2019  <b>A</b>	<p>Emailed PCE/10,000 Voices Facilitator to develop plan and timeframe for progress. Meeting held with PCE/10,000 Voices Facilitator and will identify the team to scope with.</p> <p>PCE/10,000 Voices Facilitator currently on sick leave</p>
Review and up-date Carers Assessment Leaflet as booklet to provide more guidance and support to carers	Carers Coordinator	March 2019  <b>A</b>	<ul style="list-style-type: none"> <li>• Include prompt for carer to request review if circumstances change</li> </ul> <p>Expression of interest for Carers to become involved in the design of new guidance for Carers. Work on going.</p>
Develop information booklet for carers on the range of support services and resources currently available	C Agnew PWB	May 2018  <b>G</b>	<ul style="list-style-type: none"> <li>• Completed and launched at carer action planning workshop 16/5/18.</li> <li>• Available on Trust website and SharePoint. Print run completed and shared with teams</li> <li>• Updated 3/6/19</li> </ul>

**1.4 The assessment process identifies the needs of the main carer and considers the impact of caring on the wider family circle, addressing the needs of other family members.**

Action	Lead Officer	Time frame	Progress
Reinforce with staff the need to discuss and agree contingency plans for when the carer becomes ill or is unable to care for other reasons as part of the carer needs and support plan and that there is flexible provision for unplanned/short notice events to allow the carer to access short breaks	HOS / Team Leaders	March 2019  <b>G</b>	<ul style="list-style-type: none"> <li>• Sub group established to progress</li> <li>• Within CWD: contingency built into UNOCINI framework. Specialist child minding scheme is now operational.</li> <li>• In PD Contingency plans would be discussed when a carer is identified as requiring but can be discussed earlier</li> <li>• In Adult LD Carers needs and support plans are completed which include future and contingency planning as per NISAT documentation and annual person centred reviews.</li> <li>• Pat McAteer manager specialist services is having discussions with various independent organisations to secure the provision of an emergency respite bed. All requests for emergency placements are currently managed through Angela Murnion short breaks team manager.</li> <li>• Same in ICT</li> <li>• In non acute this will be captured through the family meetings and discharge planning meetings.</li> <li>• Specialist service – An Emergency bed has now been secured in Corrywood nursing in Castlewellan.</li> </ul>
Finalise respite scoring tool in partnership with carers	P McAteer	March 2019  <b>G</b>	<ul style="list-style-type: none"> <li>• Completed and shared with 4 other Trusts</li> <li>• Pat McAteer has been asked to lead on the development of a regional bed based short breaks scoring tool and has already convened the 1<sup>st</sup> meeting with the other Trust short break leads.</li> </ul>



			<ul style="list-style-type: none"> <li>Further workshop is planned for early June to examine the assessment tools the other trusts are currently using.</li> </ul>
<b>Theme 1. Identification of and Interface with Carers</b>			
<b><i>1.5 Procedures are in place where unmet need is identified to risk-manage such cases in the interim.</i></b>			
<b>Action</b>	<b>Lead Officer</b>	<b>Time frame</b>	<b>Progress</b>
Procedure to be developed and working groups to be established, including young carers.	HOS / Team Leaders	March 2019 <b>A</b>	Discussed at October Carers reference group meeting- sub group to be established.
<b><i>1.6 Information about unmet need across all POCs is collected, collated and acted upon appropriately</i></b>			
<b>Action</b>	<b>Lead Officer</b>	<b>Time frame</b>	<b>Progress</b>
Procedure to be developed and working groups to be established	HOS / Team Leaders	March 2019 <b>A</b>	<ul style="list-style-type: none"> <li>Discussed at October Carers reference group meeting - sub group to be established.</li> </ul>
<b><i>1.7 Trust includes carers and carer organisations in its assessments of unmet need so that the need for carers' support can be properly reflected in service and resource planning across all POCs.</i></b>			
<b>Action</b>	<b>Lead Officer</b>	<b>Time frame</b>	<b>Progress</b>
Procedure to be developed and working groups to be established	HOS / Team Leaders	March 2019 <b>A</b>	<ul style="list-style-type: none"> <li>Process in place with Carers Trust via contract</li> <li>Process to be developed with CAUSE</li> </ul>

