

STANDARDS	ACTIONS NEEDED	ACTIONS taken		Who Date for completion /review
<p>1. Information</p> <p>Carers need to be provided with information about 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 • provide information which is appropriate and timely • keep information up to date • ensure that a comprehensive range of information is available ranging about all local services 	<p>Reference to the Standards for Involvement</p> <p>Make Carers Awareness Training mandatory for staff. Involve Carers as Trainers facilitators.</p> <p>Develop a Carers experience Audit process to assist in the monitoring of these actions.</p> <p>Ensure Carers Information Packs are available and accessible. Carers Pack now on sabp website and links made from Carersnet and SCC to pack. http://www.sabp.nhs.uk/carers/informationpacks/ develop information pack to cover all relevant information relating to</p>	<p>Working with Trust Learning and Development to facilitate this training. Advertise 'Because Carers Count training'. <i>Working with Carer Support workers to develop a Carers needs assessment training package that can be taken to teams. To be developed by Nov 2008</i></p> <p>Group set up to develop a questionnaire linked to the Trusts Vision and Values which will include Carers experience. Continue to input into processes around Audit to monitor carers support and experience.</p> <p>Carers Information Pack is now available on trust website http://www.sabp.nhs.uk/serviceusers-carers/carers/carersinfopack This pack is continually updated and added to as Carers inform us of the information required. Surrey and Borders Carers</p>	<p>AMBER</p> <p>RED</p> <p>AMBER</p>	<p>Monitor by Carers Audit ,number of Staff attending training, number of packs given out.</p> <p>SABP/AFC surrey leads JH/NC/SA</p> <p>SABP/ lead JH</p> <p>SABP/ RW/JC</p> <p>SABP/SB/JH/JC</p> <p>ALL/PCT/SCC/Vol sec/SABP. Leads JH/CW/GA/JB/SA</p>

<ul style="list-style-type: none"> • make information accessible to all sections of our communities. • be clear about any charging policies (affecting the service user) • provide information and support to enable carers to access benefits <p>2. Assessments We will make sure that the assessment processes used:</p> <ul style="list-style-type: none"> • recognise carers and record their views about the person who is being looked after. • ensure that carers assessments are offered and that the assessments include the opportunity for carers to discuss their own needs. • Include clear written feedback to the carer on the outcome 	<p>Carers of the people with a mental health illness or a learning disability</p> <p>Develop Learning Disability Information Pack for Carers.</p> <p>Promote better information throughout the community e.g G.P surgeries, libraries etc.</p> <p>Ensure Carers are given relevant information</p> <p>Ensure Website is uptodate, with relevant useful information</p> <p>Reference to the Standards for Involvement</p> <p>Develop a Trust wide Carers Needs Assessment Form.</p> <p>Develop Trust wide Procedures. Work with Older peoples and learning disability services where services are not integrated and SCC has responsibility for Carers services.</p>	<p>section of the website is linked to Carersnet and other relevant websites.</p> <p>Learning disability pack not yet produced</p> <p>Access to information in other languages available via Carersnet and SCC website. Paper copies can easily be downloaded.</p> <p>Supporting the development of GP recognition workers throughout Surrey.</p> <p>Benefits section on SABP website and links work closely with SCC benefit take up co-ordinator. Article in partnership people around benefits.</p> <p>Form has been developed and is now in use. Linking form with CPA assessment process.</p> <p>A referral form and Carers pathway has been developed within Adult Mental health services, through the Carer support worker team. Working in Partnership with rethink and going to attend surrey Carer support worker meeting to further develop partnerships and joint working.</p> <p>To be included in CPA training. Working</p>	<p>RED</p> <p>AMBER</p> <p>AMBER</p> <p>GREEN</p> <p>RED/AMBER</p> <p>AMBER</p>	<p>SABP lead JH</p> <p>JH/RW/Carers Strategy groups</p> <p>JH/JC</p> <p>JH/NC</p>
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<p>of their carers assessment</p> <ul style="list-style-type: none"> The outcome of carers assessments should be reviewed at least annually and when there is a significant change in circumstances <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 assessments. This may include use of Direct Payments and Carer Break Vouchers support a range of voluntary and independent organisations that provide breaks, <p>4. Emotional Support</p> <p>We will recognise the importance of the need for emotional support for carers and will:</p>	<p>Make Carers Needs Assessment training mandatory as part of professional development and to meet competences of KSF.</p> <p>Ensure relevant information is held on swift and any other future system within the trust</p> <p>Facilitate Direct Payments Training to staff and teams.</p>	<p>with Learning and Development to ensure training is part of front line services mandatory training.</p> <p>Working to ensure relevant information is recorded</p> <p>Working with trust records systems to input requirement for Carers record system within new trust computer records systems. And linking CPA recording with Carers recording.</p> <p>Surrey Independent Living Council has trained and informed teams within the trust, around direct payments. Many teams still require this training</p>	<p>AMBER</p> <p>RED</p> <p>AMBER</p>	<p>JC/EG</p> <p>monitor by Carers Audit, number of direct payments, number of staff trained</p> <p>SABP/SCC</p> <p>JC/ CSW Team</p>
