

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 16th 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 Ongoing	<p>Children With Disabilities teams (CWD) - has PARIS but do not have Qlikview as carers assessment is part of UNOCINI</p> <p>Memory Service- Reports are referred to during Memory team meetings. The Nprinting report is reviewed weekly</p> <p>Sensory Disability Service - Monitor weekly on Qlikview PARIS. Ongoing work being done on developing a Standard operating procedure for staff to enable accurate recording of Carers Assessments offered on PARIS, Current difficulties are affecting the accuracy at this time.</p> <p>Specialist Services- Ongoing monitoring of Qlikview.</p> <p>Physical Disability and Learning Disability- Using PARIS since early Spring 2019 and recording Carers assessments on PARIS. Qlikview to be rolled out across Team Leaders in Learning Disabilities /Physical Disability Services Post COVID. All returns come via PARIS</p> <p>Support & Recovery and Specialist services Mental Health- Raised with team leaders monthly that Qlikview needs to be reviewed Team Leaders/service coordinators quarterly meetings. Team leaders have received Qlikview</p>

			<p>training and advised that they need to look on this to check numbers of carers assessments in relation to carer support offered.</p> <p>Integrated Care Teams (ICT) - On an ongoing basis cascaded to the team leads weekly; this is providing staff with a clear overview with the level of support for Carers and action required.</p> <p>Allied Health Professionals (AHPs) - The issue regarding over offering of Carers assessments has been addressed where AHP's are not offering Carers Assessments unless able to carry them out. If need identified a referral is forwarded to SW Case Manager to carry out.</p> <p>Gateway Team- Offer Carers assessments and referral made Family Intervention Teams for completion of Carers assessment.</p> <p>Intermediate Care Services (ICS)- Social Work staff continuing to offer carers assessments with renewed focus on all staff offering same</p>
Explore inclusion of carer awareness/identification in corporate induction programme	Carers Coordinator	<p>April 2018 - March 2019</p> <p>G</p>	<p>Carer's awareness training for all Trust staff developed.</p> <p>Available currently as a presentation delivered to teams, or can be downloaded from Sharepoint.</p> <p>Online training still being explored.</p>
Carers to be standing item on team meeting agenda	HOS/Team Leaders	<p>April 2018 - March 2019</p> <p>Ongoing</p>	<p>Ongoing agenda item on teams meeting agendas in the following services;</p> <ul style="list-style-type: none"> Autism services Specialist Services Community Learning Disability/ Physical Disability Services Integrated Care Teams Children With Disabilities Mental Health Services

			Family and Childcare Intermediate Care Services
Develop Good Practice in Carers Assessment Information Booklet for Trust staff	C Agnew PWB	Oct 2018 G	Completed  Carers Assessment Support Booklet for S
Promotion of Accessible Carer Support Assessments and of Social Inclusion within PD	H Houston	31/3/19	Funding secured to explore options in partnership with service users and carers including: Use of skype as a tool to conduct Carer's Support Assessment thus making this support more accessible for the identified carer. Development of an App to enable consent to be gained. Further develop appropriate technology if required to support a social hub where carers can talk to each other for support/information. This could also be replicated for service users assisting in the reduction of social isolation.
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	Funding secured to: 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 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. This is daily and weekly objective throughout Learning Disability and Physical Disability services to ensure all Service users / carers are clearly communicated to and

			supported with all Communication needs / Easy Read material & Accessible Information resources.
Theme 1. Identification of and Interface with Carers			
<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>			
Action	Lead Officer	Time frame	Progress
Audit a number of cash grants using the 10,000 voices to help determine the impact of a cash grant award.	Carers Coordinator/ Mairead Casey	March 2019 Ongoing	10,000 voices was not a suitable way to assess the cash grant process. The cash grant process is evaluated through feedback forms and receipts returned by carers, a report is then completed annually. (Report due July however, due to COVID an extension was granted to carers for return of receipts until June to allow Carers time to spend the grants)
Review and up-date Carers Assessment Leaflet as booklet to provide more guidance and support to carers	Carers Coordinator	March 2019 G	Carer's assessment leaflets updated. Renamed Carers 'Needs and Support planning information leaflet'
Develop information booklet for carers on the range of support services and resources currently available	C Agnew PWB	May 2018 G	Completed and launched at carer action planning workshop 16/5/18. Available on Trust website and SharePoint. Print run completed and shared with teams Information has been updated for new print run in November 2019. • Month of March ICS are issuing carers trust leaflets and upcoming events to all carers on the ICS along with a gratitude hamper funded via NAIC All in place across Community LD / PD Services
Work stream to determine how to capture unmet need (? Pink form) and to record services		 G	Carer support checklist drafted with a view to inputting the data on PARIS to capture support provided by the trust to all identified carers.