Theme 2. Information for Carers			
2.1 Trust has a dedicated carers' page on its website, including information about services for carers and how to access them and where to get help locally; links to other relevant websites; and contact details for the Trust's Carers' Co-ordinator.			
Action	Lead Officer	Time frame	Progress
Review and up-date carer's page on Trust website	Carers Coordinator	March 2019 A	<ul style="list-style-type: none"> <li>Carers information on Trust website redesigned &amp; further additions planned.</li> <li>Service development lead role to be appointed; to review information for carers &amp; communication methods.</li> </ul>
Develop other media communication mechanisms & consider non I.T carers.	Carers Coordinator	March 2019 G	2 Desktop sign on features for internal staff in this quarter. 4 staff enquiries as a result. 2 further desktop features planned for next quarter.
Review and up-date Carers Information Booklet	Carers Coordinator	March 2019 A	Quotes sought for development of booklet
Develop information leaflet on role of Carers Coordinator for carers	Carers Coordinator	March 2019 A	In progress
Development of poster outlining existing carer support groups when and where they meet and who to contact to join.	C Agnew PWB	June 2019 A	Draft poster developed however too many to include so booklet being developed instead. Draft booklet circulated for comment. Final draft due end of June19
Develop communication strategy for carers	Team leaders/ HOS	April 2018 – March 2019 A	<ul style="list-style-type: none"> <li>LD services are in the process of developing a specific newsletter for carers of adults with a LD. A questionnaire to all carers of Adults with a Learning Disability have been sent a questionnaire to see how they would like to receive their newsletter. E-mail, post, facebook. This will enable the Trust to send out information to carers in a much more timely</li> </ul>

			<p>manner. One of the carers on the LD carers forum has kindly agreed to organise the facebook contact. Carers database compiled for easy distribution of carer related documentation. Carers forum held on regular basis and carer champions in attendance from teams.</p> <ul style="list-style-type: none"> <li>• CWD New parents forum has been set up and have met three times since conception, this is based on Co-production with Parents/Carers. A newsletter has been issued in the last quarter this has been co produced with parents and staff in Childrens Disabilities service and circulated and posted on the CWD website, Trust Facebook and Twitter.</li> <li>• HOS and Managers of Carrickore and Oaklands short break units meet regularly to review progress including effective communication with parents/carers however parent /carer turnout for these meetings is very low.</li> <li>• In PD All new referrals are advised of the support for carers and offered assessment. AHP'S can refer to carers clinic for assessment. We have carers email and addresses on database for sending information out. Website will need to be pointed out to carers</li> <li>• Social Work managers in ICT have been asked to establish a group with Carers with the aim of service improvement. This is still in development process.</li> <li>• ICS Service user and family and carers are provided with a rehab folder of information. Which includes information on Carers assessment. Carers support service Carers register and useful contacts. The staff member has a checklist when a carer has been identified to prompt to offer an assessment and refer</li> </ul>
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			<p>the carer to the information provided. If this offer is accepted it will be referred to social work staff to complete and further information on Carers support is provided at this time.</p> <ul style="list-style-type: none"> <li>Enhanced services Information leaflet is offered by specialist nursing staff in face to face contact.</li> </ul>
As part of communication strategy, continue to promote Carers Register and encourage further registration	Carers Coordinator	<p>April 2018 – March 2020</p> <p><b>G</b></p>	<p>Appointment of Administrative officer to update the register and improve flow of information to the Carers on this. There are 756 Carers currently on the register.</p> <p>Carers register leaflet is provided to each service user as part of the information pack when they are case managed. It is provided on an ad hoc basis when a carer is identified in less complex cases.</p>
Provision of read only access to PARIS and relevant training for Carers Coordinators to assist with navigator role	Carers Coordinator	<p>April 2018</p> <p><b>G</b></p>	<ul style="list-style-type: none"> <li>Completed</li> </ul>
<b>2.2 Trust is actively engaged with front line practitioners in raising awareness about carers and carers' issues.</b>			
Action	Lead Officer	Time frame	Progress
Promote carers champions and carers focus group	Carers Coordinator	<p>April 2018 – March 2020</p> <p><b>G</b></p>	<ul style="list-style-type: none"> <li>3 new members appointed in ICT. New members appointed from ISC and Non acute.</li> <li>Most recent meeting on 8/5/2019</li> </ul>
Provision of joint Carers Awareness presentations to staff teams	Carers Coordinator/Carers Trust/CAUSE	<p>April 2018 – March 2020</p> <p><b>A</b></p>	<ul style="list-style-type: none"> <li>Joint presentations with Carers Trust commenced; feedback positive. Further dates with teams to be secured.</li> </ul>

