

SURREY PCT CARERS CHARTER : ACTION PLAN

STANDARDS	CURRENT POSITION (include evidence where available)	ACTIONS NEEDED	Lead Name
<p>1. Information</p> <p>Carers need to be provided with jargon free information about their rights and available services. This will be distributed by staff and partner organisations. We will aim to:</p>			
<ul style="list-style-type: none"> ● Provide training to our staff to help make sure this happens 	<p>Because Carers Count Joint Training</p> <ul style="list-style-type: none"> ● PCT website links carers to Patient Advice and Liaison Service (PALS) ● Because Carers Count – training sessions within 2007/08 Joint Training Programme – emphasis on understanding the importance of carers needs and support required ● Hospital to Home – training sessions within 2007/08 Joint Training programme – to provide guidance and information for carers to support hospital discharge 	<ul style="list-style-type: none"> ● To ensure training programmes for PCT staff to incorporate carer issues ● To encourage independent practitioners to ensure carer issue training is available for practice staff 	<p>Lorraine Demko (LD)</p>
<ul style="list-style-type: none"> ● Provide information which is appropriate and timely 	<ul style="list-style-type: none"> ● Email alert circulated through local networks. (SW) ● Information supplied by Carers organisations is supported with partnership funding in the East 	<ul style="list-style-type: none"> ● To expand PCT website to provide links to Carersnet, Carers UK, dedicated page to include contact details of Carer Support Agencies and other information services ● To provide software on PCT website to download information in accessible 	<p>Sailesh Chauhaun (SC) Wendy Lockwood (WL) and Public Engagement Managers</p>

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<ul style="list-style-type: none"> Keep information up to date 	<ul style="list-style-type: none"> Public Engagement Managers attend local carer meetings regularly across Surrey Associate Director PE attends AGMs 	<p>format</p> <ul style="list-style-type: none"> To continue to develop work with area Carer Strategy groups to develop and update information as required 	WL and PEM
<ul style="list-style-type: none"> Ensure that a comprehensive range of information is available about all local services 	<ul style="list-style-type: none"> Surrey PCT – Your Guide to Local Services section in the Yellow Pages Local Services Information Surrey County Council and East Elmbridge and Mid-Surrey PCT. Also, a joint partnership directory with Elmbridge Borough Council and EEMS PCT. (East) 	<ul style="list-style-type: none"> Ensure carer organisations are provided with up to date copies of health information Service directories to be developed by provider services 	PEMs Provider Services
<ul style="list-style-type: none"> Make information accessible in a variety of formats to all sections of our communities 		<ul style="list-style-type: none"> To work with SCC to develop new information packs across the three geographical areas To improve distribution system for carer information and display in venues e.g. GP Surgeries, Health Centres etc and undertake spot audits to establish the level and accuracy of the information being displayed 	PEMs
<ul style="list-style-type: none"> Explain where eligibility criteria applies to particular services 		<ul style="list-style-type: none"> Work with statutory agencies including schools, colleges, to raise awareness of carers issues and how to refer / access health services To ensure provider organisations' staff are aware of eligibility criteria 	
<ul style="list-style-type: none"> Be clear about any charging policies for the service user 		<ul style="list-style-type: none"> For provider organisation staff to be aware of charging policies to inform carers 	
<ul style="list-style-type: none"> Provide information and support to enable carers to access benefits 	<ul style="list-style-type: none"> National Carers Day and local events 'Looking after me' Expert Patients Programme course for Carers 	<ul style="list-style-type: none"> To work with community matrons and other health providers to promote benefit issues, and how to access specialist 	

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		support e.g. Surrey wide benefits take up campaign <ul style="list-style-type: none"> To ensure carer issues/information requirements are incorporated into PCT induction programmes and other training programmes 	
2. Assessments We will make sure that the assessment processes recognise that carers have a right to choose whether to care and :			
<ul style="list-style-type: none"> Recognise carers and record their views about the person who is being looked after 	<ul style="list-style-type: none"> To monitor the requirements in Quality Outcomes Framework for GP practices to record patients who have carer responsibility 	<ul style="list-style-type: none"> Ensure that SLAs with provider organisations require that staff involved in assessments / care planning are aware of carers' needs and views 	Gabby Alford (GA) Tim Dowdall (TD)
<ul style="list-style-type: none"> Ensure that carers needs assessments are offered and that the assessments include the opportunity for carers to have a face to face discussion about their own needs 	<ul style="list-style-type: none"> Home Services Advisor for Older People – (benefits claim support for over 65s in Mole Valley area – all home visits). Carers included in this criteria. (East) 	<ul style="list-style-type: none"> To ensure all provider organisations staff keep accurate records of carer views in clinical records and be aware of carer assessment outcomes and plans and how these impact on their healthcare needs e.g. flexibility around appointment times To work closely with SCC Care Managers To ensure the provision of information / leaflets about support services / signposting is given at time of assessment 	Provider Leads GA
<ul style="list-style-type: none"> Make sure that carers needs assessments include employment, education and leisure issues 	<ul style="list-style-type: none"> Carers Assessment – training sessions within 2007/ 08 Joint Training programme – key features of New Rights for carers, legislation, policy and guidance relating to Carers 	<ul style="list-style-type: none"> To ensure Carer Needs Assessment training is part of provider staff's professional training development. 	LD