offered such as M&H training that is not captured elsewhere			To be rolled out with teams manually until PARIS is updated.
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 Ongoing	<p>CWD- contingency built into UNOCINI framework</p> <p>Specialist services- An emergency bed has now been secured in Corriewood, Castlewellan.</p> <p>Enhanced Care- When the cared for person is reaching the palliative stage of life then these plans need to be discussed. In Enhanced care the specialist nurse service is not always involved for long enough to warrant the carers' assessment being completed by staff at that stage. Acute care at home are in for a short space of time, in all these the need for flagged and forwarded to the community teams</p> <p>NON acute will be captured through on Ward.</p> <p>ICT- contingency plan is done as part of the carers needs and support and is completed with carers during that process</p> <p>Mental Health services- will action with staff that all Carers assessments as part of the NISAT to ensure that support plans have contingency arrangements in place.</p> <p>Family and Childcare- in Unocini assessment family intervention using Signs of Safety, CYPS would identify a family network that can support through the family support plan.</p> <p>ICS- part of SW role and discussed with carers as issues are raised</p> <p>Community Physical Disability and Learning Disability- teams have particular focus on Management plans and guides in relation to COVID / Advanced Care</p>

			Planning which involves advocacy, members of the Multi-Disciplinary Team, service users and their families
Finalise respite scoring tool in partnership with carers	P McAteer	March 2019 G Progressing	The scoring tool has now been identified by the HSC board as a regional initiative. Pat Mc Ateer HOS from SHSCT has lead on a regional wide working group to examine the implications of a scoring tool to help assess for and allocate short breaks for carers. The draft in partnership with all five Trusts and has been sent to Valerie McConnell at HSC Board for consideration.
Theme 1. Identification of and Interface with Carers			
1.5 Procedures are in place where unmet need is identified to risk-manage such cases in the interim.			
Action	Lead Officer	Time frame	Progress
Procedure to be developed and working groups to be established, including young carers.	HOS / Team Leaders	March 2019 G	Discussed at October Carers reference group meeting- sub group to be established. Carers support checklist has been developed which will capture all this information on PARIS when rolled out to staff.
1.6 Information about unmet need across all POCs is collected, collated and acted upon appropriately			
Action	Lead Officer	Time frame	Progress
Procedure to be developed and working groups to be established	HOS / Team Leaders	March 2019	Work will be actioned through the Trust Carers reference Group Sub Group
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.			
Action	Lead Officer	Time frame	Progress
Procedure to be developed and working groups to be established	HOS / Team Leaders	March 2019 Ongoing	<ul style="list-style-type: none"> • Process in place with Carers Trust via contract • Process to be developed with CAUSE

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	G	Carers information page updated
Develop other media communication mechanisms & consider non I.T carers.	Carers Coordinator	G	Information packs forwarded to Carers on the Carers register without access to email.
Review and up-date Carers Information Booklet	Carers Coordinator	G	Completed and reprints received Jan 2020. Carers resources issued 2020 Carers assessment leaflets 1920 Carers information booklets 770 Carers register leaflets 710 Good day good carer leaflets 100 Make the Call leaflets 100 Support groups directory 380 Support services and resources for carers booklet 890
Develop information leaflet on role of Carers Coordinator for carers	Carers Coordinator	March 2019	In progress
Development of poster outlining existing carer support	C Agnew PWB	October 2018	Draft poster developed however too many to include so booklet being developed instead.

