

**Carers Strategy 2007-2010  
Strategic Action Plan**

	Strategic Priorities	Action	Targets	Who	When	Progress
1	Develop a structure and organisation which recognises the important role of carers and provides an <b>assessment</b> process which meets current and future needs	1.1 Develop a training plan for all Social Work and Health Care staff to deliver the revised Single Shared Assessment to identify Carers and register Carers.	All Social Work and Health Care staff trained to deliver SSA, identify carers and ensure they are registered on the appropriate system.	Strategy Officer	November 2008	Amended SSA produced through Grampian Group. Progressed in Moray by Charles McKerron
1.2 Offer assessments to all registered carers that have not had an assessment offer.		All current registered carers to be offered an assessment and schedule an appointment to clear all outstanding carer assessments.	Social Workers	November 2008	Offer letter drafted Assessments in Carers Spec New Assess tool + extras and Self Assessment	
1.3 Assess all carers who require an assessment within 28 days of the request being logged on Care 1 <sup>st</sup> .		An ongoing process is in place to offer an assessment and complete the assessment within 28 days of acceptance of the offer	Social Workers	November 2008	Timescale built into eligibility and Carers Assessment Process	
1.4 Implement a process to offer all carers a re assessment or an initial assessment, if declined when provisionally offered, every second year or unless otherwise agreed with the carer at the previous assessment to reflect the changing circumstances of the carer.		All scheduled reassessments offered on time and any re assessments required completed within 28 days of offer.	Social Workers	June 2009	Assessment and Review process approved.	

2	Ensuring carers are informed of the services and support available to them in a freely and widely accessible way.	1.5	Establish the legal transfer of registered carers held on the Moray Carers Database to the Care 1 <sup>st</sup> system and;  Establish the Care 1 <sup>st</sup> System as the primary record of Carers in Moray.	To ensure a single system tracks and manages carers. Establish the migration of the MCP database to Care 1 <sup>st</sup> and establish this as the primary register of carers in Moray.	Strategy Officer	June 2008	With award of new Carers Support Service Contract all Carers on the Moray Carers Database were offered to have their details passed to the new Commissioned Service.
		1.6	Develop an on line self-assessment form for carers available on the Moray Carers Website.	Self assessments available on line for all carers to complete.	Strategy Officer	November 2008	Self Assessment form produced in line with Formal Assessment
		1.7	Work with the Housing department to build in to the prioritisation system recognition for carers to be located near or with the person they care for.	Housing Policy and procedures allows for prioritisation of carers to locate near or with the people they care for	Strategy Officer	November 2008	No direct mention of Carers within existing Housing Strategy, but have liaised with Housing Needs Manager to ensure Carers Issues remain a priority need.
		2.1	Produce and maintain information leaflets and ensure compliance with Happy to Translate.	All information leaflets reviewed annually or as required by regulatory developments.	Strategy Officer	November 2008	Local info in Carers Specification. Partnership carer leaflet created.
		2.2	Develop information points in Libraries, pharmacies, Community Centres, Schools, Sports Centres, and any other suitable position to maximise exposure to Carers Services	Information points available in libraries. Community Centres, Schools, Sports Centres and pharmacies  Public Transport	Strategy Officer	November 2008  June 2009  November 2009	Information distributed through Carers Support Service. Partnership work with non-commissioned services for delivery on Pharmacy info. Enquiries are being made with local transport services

2.3	Develop existing and new support-groups for carers with specific needs to provide a mechanism for emotional and psychological support.	All major areas of specialist conditions operating support groups that are readily available to carers across Moray either face to face or via other communications mediums.	Strategy Officer	November 2009	Peer led support groups in Carers Specification.
2.4	Develop in conjunction with the Easy Access Project a method for carers to self nominate and be referred for offer of assessment.	Identification of carers not offered assessment based on SSA process and assessed using standard processes.	Strategy Officer	November 2008	Carers can self nominate through contact with local Community Care Team or through Carers Support Service.
2.5	Develop web site for carer information to be clear and easy to access and use linked to self-assessment form.	On line information provided and updated to maintain accuracy and made available library internet services as well as world wide web.	Strategy Officer	November 2009	Work underway with Policy Officer to have clear info on Moray Council Internet and Intranet. Once clarified, contact will be made with IT to further develop Internet site.
2.6	Develop a publicity campaign to raise the awareness to employers of carers, their role and their needs and how they can support them to carry out their caring role.	A least an annual carer publicity campaign to promote carer's role and importance to the community.	Strategy Officer	June 2008	Mailshot conducted to local employers/business
2.7	Maintain the carers newsletter	Publication of the carers newsletter using feedback to inform content and structure on a quarterly basis in December, March, June and September	Strategy Officer	December 2008.	Carers Newsletter currently produced via Carers Support Service – consideration being given to a joint publication from all Carers Service Providers.