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	Assessment		
<ul style="list-style-type: none"> • Include clear written feedback to the carer on the outcome of their carers needs assessment 			
<ul style="list-style-type: none"> • Record what happens in an emergency, if the carer is suddenly unavailable 		<ul style="list-style-type: none"> • Ensure all healthcare providers including practices have up to date information on records of the patient and their carer 	Provider Organisations
<ul style="list-style-type: none"> • The outcome of carers needs assessments should be reviewed at least annually or when there is a significant change in circumstances 		<ul style="list-style-type: none"> • To ensure the discharge planning process incorporates the needs of carers • Consider how to manage the transition process between being a young carer and becoming an adult carer 	GA Provider Organisations
<p>3. Providing a break</p> <p>We will promote opportunities for carers to have a break and will:</p>			
<ul style="list-style-type: none"> • Provide a flexible range of options for short breaks where the needs of carers are identified through carers needs assessments. This may include use of Direct Payments and Carer Break Vouchers 		<ul style="list-style-type: none"> • To review PCT funded voluntary organisations that provide support to carers, ensuring there is equity across the district • In consultation with carers identify areas of commissioning and de-commissioning of services for carers through ongoing monitoring and evaluation of need, demand and available services. To identify gaps in service provision and unmet need 	GA
<ul style="list-style-type: none"> • Support a range of voluntary and independent organisations that provide breaks 	<ul style="list-style-type: none"> • Voluntary Sector: payments made from PCT to support Crossroads respite care 	<ul style="list-style-type: none"> • To ensure provider organisation staff are aware of the range of flexible options for short breaks including use of direct payment, voucher schemes 	Provider Organisations

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<p>4. Emotional Support</p> <p>We will recognise the importance of the need for emotional support for carers / young ones and will:</p>			
<ul style="list-style-type: none"> Support Carers Support groups and Carer networks in Surrey 	<ul style="list-style-type: none"> Payments made to voluntary sector organisations such as Mid-Surrey Alzheimer's Society now Dorking and Mid-Surrey Alzheimer's Society Joint PPO role provides support for SW Strategy group Joint SW Voluntary Grants support various disease specific organisations, which run carers support groups, i.e. Alzheimer's Parkinson's, Autistic society 	<ul style="list-style-type: none"> To ensure the PCT provides support and representation to carer groups and networks linking through public engagement managers To develop and expand the Expert Carers Programme To support the introduction of Emergency ID cards launched on Carers Right Day – 7 December 2007. 	<p>PEMs</p> <p>PEMs</p> <p>PEMs</p>
<ul style="list-style-type: none"> Raise awareness of the emotional needs of carers both during and after caring 	<ul style="list-style-type: none"> Looking After Me Expert Patient Programme being developed across Surrey through the PALS network. Launch of PCT/SCC Emergency Card (November 2007) (Amalgamation of best practice of emergency cards) 	<ul style="list-style-type: none"> To ensure staff training programmes incorporate the need of carers and involve carers in the programme. This should include practices 	<p>LD</p>
<ul style="list-style-type: none"> Ensure that where we offer counselling services, that staff are aware of the importance of carer's needs 	<ul style="list-style-type: none"> Involvement with the Mid-Surrey Carers Group, as a link between PCT and carer groups – now know as East Surrey Carers Group. 	<ul style="list-style-type: none"> To ensure counselling services commissioned by the PCT in mental health and primary care contracts include carers' needs 	<p>GA</p>