groups when and where they meet and who to contact to join.		G	Booklet finalised and 1000 copies printed January 2020
Develop communication strategy for carers	Team leaders/ HOS	April 2018 – March 2019 Ongoing	<p>Physical Disability- All new referrals are advised of the support for carers and offered assessment. AHP'S can refer to carer's clinic for assessment. We have carers email and addresses on database for sending information out. Website will need to be pointed out to carers</p> <p>Autism- Acorns for Autism Charity, works with parent, meet bi monthly basis. Parents forum meeting is held on the 1st Wed each month. This is jointly led by parents and clinicians and is drop in service questions and answers. Mail drop every season, full suite of programmes, regularly updating contact detail of carers. Developed a video about the service, plan to put the link on appointment letters for initial appointments. Gives service users and carers what to expect.</p> <p>Specialist services- This has been set in place and all carers of Adult with a LD have received two newsletters to date and the Learning Disability Carers forum Facebook page is continuing to increase in numbers approximately 300 members following the Facebook page which shares information. The Trust is also developing its e-mail database so that they can share information for carers of Adult Learning Disability in a timelier manner. There are now approx. 250 Carers on this database and they too receive information on a weekly basis.</p> <p>Enhanced Care- Information leaflet provided to service users, with appointment letter for clinic.</p> <p>Integrated Care Team CT- This is an area for</p>

			<p>development with a view to setting up focus groups in 2020/2021</p> <p>CWD- Newsletter is now published bi-annually; the service is currently producing a directory of services.</p> <p>Mental Health Services- CAUSE attend the Support & Recovery governance meeting any information posters are displayed in the waiting areas with carers events and leaflets and booklets are provided in waiting areas for Carers. A Carers pack is currently being developed to ensure that Carer specific information is provided across the Support & Recovery teams and specialist services.</p> <ul style="list-style-type: none"> • Gateway- contact details are in the Carers information pack and information is shared as regards to the family support hubs as well. • ICS- RSW completing units to increase work with carers to support and signpost via voluntary agencies and A&I
As part of communication strategy, continue to promote Carers Register and encourage further registration	Carers Coordinator	April 2018 – March 2020 Ongoing	There are currently 908 Carers on the register.
Provision of read only access to PARIS and relevant training for Carers Coordinators to assist with navigator role	Carers Coordinator	April 2018 G	<ul style="list-style-type: none"> • Completed
2.2 Trust is actively engaged with front line practitioners in raising awareness about carers and carers' issues.			
Action	Lead Officer	Time frame	Progress
Promote carers champions and carers focus group	Carers Coordinator	April 2018 – March 2020 Ongoing	Ongoing.

Provision of joint Carers Awareness presentations to staff teams	Carers Coordinator/Carers Trust/CAUSE	April 2018 – March 2020 Ongoing	Ongoing as an when teams require.
Development of Carers Annual Report in newsletter style	Carers Coordinator	November 2018 G	18/19 Completed and approved
Development of carer information resources to meet identified need	Carers Coordinator CRG Info sub group	April 2018 – March 2020 G	Resources developed or reworked and printed Carers register Leaflet x 6000 Support Services and resources booklet for Carers x 3000 Support groups directory booklet x 3000 Carers needs and support plan leaflet x 6000 Carers assessment and resources booklet for staff x 2000
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 Ongoing	ICT- A case management pack provided to all service users including information on the contact details of the service and this also includes information on Carers assessment. Plans to include additional Carers information in this pack to be undertaken on the next year. Autism- What to expect video. Currently working on website Drop in service with parents/carers. Quarterly ASD forum parents sit on and help develop services. Specialist Services- 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 using the database. Information is shared with all new families entering Adult Learning Disability services. Integrated Care Team ICT- Plans to develop information packs to be provided to new carers coming into the service. Mental Health- Support and recovery leaflet will be