Development of Carers Annual Report in newsletter style	Carers Coordinator	November 2018 G	<ul style="list-style-type: none"> <li>• 17/18 Completed and approved</li> <li>• 18/19 – in development</li> </ul>
Development of carer information resources to meet identified need	Carers Coordinator CRG Info sub group	April 2018 – March 2020 A	<ul style="list-style-type: none"> <li>• Quotes sought for development of Carers Information booklet.</li> </ul>
All services to provide clear information on what they provide and how they can be contacted as per PPI Action Plans	HOS/ Team Leaders	April 2018 – March 2020 G	<ul style="list-style-type: none"> <li>• South Down ICT were involved in an Always event to improve communication with service users / carers and ICT. Staff based in Kilkeel.</li> </ul> <p>As part of the information pack contact details are provided to Carers and service users as to how to contact the team. Development of a leaflet explaining the ICT service has also been initiated.</p> <ul style="list-style-type: none"> <li>• CWD - Carers Champions identified in all three localities.</li> <li>• Mark Irwin sits on the TCRG and engages with the carers champions with regards to the issues discussed at the meetings. The Carers Champions attend Trust Carers Focus Group meetings which follow on from the TCRG meetings.</li> <li>• The Southern Area Outcomes group established a multi-agency workshop in Armagh this year to showcase the range of community, voluntary and statutory sector services available for children and young people with disabilities.</li> <li>• The Newry &amp; Mourne Locality Planning Group in co-production with parents/carers ran a workshop titled “A Journey through disability”. This was very well attended</li> </ul>

			<p>by parents/carers and various agencies.</p> <ul style="list-style-type: none"> <li>• Parents' forum asked to review the information pack that is given on initial home visit to families, this is currently underway.</li> <li>• Memory services Service development lead will develop website &amp; clear communication once appointed.</li> <li>• In PD We have completed PPI questionnaires and meetings over that last 8 years I have been in post and have got good feedback and a good level of response, the team are very good at feeding into this and taking on board the responses. Carers and services users aware of who we have in the team and what is provided from each professional group; also flexible respite, therapy vouchers, cash grants, carers clinic, training, respite placement.</li> <li>• Adult LD information will be shared with carers via the newsletter however individual teams will make their own specific information available to carers and service users.</li> <li>• ICS developing service information leaflet as part of wider Quality Improvement project</li> <li>• Communication folder in non acute what we do and any other relevant information is provided to the service users families which provides an open communication for families with staff.</li> <li>• ICS a rehab folder has been developed which provides the contact details of the service detailing the names of the staff involved.</li> <li>• Specialist nursing services each have their own leaflet explaining the service and contact details.</li> <li>• Specialist Service - All disability teams are now actively engaged in co-production projects and this will feed into</li> </ul>
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			<p>the PPI action plan.</p> <ul style="list-style-type: none"> <li>SW Governance – Sits on the Trust Carers Reference Group</li> <li>PPI checklist audit commenced February 2019</li> </ul>
All staff to wear name badges and introduce themselves in line with #Hellomynameis so that carers and service users can identify who they are speaking to/working with	HOS/ Team Leaders	<p>April 2018 – March 2020</p> <p><b>G</b></p>	<ul style="list-style-type: none"> <li>As an outcome of the Always event all staff in South Down ICT wear name badges and introduce themselves on the phone with Hello my Name is.</li> </ul> <p>Ongoing in Specialist services and Social work governance.</p> <p>Non acute. Ongoing and on the wards there are communication trees so that service users and families are aware of the staff on the wards.</p> <p>Yes this happens in ICS</p> <p>Random audits done in Enhanced services to ensure it is done.</p>
<b>2.3 Trust ensures that every GP has a defined care pathway to facilitate a carer's assessment.</b>			
Action	Lead Officer	Time frame	Progress
Recirculate updated GP protocol	Carers Coordinator	<p>June 2018</p> <p><b>G</b></p>	Completed
Support development of new Primary Care Social Work Community led Navigator team pilots under multi-disciplinary teams	Brian Beattie AD Primary Care	<p>April 2018 – March 2020</p> <p><b>A</b></p>	<ul style="list-style-type: none"> <li>PWB meeting with Aine Morrison DoH 10/4/18</li> <li>Pilot sites in 2 other Trusts</li> </ul>