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<ul style="list-style-type: none"> ● support Carers Support groups and Carer networks in Surrey ● promote a culture that recognises the emotional needs of carers. ● ensure that where we offer counselling services, that staff are aware of the importance of carer's needs 	<p>Reference to the Standards for Involvement</p> <p>Develop a Carer Pathway initially for Carers Support team working in Adult Mental Health Teams.</p> <p>Provide Carers with Information pack at the earliest possible opportunity</p> <p>Referral to relevant support Groups and Networks</p> <p>.</p> <p>.</p> <p>Investigate possibility of a Carers counselling service across surrey</p>	<p>Carers pathway developed and will be actioned and will be piloted in next few months by Carer support workers within Pathway to sign post and promote Carer support groups.</p> <p>Adult mental health services. Development of the carers Information Evenings in Epsom, continue to support Carers groups through out the trust. Exploring the development across the trust. At ACU and Noel Lavin</p> <p>Developing a Trust Wide Carers support team. Starting initially by bring together the Carer support workers already in post in the CMHTs Business Plan developed, Carers support workers raising Carer awarness. Janet attending various groups team meeting, talks e.g Nursing conference, older peoples services meeting. To raise awareness of Carers needs.</p> <p>Met with RW to discuss an idea around Carers counselling service. Possibilities to be investigated. Need to map out existing services.</p> <p>Developing with Art therapy a project for Carers using art to explore their emotions .</p>	<p>AMBER</p> <p>AMBER</p> <p>RED</p> <p>AMBER</p> <p>RED</p> <p>AMBER</p>	<p>JC/SABP</p> <p>JH/JC/CSW</p> <p>RW/JH/RC/HG/SA</p> <p>Monitor by number of Carers referred to Carers support team, Carers Audit and number of packs given</p> <p>MS/JH/RC</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 ● always consider carer's own health needs ● ensure that Hospital Discharge planning procedures include carers where appropriate in line with legal requirements ● where appropriate undertake assessments jointly with partners ● recognise carers as partners and will not make assumptions about their willingness to care ● ensure that plans for children and young people will 	<p>Reference to the Standards for Involvement</p> <p>Ensure PCT is aware of issues for Carers around the discharge process.</p> <p>Work with Trust staff around Trust discharge policy.</p>	<p>Raising carer awareness within the Trust to identify Carers. Carer support Service within Adult Mental Health Teams developed a referral form for Carers. New procedures developed to assist in the earlier identification of Carers. Developed updated Carers needs assessment form.</p> <p>Section 117 procedure out for consultation.</p> <p>Developed updated Carers Needs Assessment form and Carers Pathway. Raise awareness within the trust.</p>	<p>AMBER</p> <p>AMBER</p> <p>RED</p>	<p>SABP/SCC/Vol Sec leads JC/JB/PS/SA</p> <p>Leads JY/JH/GA/CD/JB/SA</p> <p>SABP Leads JH/ JC/ CSW team</p> <p>SABP Leads JH/SR/ GW</p>
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<p>include strategies for young people as carers and the needs of parent carers.</p> <p>We want to ensure that our services are appropriate to improve the quality of life for carers. We will aim to:</p> <ul style="list-style-type: none"> • Ensure that our staff are able to provide or help carers access an appropriate range of information, training and advice needed for carers to care • ensure carers are offered appropriate training where this is required. 	<p>Ensure Carers Information Packs are available and accessible.</p> <p>Make Mandatory Carer Training for Staff.</p> <p>Provide Training opportunities for Carers</p>	<p>Meeting with Managers from CAMHS service and agree links and methods of involvement for parent carers and young carers. Meeting with Jo Goldsmith 32st July</p> <p>Carers Information Pack is now available on trust website http://www.sabp.nhs.uk/serviceusers-carers/carers/carersinfopack This pack is continually updated and added to as Carers inform us of the information required. Surrey and Borders Carers section of the website is linked to Carersnet and other relevant websites.</p> <p>Working with Trust Learning and Development to facilitate this training. Advertise because Carers Count training. Carer Support workers working within teams</p> <p>Working with Service user development manager set up service user and Carer training group. Initially looking at Carer and service user led CPA training for Staff. Working with Surrey University to look at possibility of NVQ qualification for Carers. Working with Action for Carers. Developing Care co-ordinator training to include Carers awareness and assessment</p>	<p>GREEN</p> <p>AMBER</p> <p>AMBER</p>	<p>JH</p>
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