			<p>provided in the Carers information pack and the contact details for the team provided.</p> <p>Gateway- Leaflet provides information as to how to contact the team</p> <p>Memory Service- Team Intranet site has been developed on SharePoint and plans in place to update the Webpage on trust website to make this information available for Carers.</p>
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>Ongoing</p>	<p>Integrated Care Team- As an outcome of the 'Always' event all staff in South Down ICT now wear name badges and introduce themselves on the phone with Hello my Name is.</p> <p>Autism- Ongoing</p> <p>Specialist Services- All members of the Carers Learning Disability forum have received new yellow name badges.</p> <p>Enhanced Care- This is ongoing and name badges being changed to yellow version if appropriate.</p> <p>Integrated Care Team- Work needed to remind staff to wear name badges ongoing.</p> <p>Children With Disabilities- All staff members have been given name badges and are aware of the importance of wearing these.</p> <p>Mental Health- New name badges have been ordered for Support & Recovery staff in Craigavon & Banbridge and specialist services and all areas have the ID cards</p> <p>Family and Childcare- All staff wear name badges</p> <p>Memory services- Inpatient unit have the name badges and Community staff use identity badges and all staff use Hello my name is when introducing themselves.</p>
2.3 Trust ensures that every GP has a defined care pathway to facilitate a carer's assessment			
Action	Lead Officer	Time frame	Progress

Recirculate updated GP protocol	Carers Coordinator	June 2018 G	Completed
Support development of new Primary Care Social Work Community led Navigator team pilots under multi-disciplinary teams	Brian Beattie AD Primary Care	April 2018 – March 2020	PWB meeting with Aine Morrison Department of Health 10/4/18 Pilot sites in 2 other Trusts
Theme 3. Partners in Care (Involvement)			
3.1 Trusts will have an action plan for carer involvement at all levels in their respective organisations.			
Action	Lead Officer	Time frame	Progress
Review membership, structure and function of CRG	M McAlister	June 2018 G	• Completed
Co -produce carers action plan 18/19	M McAlister	June 2018 G	• Completed
3.2 Carers actively participating in commissioning delivery and evaluation of services.			
Action	Lead Officer	Time frame	Progress
Continue to facilitate carer involvement forums/groups within: Adult Learning disability, Mental Health, CAMHS, Autism, Children with Disabilities.	HOS	April 2018- March 2020 Ongoing	Memory Services- Memory services peer support group meet once a month in the library in Newry & Mourne. Navigator service encourages involvement. Autism- Drop in service with parents/carers Quarterly ASD forum parents sit on and help develop services. Specialist Services- A further conference is being organised for May 2020 by the brain injury forum and the focus will be recovery and rehabilitation following a brain injury. All member organisations of the brain injury forum will present case studies. Learning Disability Carers forum meets monthly and update provided to the Carers on the Adult Learning Disability

			<p>services.</p> <p>CWD- The parent's forum continues to meet and provide peer support 3-4 times per year, these meetings rotate throughout the three trust localities and is held in hotels in the areas, 37 parents sit on the forum. Staff members in the service are working alongside Blaine Mc Cartney PPI Officer. The service has acquired PPI monies, which has been used to create information booklets.</p> <p>Mental Health Support & Recovery- Carers continue to be involved in USCIG. Craigavon and Banbridge Carers forum for S&R Deirdre Barker meets with these carers and feeds back to the teams any issues which are arising with Carers.</p>
Establish Carer Forum /Service improvement group within: memory service, Physical & Sensory disability, OPPC.	HOS	April 2018-March 2020	<p>CWD- established a number of forums as detailed at 2.1.</p> <p>Physical Disability- had carers in attendance at meetings in the past but only 2/3 in attendance.</p> <p>Specialist services- Ongoing</p> <p>ICT- plans to progress this will be undertaken in 2020/2021</p> <p>Memory Services- Contract with Alzheimer's provide awareness sessions for Carers and we actively seek feedback Carers information programme but actively seeks feedback from Carers. Memory service staff facilitate the information provided at these programmes.</p>
Update Carer Involvement Flow chart	C Agnew PWB	March 2019 G	Completed
3.3 All programmes of care to update PPI action plans to ensure Carer Involvement opportunities are reflected			
Action	Lead Officer	Time frame	Progress
Carer Involvement opportunities identified, promoted & recorded in PPI action plan	HOS / Team Leaders	March 2020 Ongoing	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