<b>Theme 3. Partners in Care (Involvement)</b>			
<b>3.1 Trusts will have an action plan for carer involvement at all levels in their respective organisations.</b>			
<b>Action</b>	<b>Lead Officer</b>	<b>Time frame</b>	<b>Progress</b>
Review membership, structure and function of CRG	M McAlister	June 2018 <b>G</b>	<ul style="list-style-type: none"> <li>Completed</li> </ul>
Co -produce carers action plan 18/19	M McAlister	June 2018 <b>G</b>	<ul style="list-style-type: none"> <li>Completed</li> </ul>
<b>3.2 Carers actively participating in commissioning delivery and evaluation of services.</b>			
<b>Action</b>	<b>Lead Officer</b>	<b>Time frame</b>	<b>Progress</b>
Continue to facilitate carer involvement forums/groups within: Adult Learning disability, Mental Health, CAMHS, Autism, Children with Disabilities.	HOS	April 2018- March 2020  <b>A</b>	<ul style="list-style-type: none"> <li>LD Carers forum is well consolidated and has attracted several new members carers at the forum now represent the full range of community services being provided to Adults with a Learning Disability. The development of a newsletter will enable the Trust to engage with a wider carer audience.</li> <li>Having secured funding from the Carers development budget, the Children with Disabilities Team contacted parents/ carers known to them. A total of 35 expressed an interest in joining a Parents'/Carers' Forum and committed to attending meetings. The forum allows parents/carers to: <ul style="list-style-type: none"> <li>share their experience as a parent/carers</li> <li>bring their ideas and suggestions as to how services can be developed and improved</li> <li>be able to listen, express their opinion, and respect the views of everyone else in the group</li> <li>give feedback to the Trust and help us provide better services</li> <li>Help the Trust make others aware of the range of needs of children with a disability and their</li> </ul> </li> </ul>



			<p>families/carers.</p> <ul style="list-style-type: none"> <li>○ Be involved in strategic planning to meet emerging and anticipated needs based on demographics and the current service trends.</li> </ul> <p>Focus groups for all parents/ carers were held in each locality area across the Trust to scope common issues of concern. Initial planning meetings were held and the members of the parent/carers forum identified four core themes that they felt the Trust could improve in terms of providing services to children and families with disabilities and what solutions they felt could make these better. The four themes are:</p> <ul style="list-style-type: none"> <li>○ Communication</li> <li>○ Peer Support</li> <li>○ Information Sharing, and</li> <li>○ Service Development</li> </ul> <ul style="list-style-type: none"> <li>• Memory services peer support group meet once a month in library in N&amp;M. navigator service encourage involvement</li> <li>• SW Governance – Carers Conversation Wheel pilot with the Physical Disability Team in Armagh which included carer involvement is in its 3rd month and receiving very positive feedback.</li> </ul>
Establish Carer Forum /Service improvement group within: memory service, Physical & Sensory disability, OPPC.	HOS	<p>April 2018-March 2020</p> <p><b>A</b></p>	<ul style="list-style-type: none"> <li>• Shirley Henning to progress this action. Social Team managers have asked to progress with this and still in the planning phase</li> <li>• Craigavon &amp; Banbridge Physical Disability Team secured funding from the carers development budget and hosted an information day for people with physical disabilities</li> </ul>

			<p>and for people who would like to support them. The event held in February 2019 at the Jethro Centre in Lurgan was well attended and provided information on support, activities available in the local area and tips on how to avoid feeling isolated and lonely in the community. The event was organised jointly in partnership with service users, carers ,professional's and voluntary organisations.</p> <ul style="list-style-type: none"> <li>• SW Governance –Quality improvement Program Carers Conversation Wheel pilot in Physical Disability Team needed to be supported by QI methodology</li> </ul>
Update Carer Involvement Flow chart	C Agnew PWB	March 2019 <b>G</b>	<ul style="list-style-type: none"> <li>• Completed</li> </ul>
<b>3.3 All programmes of care to update PPI action plans to ensure Carer Involvement opportunities are reflected</b>			
<b>Action</b>	<b>Lead Officer</b>	<b>Time frame</b>	<b>Progress</b>
Carer Involvement opportunities identified, promoted & recorded in PPI action plan	HOS / Team Leaders	March 2020  <b>G</b>	<p>Adult LD and Physical Disability Carers are now involved in the review of day care and day opportunities and are making significant contributions towards service improvement information regarding opportunities to be updated to the PPI action plan</p> <p>NON acute are updating the PPI action plan</p> <p>ICS PPI Action plan is completed. Plans are in place in involve Carers the delivery of training for staff April 2019.</p> <p>CWD - PPI Action Plan updated regularly.</p> <p>SW Governance – Carers Conversation Wheel promoted carer involvement opportunities, the outcomes of this pilot are being recorded.</p>