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<p>5. Support to care and maintain the carer's own health</p> <p>We aim to ensure that individual carer's needs, including their health, are recognised and addressed. We will seek to:</p>			
<ul style="list-style-type: none"> Identify carers 	<ul style="list-style-type: none"> For 2 years there was a scheme to encourage GPs to identify carers Involvement with the Mid-Surrey Carers Group, as a link between PCT and carer groups – now known as East Surrey Carers Group SW Carers strategy group identified this as its key project for 2006/07. Short term funding for a link worker was sourced and a pilot GP Carers Recognition Worker (CRW) project launched. Post was recruited to in July 2007. 	<ul style="list-style-type: none"> To review and implement where appropriate the recommendations of the pilot scheme (South West). GP Carers Recognition (Worker) (CRW) across Surrey. 	GA
<ul style="list-style-type: none"> Always consider carer's own health needs 	<ul style="list-style-type: none"> Promote take up of annual flu vaccination for carers. (SW) Carer Support Groups have facilitated concessions for carers in some borough and leisure centres 	<ul style="list-style-type: none"> Expert Patient Programme – Looking After Me Practices encouraged to target health initiatives of carers e.g. flu vaccinations 	PEMs
<ul style="list-style-type: none"> Ensure that Hospital Discharge planning procedures include carers in line with statutory requirements 	<ul style="list-style-type: none"> Hospital discharge guidelines to encourage the involvement of carers in planning. (SH) Local acute hospital aware that carers need to be involved in discharge planning. (East) Progressed discussions between community transport providers to provide pilot service connecting Park Barn day centre with Haslemere and Milford Hospital. (SW) Hospital Discharge: The Carer's Journey – 	<ul style="list-style-type: none"> To ensure hospital discharge planning incorporates the views and needs of carers, working closely with the acute hospital discharge co-ordinators. These requirements will be incorporated into the contracting process and monitored. To continue Hospital Discharge training sessions within the Joint Training Programme – to explore key elements of 	GA TD Provider Organisations

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	training sessions within 2007/08 Joint Training programme – to explore key elements of involving carers in the process of hospital discharge	involving carers in the process of hospital discharge <ul style="list-style-type: none"> To work jointly with Surrey County Council Adults and Families Directorate on discharge planning 	
<ul style="list-style-type: none"> Where appropriate undertake assessments jointly with partners 	<ul style="list-style-type: none"> CRW project based in SW GP surgeries will sign the carers and GPs to the appropriate agencies for assessment 	<ul style="list-style-type: none"> Ensure close working with social care when assessing health and social care needs of carers 	Provider Organisations
<ul style="list-style-type: none"> Recognise carers as partners and will not make assumptions about their willingness to care 		<ul style="list-style-type: none"> Ensure training and awareness programmes reflect the fact that carers have a choice 	LD
<ul style="list-style-type: none"> Ensure that plans for children and young people will include strategies for young people as carers and the needs of parent carers 	<ul style="list-style-type: none"> Recruited Parent carers to SW Carers Strategy Group. Young carers standing item on agenda 	<ul style="list-style-type: none"> As part of re implementation of the Young People and Children's Plan, ensure the needs of young carers are being identified and met. To ensure children's representation on the Carer Commissioning Strategy Group Work in partnership with Surrey Young Carers part of Action for Carers 	GA
We want to ensure that our services are appropriate to improve the quality of life for carers. We will aim to:			
<ul style="list-style-type: none"> Ensure that our staff are trained to be able to identify and respond to carers health and wellbeing needs 	<p>Back Care Projects</p> <ul style="list-style-type: none"> There are various back care projects across the county set up to support carers in all aspects of moving and handling. These are funded through Carers Grants and Partnership Funding 'Looking After Me' EPP for carers promoted in locality 	<ul style="list-style-type: none"> To ensure carers are signposted to relevant agencies for appropriate training 	PEMs Provider Organisations