			<p>updated to the PPI action plan</p> <p>Autism- Meeting with PPI officer Blaine. As standard practice carers are involved in all aspects of the service, we have two rooms for training and events, young people training in 1 room and parents training takes place at the same time in room 2. Everyone then comes together for lunch in the tea room with the team. Parents/carers forum is running.</p> <p>Specialist Services- Learning Disability Carers forum meets monthly.</p> <p>Brain Injury Forum is involved the process of developing a five year strategy for Brain Injury services</p> <p>Children With Disability- Working with Blaine in PPI see point 3.2</p> <p>Mental Health Services- Carers are involved in service improvement the governance meetings carers are contacted directly to become involved.</p> <p>Integrated Care Team- Plans in place to establish a Service user / Carer service improvement group. To be taken forward in 2020/2021</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 G	Carer's impact recording on PPI impact fly is ongoing.

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 the budgets for Direct Payments and Self -Directed support	HOS/Team Leaders	March 2019 Ongoing	Awareness training for SDS provides information for staff on Centre for Independent Living service. Training is ongoing and has been provided to staff in Adult Learning and Physical Disability teams Memory Services CWD Specialist services ICS Enhanced care Mental Health ICT
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 Aden McCullagh SDS Lead	April 2018- March 2019 Ongoing	Global circular issued encouraging staff to sign up for SDS Integrated Care Team- Ongoing staff training as above Children With Disabilities- all staff all fully trained to Level 2. A family support forum has been established and is the means of SW requesting a service using SDS approach Specialist Services- ongoing Mental Health- Team leaders are making contact with Aiden McCullagh to do in depth Self Directed support training from April 2020 Case management training is taking place March Craigavon & Banbridge and will be rolled out to all teams Memory Services- Staff have all had training in ASCOT and Self Directed Support (SDS) training. Integrated Care Service- Social Work staff on team aware of process. ICS coordinator consider same at point of discharge where appropriate
4.2 Reasons for refusal of Direct Payments and Self- Directed Support are recorded and regularly monitored to inform			

any further review of schemes.			
Action	Lead Officer	Time frame	Progress
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 Ongoing	<ul style="list-style-type: none"> Ongoing monthly in all teams.
4.3 Trust is actively engaged with relevant agencies and sectors, for example, education, employers, social security (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.	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 Ongoing	<p>Enhanced Care- Staff members have awareness and do inform service user that there are opportunities that can be availed of.</p> <p>Specialist services- This is ongoing for service users who have a brain injury as part of the Trust contract with Cedar Foundation.</p>
Equity in Cash Grant thresholds to be agreed through CRG	M McAlister AD Older People's Services	April 2018-March 2019	<ul style="list-style-type: none"> Proposal to LCG to increase ring fenced resource for carers cash grant – additional £50k agreed for 18/19 Sub group established to progress agreement on equity
Assess the need for generic carers support groups across Southern Trust area	Carers Trust Carers Coordinator	April 2018-March 2019	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 Ongoing	<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>Learning Disability- Newsletter will make this information available to carers on a regular basis.</p> <p>Integrated Care Service- Evolving role of RSW band 4 will allow for this link, will be strong emphasis on management/ reduction of frailty</p>
Education sector		Ongoing	<p>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 will liaise with their parent carers.</p>
Trust has contracts in place with Local Community and Voluntary organisations		Ongoing	<p>Memory Services- Alzheimer's Society Contract. Apr 2019 – Mar 2020</p> <ul style="list-style-type: none"> • 542 attended carer support group • 788 people attended cares information 4 week program (ran 6 times a year) • 367 Carers connected with Alzheimer's outreach workers • 723 Carers engaged with Singing for the brain sessions • 634 Carers attended Activity café. <p>Enhanced Care- Chest Heart and Stroke, pain management courses for service users, Arthritis care, living with long term conditions.</p> <p>Specialist Services- for Brain Injury the Trust has contracts in place with Head injury support Cedar Foundation</p> <p>Mental Health- Support & Recovery contract with CAUSE</p>