Carers Impact recorded on PPI Impact flyer on a six monthly basis and featured in Carers and PPI Annual Reports	C Agnew PWB	March 2020  <b>G</b>	<p>All Directorates have completed their PPI Action plan progress reports for 18/19. Carer involvement activities will be highlighted in the Carers Annual Report for 18/19 which is currently being developed. PPI Impact flyers developed and circulated quarterly.</p> <p>Carers will be involved In the development of a new DVD promoting the use of hospital passports. Carers recently involved in awareness training for acute staff in relation to identifying and meeting the needs of patients with a LD when they arrive in acute hospital sites.</p> <p>Specialist Services - DVD for the promotion of the hospital passport has now been completed. Carers have also been involved in awareness raising with acute staff in promoting the needs of patients with a learning disability who visit hospital sites.</p>
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Theme 4. Support Services for Carers			
4.1 The system for managing Direct Payments and Self Directed support, particularly the burden of financial accountability, is simplified			
Action	Lead Officer	Time frame	Progress
Ensure staff are aware that the Trust has a contract in place with the Centre for Independent Living (CIL) to assist people with Managing	HOS/Team Leaders	March 2019  <b>G</b>	<ul style="list-style-type: none"> <li>Awareness training for SDS provides information for staff on Centre for Independent Living service. All staff in IC In place for all services.</li> </ul>

the budgets for Direct Payments and Self -Directed support			
Ensure relevant staff complete training in the Self -Directed support, direct payments and ASCOT. That they understand the process and are able to explain the system to carers so that they can make an informed choice.	HOS/Team Leaders Aiden McCullagh SDS Lead	April 2018- March 2019  <b>G</b>	Global circular issued encouraging staff to sign up for SDS training (various dates & locations). <ul style="list-style-type: none"> <li>Staff have been trained in SDS Level 1 awareness in ICT teams and Social work staff in Level 2 training Aiden McCullough is invited to attend ICT managers meeting and reports to staff progress and any updates on a twice yearly basis approx..</li> <li>Ongoing in LD</li> <li>CWD staff all fully trained to Level 2. Decision making family support forum has been established, and is the means of SW requesting a service using SDS approach.</li> <li>SDS/DP attending Memory services team meeting in December.</li> <li>Specialist Services -New staff are advised of this contract.</li> <li></li> </ul>
<b>4.2 Reasons for refusal of Direct Payments and Self- Directed Support are recorded and regularly monitored to inform any further review of schemes.</b>			
<b>Action</b>	<b>Lead Officer</b>	<b>Time frame</b>	<b>Progress</b>
Reasons for refusal are recorded and monitored at team leader level and monthly returns are submitted to the information department.	HOS/Team Leaders	April 2018- March 2019  <b>G</b>	<ul style="list-style-type: none"> <li>Ongoing monthly for all teams</li> </ul>
<b>4.3 Trust is actively engaged with relevant agencies and sectors, for example, education, employers, social security</b>			

***(particularly benefits maximisation and advocacy), housing and social development to promote the health and wellbeing of and provision of support for carers.***

Action	Lead Officer	Time frame	Progress
Carry out scoping exercise and develop directory of short break opportunities (to include Marie Curie)	Carer Coordinator	April 2018-March 2020.  A	In progress.
Promotion of volunteer opportunities for cared for person within the wider community/voluntary sector	Carers Coordinator HOS/ Team Leaders	April 2018-March 2019  G	<ul style="list-style-type: none"> <li>Completed. Promotion of volunteer support agencies via Carers register, Useful Contacts list and carer mailing lists</li> </ul> Met with CCG re good day good carer.
Equity in Cash Grant thresholds to be agreed through CRG	M McAlister AD Older People's Services	April 2018-March 2019  A	<ul style="list-style-type: none"> <li>Proposal to LCG to increase ring fenced resource for carers cash grant – additional £50k agreed for 18/19</li> <li>Sub group established to progress agreement on equity</li> </ul>
Assess the need for generic carers support groups across Southern Trust area	Carers Trust Carers Coordinator	April 2018-March 2019  A	To be discussed by Pauline Rice and Carers Coordinator at next meeting.
Explore if there are other ways of delivering or signposting carers to discounts for leisure/social activities, cleaning, practical household help, household bills, adaptations, groceries and transport available locally	Carer Coordinator	April 2018-March 2020  A	<p>Access to sport and leisure is available through the Over to you and similar schemes in partnership with local councils. This leads to ongoing access to the council facilities.</p> <p>LD newsletter will make this information available to carers on a regular basis.</p>

