

Carers Strategy
Action plan

Recognition and Involvement

Area of Need	Action	Who	By when	Resources		Comments
				Required	Available	
Carers are consulted when planning services.	a) Carers are consulted regarding this strategy. b) Carers are supported to give their opinions and are offered feedback on this strategy.	a) CISG b) CISG	On-going	Yes Yes	Discussions required	Action plan status will be shared at the carers lunch June 2010
Services are planned to maximise Carers input.	a) Carers are consulted when planning universal services. b) Carers are consulted when planning services relating to illness, disability, age etc. c) Carers are offered feedback on their comments.	a) CISG b) CISG c) CISG	On-going	Yes	Discussions required	Key speakers at carers lunch followed by workshops Carers Forum
Carers are consulted in decisions affecting the person they care for.	a) Training is made available to social and health staff relating to Carers issues and the need to include them in care planning.	a) BFC and BEPCT	Start Nov 08 and then on-going.	Yes	Discussions required	Promoting carers assessments has led to an increase in assessments
Carers issues are kept high on the local agenda	a) Carers are represented at a Strategic Level. b) The Carers Strategy is monitored by the Health and Social Care Partnership Board.	a) CISG b) CISG	On-going On-going	Yes Yes	Staff and volunteer hours.	Barbara Briggs Carers UK represents Carers at Partnership Boards

PCT to work to ensure that Carers issues are recognised and GP practices become more Carer friendly.	a) Training should be made available to GP's and practice staff in relation to Carers and their needs.	a) BEPCT	Start Nov 08 and then on-going.	Yes	Underway by Carers Information and Advice Worker	Awareness has been raised with GP surgeries, to date four surgeries have information boards specifically for carers PBC newsletter and community TV
	b) Information for Carers should be made available for Carers at all GP surgeries, particular regard should be given to GP practices having a Carers notice board.	b) BEPCT in partnership with BFVA	Dec 2008	Yes		

Information and advice

Area of Need	Action	Who	By when	Resources		Comments
				Required	Available	
Carers Information Packs	a) The packs should be reviewed and information updated.	a) CISG	Oct 2008	Yes	Yes	Completed for review June 2010
	b) The packs should be re-launched and distributed	b) CISG	Oct 2008	Yes	Yes	Completed
	c) The packs should be made available on the BFVA website.	c) CR	March 2009	Yes	Yes	Completed
	d) The packs should be available on the BFC website.	d) MH	March 2009	Yes	Yes	Completed
	e) The packs should be available on the BEPCT website.	e) RM	March 2009	Yes	Yes	Completed
	f) The packs should be reviewed and updated annually.	f) CISG	Oct 2009	Yes	Yes	Completed
Information and Advice Worker	BFVA, through an application to the Big Lottery for funds, are supporting the worker.	JC	Present	Yes	Now	Successful and completed
Carers Information and Support Network	a) Complete project plan, looking at current service provision.	a) MR	Aug 2007	No	BFC, CMHT waiting on PCT	Achieved
	b) Source funding for project.	b) PCT, BFBC, CMHT	Dec 2007	Yes		
	c) Put project in action.	c) MR	Jul 2008	Yes		

Information available to Carers from a variety of sources and formats.	a) BFVA website to have a dedicated Carers page.	a) MR	Mar 2009	No		Completed
	b) BFC website to have information pertaining to Carers.	b) MH	Mar 2009			Completed
	c) Information leaflets to be published in other languages than English as necessary.	c) CISG	As required	Yes		Completed
	d) Publicity to be marketed in appropriate places.	d) CISG	As required			
	e) Ensure leaflets are updated regularly.	e) SP & MH	As required	Yes	Yes	
Carers Database	a) Database to be kept up to date.	a) SP	As required			BFVA data base held and showing an increase in carers registering
	b) Database to be used to distribute information effectively.	b) SP	As required			
	c) Social and health staff to be made aware of BFVA services and that they can refer Carers to be added to database.	c) CISG	On-going.			
Advertise the Carers Grant	a) Advertise in local papers	a) SP	Mar 2009	No		Achieved and on-going
	b) Advertise with posters and leaflets in appropriate locations.	b) SP	Nov 07	Yes	Yes	

Help and Support

Area of Need	Action	Who	By when	Resources		Comments
				Required	Available	
Continue the Individual Carers Grants Service at BFVA.	a) Carers Grant funding to continue passed March 2009.	a) MH	Feb 2009	Yes	Yes	Achieved
Continue the service provided by the Adult Carers Support Worker.	a) Business and budget plan to be completed.	a) SP	End Feb 2009	Yes	Yes	Achieved and completed
	b) Decision made regarding business plan.	b) MH	Feb 2009	Yes	Yes	
Carers UK helpline (national and local)	a) Help lines to be advertised on BFVA website.	a) SP	Mar 2009	No		Achieved
	b) Help lines to be advertised on BFC website.	b) MH	Mar 2009			Achieved
	c) BFVA leaflet to advertise help lines.					Achieved
Carers UK Lunches and events.	a) To be supported by BFVA b) To be publicised.	a) SP b) BB	As required As required	No	No	Achieved and on-going
Local Support Groups	a) To be supported and advertised by BFVA.	a) SP & BFVA	As required	Yes	Yes	Achieved links on website
	b) Carers to be signposted as appropriate.	b) BFVA, BFC, BEPCT	As required			
Carers Emergency Respite	a) funding budget agreed b) pilot scheme in place c) launch	BFC SR SR	Aug 08 Jan 09 Jun 09	Yes Yes Yes	Yes Yes	Achieved and successful
Continue the Carers Joint Initiative Group	a) bi-monthly meetings	JC	Jan 09	NO		Yes

Continue sourcing new Carers	a) outreach work with partners	JC	Ongoing	NO		On-going but data shows an increase in carers registering
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Healthcare Needs