			<p>Family and Childcare- Family Support Hubs in three locality areas and the Gateway participates in these referring and accepting referrals from these.</p> <p>Carers Trust contracted to support Adult Carers across all programmes of care.</p>
4.4 Trust considers the needs of carers when planning, developing and implementing service changes			
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	See Bronagh Mc Keown day care and Day opportunities
Review of Day Care Services OPPC completed. Agree action plan and implement	T Armstrong	April 2018-March 2020	
Review Dom Care regional definition and new model for delivery of services and progress procurement exercise	M McAlister AD Older People's Services	April 2018-March 2020	PHA focus groups complete, findings published & shared. Project Lead to be appointed.
Review transition arrangements between POCs e.g. Children with Disability to adult disability services	HOS	April 2018-March 2020 Ongoing	<ul style="list-style-type: none"> Statutory & Voluntary sectors represented at 3 service user & carer engagement events held across Trust area. Information sharing to improve transition process for young people with learning disabilities & their carer's and meet transition team. Feedback positive. Further work ongoing. CWD- interface meetings in N&M successfully ongoing; attempts to replicate in other areas. Information begins to be shared aged 16 (complex) 17 (less complex). <p>Mental Health-There is a protocol in place agreed as to how transition is to happen for team leaders to follow. In</p>

			<p>CAMHS- There is a support worker to help smooth the transition</p> <p>Gateway- Protocol has been developed in Gateway CWD and Adult Forensic teams to and these are cases co-worked ensuring appropriate transition into Adult team.</p>
Further develop Shared Care Scheme in Adult Learning Disability	Angela Murnion, Shared Care Manager	March 2020 Ongoing	Shared care Service has now been developed and host families now being assessed to provide additional support to Carers of Adults with a Learning Disability.
Further develop Short break Carers schemes for Children with Disabilities	Mark Irwin	March 2020 G Ongoing	<p>CWD Short breaks- The pilot programme is complete and specialist child minding scheme is running six Specialist child minders now on registered. Families and carers report that it is flexible and more normalised as it is filling a gap where people don't want to utilize residential and fostering respite care. This approach feels more normal.</p> <p>Actively recruiting for paid regular short breaks service. Professionals and public are showing interest in becoming short break carers, and those people are scheduled for assessment there is a conversion rate of 44% of people applying to become carers.</p> <p>248% increase in the numbers of overnight respite offered and there have been additional resources to help cope with demand 2 WTE Social work additional staff have been allocated to help with demand, totaling 6 staff mixture of part time and full time and A new team leader has taken up post as well. The team continues to grow in strength as the short breaks become more popular as a viable alternative to residential care.</p>

			<p>There are now 2 full time placements with the Fee paying scheme.</p> <p>If they increase collaboration with Family placement services.</p> <p>Supportive playgroup scheme 24 places were funded Sept 2019 to March 2020.</p> <p>Additional summer schemes were funded in the Dungannon and Portadown areas to alleviate carer stress during the school holidays and feedback from these ventures has been excellent.</p> <p>Cedar Foundation funding ended Oct 2019 and programme no longer in operation.</p> <p>Peer outing programme</p> <p>The Peer Outing Programme and Youth Empowerment Programme commissioned by the Trust from IncredABLE continue to deliver excellent outcomes for young people and alleviate carer stress. The YMCA independent Living Programme hosted a beautiful Christmas dinner meal to celebrate the success of the young people and included their parents/carers. The Supported Transition Entry Programme run in partnership with the Education Authority is another service that develops independent living and life skills; feedback from parents/carers is that they have seen a real difference in their children's ability and motivation levels.</p> <p>Contact a Family are delivering programmes for Families in Kilkeel and Dungannon, with programmes becoming more</p>
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			self-sufficient as Community Development approaches are employed.
Investigate short breaks/shared care scheme in other POC's	HOS	March 2020	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 Programs Of Cares Shared Care appointment till March 2020
Pilot short break service in Memory Services	B Collins	April 2018- March 2019 Ongoing	Exploring the options. Funding was provided through Dementia together Ni for Short Breaks with the person cared for. Flexibility for Carers who need a break, eg sitting service and night sits, time to attend events or weekend away provided on a case by case basis and needs are met through assessment, Emergency cover if Carer needed to go into hospital or was away from home to enable the cared for person to remain at home
Explore provision of sitting services	M McAlister	March 2019	CRG Sub group to be established
Theme 5. Young Carers			
5.1 In your Trust, HSC professionals are particularly proactive in identifying the presence of young carers.			
Action	Lead Officer	Time frame	Progress
Develop mechanism to identifying young carers more easily; focus on front line staff.	HOS/Team leaders	March 2019 Ongoing	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