Education sector			AHPs are based in special needs schools or main stream with a unit providing services to support carers and also the ACE teams are providing services to more abled children and staff liaise with their parent carers.
Trust has contracts in place with Local Community and Voluntary organisations		A	<ul style="list-style-type: none"> <li>Alzheimer's Society Contract.</li> </ul> <p>Apr-Sept 2018:</p> <ul style="list-style-type: none"> <li>- 571 attended carer support group</li> <li>- 447 people attended cares information 4 week program (ran 6 times a year)</li> <li>- Activity Clubs 530 Carers. <ul style="list-style-type: none"> <li>Carers Trust – contract extended for 2 years. Annual Report due July 2019</li> </ul> </li> </ul>
<b>4.4 Trust considers the needs of carers when planning, developing and implementing service changes</b>			
Action	Lead Officer	Time frame	Progress
Review of Disability Day Services Brokerage tender Community Mapping	B McKeown HOS Disability Day Care Services	April 2018- March 2020  A	<p>In September 2017 the Disability Division initiated a review of Disability Day Services -Day Care and Day Opportunities to identify inherent strengths, areas for development and to make recommendations for a modernized day services model. The Health and Social Care Board's consultation on regional Learning Disability Day Opportunities Model (2014) required the Trust to review its daycare provision and ensure that those who do not meet the criteria for daycare avail of a wider choice of day time activities to meet their needs. The project team ensured that service users, carers and staff were meaningfully engaged and involved in the review and provided with a range of opportunities to share their views and add to the discussion and impact future developments.</p> <p>An Engagement Plan to communicate with service users, carers, families, staff and local communities was developed and implemented.</p> <p>To date there have been 9 carers' engagement events and 17 service user meetings which took place across the area</p>

			<p>throughout March – September 2018. 173 parents/carers of adults with a learning or physical disability attended to share their views on services and how they could be improved. Easy read information leaflets and letters were developed to ensure adults with learning disabilities could be involved in the review process. The recommendations are being finalised and further engagement events will be scheduled to seek input from service users, carers and staff before implementation</p>
Review of Day Care Services OPPC completed. Agree action plan and implement	T Armstrong	<p>April 2018- March 2020</p> <p><b>G</b></p>	<ul style="list-style-type: none"> <li>• Completed-2018 annual satisfaction survey. Results disseminated &amp; actioned.</li> <li>• Service users opinions continually sought for all areas of activity within centres. Popular monthly newsletter co-produced</li> <li>• Co-designing an 'easy read' service information leaflet with users, residents and carers. To pilot and use feedback to identify communication barriers and develop action plan to overcome</li> <li>• Move more often project completed. Service user/residents participation and feedback encouraged others to participate</li> <li>• ASG Awareness Workshop in Lisanelly involved service users input to design information poster, workshops completed in all centres. Case study submitted to Engage website for sharing. Attendee's better informed of types of abuse, more skilled to deal with situations, shared learning for other centres</li> </ul>
Review Dom Care regional definition and new model for	M McAlister AD Older People's	April 2018- March 2020	<p>PHA focus groups complete, findings published &amp; shared. Project Lead to be appointed.</p>

delivery of services and progress procurement exercise	Services	A	
Review transition arrangements between POCs e.g. Children with Disability to adult disability services	HOS	April 2018-March 2020 A	<ul style="list-style-type: none"> <li>Statutory &amp; Voluntary sectors represented at 3 service user &amp; carer engagement events held across Trust area. Information sharing to improve transition process for young people with learning disabilities &amp; their carers and meet transition team. Feedback positive. Further work ongoing.</li> <li>CWD - Initial meeting has taken place with HOS now responsible for transition into adult services. A plan has been agreed regarding meeting in each locality to identify and progress matters relating to young people approaching 18 years old, earlier joint planning regarding transition has been agreed for young people with complex needs.</li> </ul>
Further develop Shared Care Scheme in Adult Learning Disability	Angela Murnion, Shared Care Manager	March 2020 G	<p>This service is now well developed and additional band 6 social worker has been appointed to the team.</p> <ul style="list-style-type: none"> <li>CWD promote new SPACE project in N&amp;M area, STEP (supported Transition Entry Programme) established in 3 legacy areas, complex needs healthcare summer scheme very successful. Ongoing recruitment of short breaks and salaried carers. Partnership with Cedar in C&amp;B to provide support for young people with Autism. Relaunch of specialist childminding service, overnight placement forum established to review service.</li> </ul>
Further develop Short break Carers schemes for Children with Disabilities	Mark Irwin	March 2020 G	<p>The Early Years Team and Short Breaks Team in the Southern Health and Social Care Trust have come together to develop a pilot specialised childminding scheme to provide short breaks for children with disabilities. Funding has been secured from the carers development budget to provide 6 children x 1 weekly session x 16 weeks</p>