3	Creating a structure of respite that supports carers to maintain their caring role while assisting them to remain	3.1	Prepare a plan for day care facilities to offer short break respite during evenings and weekends to cover all carers and cared for age groups.	Proposal for day care facilities to cover extended hours of operation assessed for viability and structure and a business case developed to support its implementation	Strategy Officer	June 2009	Respite services currently under full review. This will be a considered upon completion of this	No capacity for this with Advocacy Service. Discussion with Carers Service provider to develop Advocacy/Self Advocacy
2.8	Establish and hold an annual carer's forum/fair.	2.8	Annual carers' forum/fare held and supported by a significant number of carers and stakeholders. Feedback to inform structure, availability and content	Information and plan produced and agreed with pharmacies for an annual information campaign. All carers registered and assessment offered	Strategy Officer	June 2008 for the first	Non-commissioned services running this initiative. Working in partnership so no need to duplicate.	Carers Self Care event held in 2008, New Carers service launch and a Carers Drug and Alcohol info event in 2009
2.9	Initiate an annual month of information and targeted activity with local pharmacies and pharmacists to identify new carers.	2.9	Information and plan produced and agreed with pharmacies for an annual information campaign. All carers registered and assessment offered	Information pack reviewed and updated and agreed with partnership.	Strategy Officer	June 2009	JIT Discharge Information pack produced for use within NHS Grampian. Carer Information is within this.	JIT Discharge Information pack produced for use within NHS Grampian. Carer Information is within this.
2.10	Revisit the Family & Carers Information Pack in partnership with NHS Grampian to ensure relevancy and accuracy and to re-launch this with the support and backing of the Community Health & Social Care Partnership.	2.10	Information pack reviewed and updated and agreed with partnership.	Information pack reviewed and updated and agreed with partnership.	Strategy Officer	June 2009	JIT Discharge Information pack produced for use within NHS Grampian. Carer Information is within this.	JIT Discharge Information pack produced for use within NHS Grampian. Carer Information is within this.
2.11	Develop with Advocacy Northeast and The Princess Royal Trust for Carers a proposal to offer advocacy services to all carers that require it.	2.11	Advocacy service defined and business plan produced based on input from representatives of carers groups.	Advocacy service defined and business plan produced based on input from representatives of carers groups.	Strategy Officer	November 2008	No capacity for this with Advocacy Service. Discussion with Carers Service provider to develop Advocacy/Self Advocacy	No capacity for this with Advocacy Service. Discussion with Carers Service provider to develop Advocacy/Self Advocacy

healthy both physically and physiologically.	3.2	Specify an in own home respite facility to cater for specialised cared for needs.	In home specialised respite service assessed, defined and case developed to support its implementation.	Strategy Officer	Strategy Officer	Specific Carers Respite Service created alongside new Carers Support Service. Being delivered by Crossroads.
	3.3	Investigate opportunities for supported holidays with cared for and their families.	Proposal with business case developed to provide supported holidays for carers with the people they care for.	Strategy Officer	January 2010	Identify suitable holiday facilities locations – costs involved and eligibility etc to produce plan
	3.4	Publicise and develop Direct Payments as an option for some carers and cared for people to better manage their own arrangements.	All carers offered information on Direct Payments and support in assessing the benefits to them as part of the assessment process.	Strategy Officer	Strategy Officer	Met with Direct Payments Officer who is going to lead on progressing possibilities for Carers.
	3.5	Review the Telecare trial and report on the findings.	Develop a plan for implementation of Telecare as a support service to carers based on the finding of the trial.	Strategy Officer	March 2008	Telecare Trial completed and successful impacts for Carers. Telecare Manager Leading with this.

4	Maintaining the Health and well being of carers.				
4.1	Develop health plans for carers to be offered as part of the assessment process for them to monitor their own health and well being.	All assessed carers offered help to develop a health plan for self monitoring and action	Community Health Officer	November 2008	Working in partnership with public health/health improvement to promote health and well being and self care.
4.2	Develop services to supply training on lifting, feeding, medication etc for carers to enable them to provide support more effectively and safely.	Training available to carers to support them in their caring role.	Strategy Officer	June 2009	Training in place within Carers Support Service.
4.3	Develop services to supply support for carers on prognosis, treatment plans, expectations etc	Support and information available to carers on the medical prognosis of the person they care for via the NHS and Community Health teams	Strategy Officer	June 2009	Currently working with Healthpoint and Public Health Staff. Also with NHS Grampian Carer Training Staff.
4.4	Improve arrangements for carers when accessing local medical services for their own needs.	Health centres and doctors surgery's recognise the carer role and have flexible arrangements in place to make accessing services for their own needs practical.	Strategy Officer	November 2008	All Health Centres are aware of the importance of supporting Carers. Carers Scotland GP Toolkit being promoted locally
4.5	Promote physical activity and healthy eating for carers, work with sports centres to facilitate a healthy lifestyle for carers and cared for were appropriate.	Sports centres have programmes and facilities developed which recognise the restrictions on carers and cater for them.	Strategy Officer	November 2009	Enquiries are being made to local Leisure Centres

		Develop training and support packages to advise carers on Named Persons and other legal aspects of managing the affairs of people who are incapable of doing this for themselves.	Information and support available to carers in regards the legal affairs and standing of individuals unable to act for themselves	Strategy Officer	November 2008	Training in place within Carers Support Service.
5	4.6	5.1 Develop a Young Carers strategy in consultation with young carers and stakeholders which is linked and integrated into the Moray Carers Strategy to provide a seamless assessment and support services for carers of all ages.	Young carers strategy completed, agreed and the action plan developed.	Strategy Officer	June 2008	Young Carers included within overall Strategy. Further exploration to be held between Carers Support Service and Children & Family Services.
	5.2	Develop in school support structures to recognise and record young carers and offer assessments as required	Information and training plan produced and offered to all schools to raise the awareness of young carers to the school staff.	Strategy Officer	June 2009	Non-commissioned services have 2 education support staff. Partnership working with this rather than duplicating.
	5.3	Develop young carer support groups based on carers needs and organisational requirements	Support groups for young carers operating that are accessible for young recognised young carers.	Strategy Officer	November 2009	Group support with the focus of leading into mainstream groups is within the current contract.
	5.4	Assess and develop respite needs for young carers working with organisations that can facilitate various services to cater for the varying needs.	Respite proposals developed and implemented for young carers	Strategy Officer	November 2009	Discussion to be held with Young Carer Staff, Children and Family Services and Strategy Officer