			<p>service user does not mention and children at school. In LD Flowchart for referral to Action for Children distributed to team members and advice on identification of young carers provided. CWD Manager attended forum. Physical Disability April 2019- Ongoing Autism- Refer to young carers. Every season have event for families which includes young carers Specialist Services- Ongoing throughout staff, case review identify young carers ICT- Training for staff. Staff members are being reminded to be mindful of young carers and through the NISAT assessment they are being prompted to identify potential young carers. Training from Learning and development encourages us to consider the needs. CWD- through UNOCINI young carers can be identified and supports accessed, referrals made to Young Carers. Mental Health Support & Recovery- Reinforced through standing agenda team with Team leaders that they identify young carers and refer to the most appropriate service for support Family and Childcare- identified through the UNOCINI process</p>
Review where & how young carers are categorised: carers assessment, language used in NISAT, & recording on PARIS.			LINK with Claire Russell
Establish partnership referrals with education/children & young people organisations to identify young carers.			<p>Education Welfare Service is represented on Young Carers Multi Agency Group. There is no centralised referral pathway within SELB for Young Carers and therefore the information has to be</p>

			shared with individual schools. Representation onto Young Carers Multi-Agency Group has been requested from the Family Support HUBS.
5.2 Young Carers Multi liaison group to look at identification and support of young carers to continue to meet on a quarterly basis			
Action	Lead Officer	Time frame	Progress
Review membership and action plan for Young Carers Multi liaison group	Niamh Donnelly	March 2019 Ongoing	<ul style="list-style-type: none"> Young Carers Multi Agency Group meets quarterly and has an agreed action plan in place. Membership of this group is discussed at every meeting.
Ensure all POC's have an awareness of and representative on multi-agency liaison group	Niamh Donnelly HOS/Team leaders	March 2019	<ul style="list-style-type: none"> 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.
Age appropriate web site & app to be explored.	Niamh Donnelly	March 2020	
Develop opportunities for age appropriate breaks/activities	Niamh Donnelly	March 2019 Ongoing	<ul style="list-style-type: none"> This is currently undertaken via Action for Children
5.3 Training to be provided for All Social Work & Social Care Staff (Adult & 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			
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 Ongoing	<ul style="list-style-type: none"> 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.
Training in the use of & understanding of UNOCINI	Children's teams	April 2018- March 2019 Ongoing	All children's social workers are fully trained in the use of UNOCINI. Action for Children continues to undertake UNOCINI Assessments re Young Carers.

Theme 6. Training			
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			
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	<p>April 2018- March 2019</p> <p>Ongoing</p>	<p>Autism- Ongoing recording on PARIS</p> <p>Enhanced Care- Community stroke occasionally provide training but there is no record of this</p> <p>Parkinson's and Epilepsy provide a one off introduction awareness session for Service users and carers newly diagnosed.</p> <p>Epilepsy service provides training for Carers and this recorded in the Epilepsy management plan which is reviewed on an annual basis.</p> <p>ICT- AHP would do training with Carers which is documented in support notes but it is not being collated.</p> <p>Development of Carers support checklist will capture the training provided when rolled out for PARIS users.</p> <p>CWD- referrals for specific training captured on PARIS.</p> <p>Short carers and specialist</p> <p>Specialist Services- for Carers of Adults with a disability training is often bespoke to the particular caring arrangement and is provided by a range of specialist staff within the Adult disability programme of care.</p> <p>Epilepsy management</p> <p>Management of Brain injury</p> <p>Sensory awareness training, as a few examples of training provided</p> <p>AHPs in Disability Services- use the 'Informal Record of training' to ensure all details recorded when training families in the care delivery / safe use of equipment across PD / LD Services.</p>