Investigate short breaks/shared care scheme in other POC's	HOS	March 2020  A	Plans are to be considered to explore Shared care scheme in ICTs. The Trust along with the other 4 regional trusts are in the process of recruiting band 8a leads to take forward short breaks across all Adult POCs  8A Lead appointed
Pilot short break service in Memory Services	B Collins	April 2018- March 2019  A	Exploring the options.
Explore provision of sitting services	M McAlister	March 2019  A	CRG Sub group to be established
ICS Service improvement plan with involvement from Carers	Alana Carr	March 2020  A	Initial discussions had at team level and staff training event planned to take place in April 2019 with Carers involved in presenting to staff. Further discussions with carers through questionnaire is planned through 2019.
<b>Theme 5. Young Carers</b>			
<b>5.1 In your Trust, HSC professionals are particularly proactive in identifying the presence of young carers.</b>			
<b>Action</b>	<b>Lead Officer</b>	<b>Time frame</b>	<b>Progress</b>
Develop mechanism to identifying young carers more easily; focus on front line staff.	HOS/Team leaders	March 2019  G	<ul style="list-style-type: none"> <li>Staff in Adult Disability teams will identify young carers and refer to appropriate organisations if required. Identified if present during assessment at point of referral, need to ascertain this is being addressed as may not come to mind if service user does not mention and children at school.</li> <li>In LD Flowchart for referral to Action for Children distributed to team members and advice on</li> </ul>

			<p>identification of young carers provided.</p> <ul style="list-style-type: none"> <li>• Specialist Services – Ongoing</li> <li>• CWD - Pauline Magill attends Young Carers Multi - Agency Liaison Group</li> <li>• Ongoing identification by frontline staff and referrals made to Action for Children Young Carers Project</li> <li>• SW Governance - Mentoring involvement with the Young Carers Blue Stone Project to enable staff to identify young carers</li> </ul>
Review where & how young carers are categorised: carers assessment, language used in NISAT, & recording on PARIS.		March 2020 <b>A</b>	
Establish partnership referrals with education/children & young people organisations to identify young carers.		March 2020 <b>A</b>	<p>Education Welfare Service is represented on Young Carers Multi Agency Group.</p> <p>There is no centralised referral pathway within SELB for Young Carers and therefore the information has to be shared with individual schools.</p> <p>Representation onto Young Carers Multi-Agency Group has been requested from the Family Support HUBS.</p>
<b>5.2 Young Carers Multi liaison group to look at identification and support of young carers to continue to meet on a quarterly basis</b>			
<b>Action</b>	<b>Lead Officer</b>	<b>Time frame</b>	<b>Progress</b>
Review membership and action plan for Young Carers Multi liaison group	Niamh Donnelly	March 2019 <b>G</b>	<ul style="list-style-type: none"> <li>• Young Carers Multi Agency Group meets quarterly and has an agreed action plan in place. Membership of this group is discussed at every meeting.</li> </ul>
Ensure all POC's have an awareness of and representative on multi-agency liaison group	Niamh Donnelly HOS/Team leaders	March 2019 <b>A</b>	<ul style="list-style-type: none"> <li>• There is currently no representation from Adult Services on the Young Carers Multi Agency Group despite requests for same. Contact is again being made with adult services to request same.</li> </ul>

Age appropriate web site & app to be explored.	Niamh Donnelly	March 2020	
		A	
Develop opportunities for age appropriate breaks/activities	Niamh Donnelly	March 2019	<ul style="list-style-type: none"> <li>This is currently undertaken via Action for Children</li> </ul>
		G	
<b>5.3 Training to be provided for All Social Work &amp; Social Care Staff (Adult &amp; Children's Sector) to inform staff of their responsibilities in identifying young carers and to improve knowledge of a referral process for support and resources available</b>			
Action	Lead Officer	Time frame	Progress
Awareness training for all Trust staff in identification of young carers & their challenges. Young carers to help design.	Niamh Donnelly	April 2018- March 2019	<ul style="list-style-type: none"> <li>Young Carer Awareness Training has been provided annually however the uptake of same has been low. Going forward it has been agreed that there will be exploration of putting Young Carers onto the Trust Corporate Induction agenda and use social media and the Trust Desktop Screen Saver to promote awareness across the Trust.</li> </ul>
		A	
Training in the use of & understanding of UNOCINI	Children's teams	April 2018- March 2019	All children's social workers are fully trained in the use of UNOCINI. Action for Children continue to undertake UNOCINI Assessments re Young Carers. CWD Ongoing training in all teams
		G	