Area of Need	Action	Who	By when	Resources		Comments
				Required	Available	
Transport to hospital and Appointments	a) Leaflet to be designed. b) Contact via BFVA to GNS. c) Take to Transport Partnership Group.	a) BFVA b) BFVA c) MH	Sept 2007 As required Nov 2007	Yes Yes No	(PCT) Yes No	Completed plus Good Neighbours scheme in place
Reduce waiting times for OT assessments	a) BFBC to provide in-house training to produce OTs.	a) BFC	2005	Yes	Yes	Achieved
	b) Extra OT to be recruited into Intermediate Care Team.	b) BFC	2005	Yes	Yes	Achieved
GPs and surgery staff need to have a better understanding of carers' issues, and to adapt appointments and other services appropriately	a) Provide training and awareness-raising via PCT	a) SS	Dec 2008			Achieved
	b) Invite GPs and other practitioners to Carers Lunches and other carers events	b) CISG, BB	Dec 2007			Achieved
Medical records -identification of carers at GP practices	Seek to ensure that GPs flag carers on their records, and cross-reference to cared-for person's records (with consent)	RM	March 09 and then review			Achieved further joint work in progress with BFC and surgeries

Carers Assessments

Area of Need	Action	Who	By when	Resources		Completed
				Required	Available	
Carers Link Workers.	a) Community care to employ a Carers Link Worker	a) MH	2006	Y	Y	Achieved
	b) CMHT to employ a Carers Link Worker.	b) CMHT	2007	Y	Y	Achieved
Carers often not aware of entitlement/equally relevant staff do not offer an assessment	BFC Social Services to 're-launch' carers' assessments and remind staff at team meetings	MH	March 04	Y	Y	Achieved
Re-assessments do not always take place	a) Annual reviews to take place	MH	March 05	Y	Y	Achieved
	• Carers should be able to request a review and this should be advertised	MH	March 05			Achieved
	c) Carers leaflet to be revised	MH	Dec 04	Y	Y	Achieved

CARING FOR CARERS RECOMMENDATIONS

Report Recommendations	Action Taken	Outcome of Action	Future Action
<p>The Council investigate a pilot scheme using the 'Look In' to run an advice and information service for carers and the possibility of offering on-site respite care for short periods</p>	<p>The council ran weekly surgeries at The Look in supporting carers to complete carers assessments and offer information and advice. The Look In invited Age Concern and the Alzheimer's Association to also run sessions from the café.</p>	<p>The sessions run by Age Concern and The Alzheimer's association have proved successful and continue. The carers Link worker reported that very few carers approached her for support, this will be reviewed at a later day</p>	<p>Now that the Look In is a community café and run by volunteers, a new approach to the possibility of provided short respite will have to be identified. The Council provide funding for flexible short breaks which provide an opportunity for carers to take a break.</p>
<p>A 'flyer' leaflet providing information and contact details relating to services for carers be included in 'Town and Country' on a regular basis to access hard to reach carers.</p>	<p>The Carers Information pack was up dated and relaunched. Contact details are included in Town and Country and on websites.</p>	<p>Advertising space was purchased within a Community Magazine which was delivered to all homes in Bracknell Forest signposting carers to where they could receive support and advice. Community TV was also launched</p>	<p>This topic will be raised at a carers lunch during 2010 to ascertain if carers feel more informed</p>
<p>Staff in Adult Social Care to work with Berkshire East Primary Care Trust and general practitioners to implement an effective system of drawing to the attention of carers up to date information relating to services for carers</p>	<p>Carers information and Advice worker has worked in partnership with all agencies to raise awareness of carers with GP's</p> <p>Four surgeries now have a notice board specifically allocated for carers and this is being rolled out across all surgeries</p>	<p>GP practice managers and GP's were invited to attend a network meeting where they presented to and listened to carers.</p> <p>Carers leaflets are displayed in surgeries.</p> <p>Staff have monitored surgeries to ensure leaflets are on display</p>	<p>At a Carers lunch during 2010 we will be consulting with carers to ascertain their views on attending GP surgeries.</p> <p>BFC and BFVA continue to work with GP surgeries to raise the profile of carers</p>
<p>Staff in Adult Social Care be requested to work with health centres and hospital to ensure that they provide appropriate information to carers</p>	<p>Health centres and hospitals have been contacted as above. Care managers work across hospitals and promote carers rights to assessment and support.</p>	<p>All agencies have seen an increase in registered carers.</p>	<p>To consult with carers at carers lunch to ascertain carers's views and experiences</p>

Abbreviations/Initials:

BB:	Barbara Briggs – Carers UK
BFC:	Bracknell Forest Council
BEPCT:	Berkshire East Primary Care Trust
BFVA:	Bracknell Forest Voluntary Action – a charitable organisation whose role is to provide advice, support, information and leadership for voluntary and community organisations in Bracknell Forest
BUILD:	Training sessions organised by Bracknell Forest Primary Care Trust for healthcare practitioners and practice staff
CMHT:	Community Mental Health Team BFBC
CSG:	Carers Issues Strategy Group – a group led by Bracknell Forest Council Action, including Bracknell Forest Voluntary Action Berkshire East Primary Care Trust, Carers UK and individual Carers
SP	Sue Patterson (BFVA)
MR	Mel Randell (BFVA)
GP:	General Practitioner
MH:	Mira Haynes, Chief Officer: Older People and long Term Conditions Bracknell Forest Council
OT:	Occupational Therapist
RM:	Ros Middleton, Project Manager for Bracknell Forest Berkshire East.
SR:	Sarah Rose, Carers Emergency Respite Scheme Coordinator
JC:	Jane Currie, Carers Information and Advice Worker (BFVA)