			Memory Service- Training is often bespoke to the needs of the cared for person as regards the Moving and Handling Eating and Drinking Personal Care Medications would be done on an ad hoc basis 788 Carers availed of Carers Information programme of training.
Develop training needs analysis tool for staff to identify carers training needs and develop carer's individual training record.	Carers Coordinator	April 2018-March 2019	Requires discussion at Carers Reference Group (CRG) level. Ongoing
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 Ongoing	Ongoing as part of the contract.
6.2 Provision of training for Trust staff in carers assessments.			
Action	Lead Officer	Time frame	Progress
Review Carers Assessment training for AHPs and Nursing	Eamon Farrell/ Dawn Ferguson/ Ann Spencer	March 2019	<ul style="list-style-type: none"> Meetings held 11th & 19th September.
Provide Carers Assessment training to AHPs and Nursing staff	Eamon Farrell/ Dawn Ferguson/ Ann Spencer	March 2019	<ul style="list-style-type: none"> 30/10/19-not progressed unless requested
Continue to provide Carers Assessment training for all new Social Care staff	G Patterson/ L Tanner SSTU	March 2019	<ul style="list-style-type: none">
Ensure involvement of carers in carer training	CEC & SSTU	March 2019	<ul style="list-style-type: none">
Theme 6. Training			
6.3 Training for carers and staff in PPI			
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	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 Ongoing	<ul style="list-style-type: none"> • Specialist Services-Ongoing, staff members are required to provide evidence as to how this training has influenced service developments and is showcased in the Carers impact flyers produced by the PPI team. • AHP- All AHP staff members were actively encouraged to participate in online e learning programme. Sinead Hughes invited to the governance forum meeting for Physiotherapists 26th September 2018. Continues to the case Disability services • Autism- Staff encouraged to complete e-learning pro PPI is a standing item at team meetings • Enhanced Care- All aware and have been asked to complete training. • ICT- Area for development for all staff. • CWD- All staff members sitting on the parent's forum have completed PPI eLearning. Training being rolled out to all staff members which is ongoing. <ul style="list-style-type: none"> • Carers Champions, Simon Mc Caughan and Beryl Little. Supporting families • Carers forum nurses sitting on forum • Working with Acute paediatric services after consultation with parent's, a keyring communication tool has been devised to help alleviate the need to repeat medical history when dealing with different staff members. <p>Mental Health Support & Recovery- All staff are encouraged to attend training and share information in their teams.</p>

			<p>Carers champions attend Carers focus group meetings and share information back to their teams</p> <p>Carers champions have been identified in each of the specialist services teams and also A champion in the Support and recovery and Psychiatry of old age .</p> <p>ICS- raised as part of induction</p>
Training provided to Carers		Ongoing	<ul style="list-style-type: none"> • Memory Service- 245 people attended cares information 4 week program (ran 6 times a year) • CWD- Ongoing referral made for specific training as and when required.

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 Ongoing	Ongoing in all teams through supervision.
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 Ongoing	<p>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.</p> <p>Carers information sessions x3 for staff providing complimentary therapies Feb</p> <p>Autism- Staff supervision provides support to staff. 5 steps-Champion with in the service for staff</p> <p>ICT- managers share Through supervision both planned and unplanned with staff this support is provided to staff with Caring responsibilities Carers events and information with all staff and use their leadership skills to support staff.</p> <p>CWD- discussed during supervision, staff meetings and managers meetings</p> <p>Mental Health Support and Recovery- Staff are encouraged to look after their health and wellbeing by giving time to attend Carer support such as the Staff Carers information day.</p> <p>In Supervision Carers are supported through informal conversations and also support from colleagues in the team through informal conversations.</p> <p>Memory- All Carer information is shared with managers and team leads to share with their staff.</p>

Ongoing carers awareness training sessions for staff (signposting to find information/support)	Carer Coordinator	April 2018-March 2019 Ongoing	<ul style="list-style-type: none"> • Timetable agreed with carers Trust for delivery to teams on request • Qlikview identifies target areas
Carers awareness training/support is included in Corporate Induction training	Carer Coordinator	March 2019 Ongoing	<ul style="list-style-type: none"> • Draft Awareness training developed.