Theme 6. Training			
<b>6.1 Establish a baseline of the number of carers who receive training appropriate to individual needs e.g. manual handling, stress management, knowledge about symptoms and potential impacts from the condition of person being cared for</b>			
Action	Lead Officer	Time frame	Progress
Develop process for recording number of carers who receive patient specific training to support them in their role	Team leaders	April 2018-March 2019  <b>A</b>	<ul style="list-style-type: none"> <li>Shared with AHP rep to escalate to AHP Heads of service for consideration and action.</li> <li>Short breaks carers and specialist childminders are recorded and maintain a database of training is maintained and ongoing.</li> </ul> <p>Community Stroke would provide the training but there is no actual record.</p>
Develop training needs analysis tool for staff to identify carers training needs and develop carers individual training record.	Carers Coordinator	April 2018-March 2019  <b>A</b>	Requires discussion at CRG level.
Carers Trust continue to roll out carers training programme as per contract specification and refer to key worker for condition specific training	Carers Trust	April 2018-March 2019  <b>G</b>	Ongoing as part of the contract.
<b>6.2 Provision of training for Trust staff in carers assessments.</b>			
Action	Lead Officer	Time frame	Progress
Review Carers Assessment training for AHPs and Nursing	Eamon Farrell/ Dawn Ferguson/ Ann Spencer	March 2019  <b>A</b>	OT staff in Mental Health services are completing carers assessment. It has been agreed that other staff will complete Carers awareness training which will potentially become mandatory training for all Trust staff.
Provide Carers Assessment	Eamon Farrell/	March 2019	<ul style="list-style-type: none"> <li></li> </ul>

training to AHPs and Nursing staff	Dawn Ferguson/ Ann Spencer		
Continue to provide Carers Assessment training for all new Social Care staff	G Patterson/ L Tanner SSTU	March 2019	•
Ensure involvement of carers in carer training	CEC & SSTU	March 2019	•
<b>Theme 6. Training</b>			
<b>6.3 Training for carers and staff in PPI</b>			
Action	Lead Officer	Time frame	Progress
Raise awareness of E Learning PPI awareness for carers and service users on ENGAGE website	Carers Coordinator	March 2019  <b>A</b>	To be progressed
Continue to promote PPI learning for staff, PPI team Awareness, practical hints & tips for involving service users and carers and other PPI related training for staff	HOS/Team leaders/	March 2019  <b>G</b>	<ul style="list-style-type: none"> <li>• Ongoing.</li> <li>• All AHP staff were actively encouraged to participate in online e learning programme. Sinead Hughes invited to the governance forum meeting for Physiotherapists 26<sup>th</sup> September 2018.</li> <li>• In PD Training online to be completed by all in team</li> <li>• In Adult LD on going training provided. Encourage staff to complete E learning module. Carers champion within each team to provide feedback from carers forum.</li> <li>• CWD This is ongoing within the team.</li> <li>• Staff in ICS to be informed of Elearning in PPI and asked to complete.</li> </ul>
Training provided to Carers		March 2020  <b>A</b>	<ul style="list-style-type: none"> <li>• In Memory service 447 people attended cares information 4 week program (ran 6 times a year)</li> <li>• CWD - Individualised training is available for parents/carers e.g. manual handling training etc.</li> <li>• PPI Team in partnership with QI team co-producing</li> </ul>

			SCOPE training- skills development programme for service users and carers who wish to participate at PPI levels 3 -5
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Theme 7. Employment			
7.1 Trust Family Friendly policies and procedures are adequately resourced; are actively promoted; are consistently applied; and identify and support staff members who are also carers.			
Action	Lead Officer	Time frame	Progress
WLB policy is adequately resourced, actively promoted, consistently applied and identify and support staff members who are also carers	HOS / Team Leaders	March 2019  <b>G</b>	Ongoing.  WLB is continually reviewed. Liaise with HR.
Provide support both internally and externally to the Trust to ensure that the Health and Wellbeing of staff including carers is prioritised by managers and organisations.	HOS / Team Leaders Nina Daly Staff Health and Wellbeing Lead	April 2018- March 2019  <b>G</b>	Lunchtime sessions planned for staff on Carers rights day. Staff information has been added to the U Matter webpage for health and wellbeing of Trust staff. <ul style="list-style-type: none"> <li>• CWD - staff are supported through;</li> <li>• Staff supervision</li> <li>• Team meetings</li> <li>• Training on request</li> <li>• Nina Daly attended HOS managers meeting and provided information and packs for staff.</li> </ul> Health & Wellbeing Events for (Finance, Estates and Procurement Staff n=260/270) on 22 <sup>nd</sup> and 23 <sup>rd</sup> May 2019
Ongoing carers awareness training sessions for staff (signposting to find information/support)	Carer Coordinator	April 2018- March 2019  <b>A</b>	<ul style="list-style-type: none"> <li>• Timetable agreed with carers Trust for delivery to teams on request</li> <li>• Qlikview identifies target areas</li> </ul>
Carers awareness training/support is included in Corporate Induction training	Carer Coordinator	March 2019  <b>A</b>	<ul style="list-style-type: none"> <li>• Draft Awareness training developed and piloted.</li> </ul>