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<ul style="list-style-type: none"> Ensure carers are offered appropriate training where this is required 	<ul style="list-style-type: none"> Signposting to relevant agencies, i.e. promoting stress busting days organised by local carers support groups Caring About Carers: NSF Standard 6 for training sessions within 2007/08 Joint Training programme MH – to increase knowledge of support available to carers of people with mental health problems including those not eligible for a Carers Act Assessment 		
<p>6. Having a voice:</p> <p>We will work to ensure that carers have a voice and:</p> <ul style="list-style-type: none"> Include all groups and members of a community in order to reduce inequalities 	<ul style="list-style-type: none"> Joint PPO role supports, SW carers strategy group. SW 50+ Reference Group, SW delivering empowerment board. (SW) Carers and Equalities – training sessions within 2007/08 Joint Training programme – working together to reduce inequalities 	<ul style="list-style-type: none"> PCT Integrated Communication Strategy is clear that carers and carer groups are included and supported in all areas of work 	Associate Director - PE
<ul style="list-style-type: none"> Involve carers/young carers in planning, commissioning and evaluating services 	<ul style="list-style-type: none"> Carers Forums are held Local Carers Strategy Group involved in a number of consultations including 'Modernising your Health Care', Strategic Commissioning Plan, SCC Transport strategy Surrey Health and Social Care Joint Training Group – multi-agency training group includes members from local Carer organisations – working together to develop the 2007/08 Joint Training programme. All training sessions on programme are available to Carers 	<ul style="list-style-type: none"> To ensure carer involvement in the implementation of the PCT Integrated Communications Strategy Carer involvement in the Surrey Carer Commissioning Strategy Group Carer involvement in the PCT Strategic Change programmes 	WL GA
<ul style="list-style-type: none"> Include carers in training professionals including induction training 	<ul style="list-style-type: none"> Carers are included in certain training programmes and induction 	<ul style="list-style-type: none"> Please refer to Standard 1 – information Include carers within corporate induction programme and Action for Carers materials within induction pack 	LD

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		<ul style="list-style-type: none"> Identify opportunities for carers to be involved in the delivery of training courses 	
<ul style="list-style-type: none"> Include carers in planning to raise awareness and deliver our strategies 	<ul style="list-style-type: none"> Carer parking permits schemes available in both Guildford and Farnham. 	<ul style="list-style-type: none"> Carers to be involved in planning process and PCT Integrated Communications Strategy 	WL
<ul style="list-style-type: none"> Support carers/young carers to have a voice as individuals and/or collectively. 	<ul style="list-style-type: none"> Enabling Carers – training sessions within 2007/08 Joint Training programme – Carers: Getting your point across – to give carers confidence in getting their point across, assertiveness techniques 	<ul style="list-style-type: none"> To continue enabling carers training Support for young carers working in partnership with Action for Carers Young Carer Service and the Children and Young People Carer networks 	LD
<p>7. A Life Beyond Caring</p> <p>Carers should be viewed and treated as individuals in their own right with a life beyond caring. We will aim to:</p>			GA
<ul style="list-style-type: none"> Ensure that assessment processes and services take account of carers' needs in relation to work and training 		<ul style="list-style-type: none"> Refer to Section 5 	Provider Services
<ul style="list-style-type: none"> Promote training, education and leisure opportunities for carers and other services which promote their social inclusion 	<ul style="list-style-type: none"> SW Carers Strategy Group working to provide further concessions to carers alongside the boroughs Enabling Carers – training sessions within 2007/08 Joint Training programme – to include sessions on: <ul style="list-style-type: none"> Recognising and avoiding stress when caring Carers Come Alive: advice on diet and lifestyle 	<ul style="list-style-type: none"> Integrate Action for Carers and PCT core Learning and Development programme To work closely with SCC to achieve standard 	LD

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	<ul style="list-style-type: none"> Carers regaining a new direction – life after caring 		
<ul style="list-style-type: none"> Provide services that can respond to emergencies 	<ul style="list-style-type: none"> Development of Carers Emergency ID card 	<ul style="list-style-type: none"> To support the implementation of the Carer Emergency ID card 	PEMs Provider Organisations
<ul style="list-style-type: none"> Reduce the inequalities experienced by minority groups 	<ul style="list-style-type: none"> Tina Gull is PCT lead for Equalities and Diversity 	<ul style="list-style-type: none"> For PCT Carer and Equality and Diversity leads to work together to identify internal work required for hard to reach carers 	Tin Gull (TG) PEMs
<ul style="list-style-type: none"> Support our own staff who are carers 	<ul style="list-style-type: none"> Have appropriate procedures in place Surrey PCT operates flexible working policy 	<ul style="list-style-type: none"> PCT carer policies in place 	Provider Organisation
<ul style="list-style-type: none"> Promote carers economic well-being and carer friendly employment practice 		<ul style="list-style-type: none"> PCT carer policies in place 	Provider Organisation
<ul style="list-style-type: none"> Support young carers to be 'Children First' giving them time to do homework and enjoy leisure pursuits. 		<ul style="list-style-type: none"> Ensure that the needs of young carers are taken fully into account, when planning the needs of the cared for 	GA

Gabby Alford
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