



HE

CARES

DO

YOU?

Carers Strategy
for Southwark

Action Plan
2005 – 2008

June 2005 will see the launch of the Carers Strategy for Southwark. The Southwark Carers Strategy Action Plan 2005-2008 is a document that corresponds to the key tasks identified in the Carers Strategy for Southwark.

The Action Plan 2005-2008 will drive developments that will support carers and define key outcomes and timeframes to meet the priorities of not only the carers strategy for Southwark but also other national and local action plans that may link to any partnership boards and have a carer perspective.

The Action Plan and Strategy document cross reference with each other.

The Action Plan will be reviewed and updated accordingly on an annual basis.

It is envisaged that both the strategy and related action plan will be the benchmark for partnership boards in Southwark to create their own action plan for carers within each service area. The development and implementation of such a process will be monitored quarterly via the members of the Carers Strategy Forum.



Strategy Element	Key Tasks	Service Area	Lead Organisation/ Responsible Parties	Target Date
1 Need for improved identification of and engagement with carers				
1a Access to quality information	To advertise and promote existing carers services better via an awareness raising campaign throughout Southwark.	ALL	ALL Carers Strategy Officer	Campaign Launch May & June 2005
1b	To undertake further research and consultation as a means of identifying hidden carers and to assist with better planning of future services.	ALL	Carers Strategy Forum Carers Strategy Officer	Completion prior to end of March 06
1c	Update all policy within Health and Social Care to reflect the commencement of the Carers (Equal Opportunities) Act, 2004.	ALL	Carers Strategy Officer	December 2005
1d	Ensure that consistent care management and assessment feedback practices are in place when engaging with carers, especially for the first time.		Carers Strategy Forum Carers Strategy Officer	Quarterly
1e	To liaise with Care First/NHS Direct and Performance teams to monitor and evaluate any improvement in;		Carers Strategy Officer	Ongoing

Strategy Element	Key Tasks	Service Area	Lead Organisation/ Responsible Parties	Target Date
1f	<ul style="list-style-type: none"> • Completion of Carers Assessments • Outcomes for carers • The provision of relevant information that should flow from the launch of the Carers Campaign, the carers free-phone helpline and introduction of staff to the new Carers (Equal Opportunities) Act 2004 			
2	<p>That the carers and carers issues that are identified via GP and other health based services are better linked with statutory agencies where appropriate.</p>		<ul style="list-style-type: none"> • Southwark PCT • Southwark Social Services • Voluntary Organisations that support carers 	
2a	<p>To encourage carers to become involved in and contribute to the strategic planning and development process</p> <ul style="list-style-type: none"> • Via membership of the Carers Strategy Forum and as carers' representatives on each partnership board. 	ALL	All Partnership Boards	Ongoing

Strategy Element	Key Tasks	Service Area	Lead Organisation/ Responsible Parties	Target Date
2b	<ul style="list-style-type: none"> Via the provision of appropriate support to ensure that this can happen. Involve Carers in planning and evaluating services (including the Carers Grant) via the existence of the Carers Strategy Forum and through links with all Partnership Boards in Southwark. 		<ul style="list-style-type: none"> Carers Strategy Forum 	Ongoing
3	<p>Access to quality information</p>			
3a	<p>To organise a Carers Conference for practitioners in Southwark who work with carers.</p> <ul style="list-style-type: none"> Introduction Strategy to the new Carers Strategy and Action Plan Introduction to Carers Campaign and forthcoming Carers Conference and Exhibition events 	ALL	Carers Strategy Officer	<p>May 6th 2005 June 13th 2005</p>
3b	<p>The development of a single point of contact free phone line to disseminate relevant and up to date information for carers in Southwark.</p> <ul style="list-style-type: none"> Written material and access to interpreter services also possible 		<p>Carers Strategy Officer Carers Strategy Forum Social Services/PCT Communications Unit</p>	<p>June 2005</p> <ul style="list-style-type: none"> To be launched at the time of the public launch of the Joint Carers Strategy for Southwark.

Strategy Element	Key Tasks	Service Area	Lead Organisation/ Responsible Parties	Target Date
3c	<p>Update Information leaflets to phone number and existence of new Carers (Equal Opportunities) Act, 2004.</p> <ul style="list-style-type: none"> • Important to take into consideration the needs of a number of BME communities in Southwark. 	ALL	Carers Strategy Officer Carers Strategy Forum	June 2005
3d	<p>Ensure that Assessment and Care Management teams are informed of and trained in the Carers (Equal Opportunities) Act, 2004.</p>		Carers Strategy Officer PCT/Services Training	End of 2005
3e	<p>Organise an annual stakeholder event for Carers and staff from statutory organisations and organisations that support carers.</p>		Carers Strategy Officer	Annually to feed into the annual review of the Joint Carers Strategy for Southwark.
3f	<p>To ensure that organisations can share information about individual carers and groups of carers effectively using a range of approaches.</p>	ALL	Carers Strategy Forum	Ongoing

	Strategy Element	Key Tasks	Service Area	Lead Organisation/ Responsible Parties	Target Date
4	Assessment Services				
4a		To ensure that Carers Assessments are offered to carers who are eligible to assess needs and risks. <ul style="list-style-type: none"> • Performance Management Data to feed into the Carers Strategy Forum 			
4b		Improve the recording of Carers Assessments via more integrated systems that capture carers who use statutory and non-statutory services		Business Manager – Assessments and Care Management Carers Strategy Officer – SUGAR group. Carers Strategy Forum	Ongoing
4c		Develop new audit/monitoring systems to evaluate; <ul style="list-style-type: none"> • Take up of Carers Assessments • Outcomes for Carers • The provision of relevant information 	ALL	Carers Strategy Officer • Carers Strategy Forum • Business Manager – Assessment & Care Management	Ongoing quarterly monitoring in line with DIS statements.
4d		Ensure the caring responsibilities of carers and their ability to continue to provide care is taken into account when planning appropriate community support at times of; <ul style="list-style-type: none"> • Major life changes • Hospital discharge • Periods of transition 		• All Agencies	Ongoing

5	Strategy Element	Key Tasks	Service Area	Lead Organisation/ Responsible Parties	Target Date
	Support for daily living	Via borough wide "Carer Awareness" training for front line workers to increase awareness and sensitivity to the support required for carers to maintain their own emotional health and well-being.	ALL	Carers Strategy Officer Carers Strategy Forum Social Services Care Management and Assessment teams. Southwark PCT	
6	Respite services – Giving carers a break				
6a		Involve carers and organisations that support carers in developing responsive services that provide a short break.		Partnership Boards All Commissioning Units	
6b		Complete an extensive mapping of the respite services that are commissioned for carers in Southwark currently.		Carers Strategy Officer Carers Strategy Forum Partnership Boards	
6c		Ensure that quality respite services are flexible, available and culturally sensitive.		Carers Strategy Officer Carers Strategy Forum	Ongoing
6d		Monitor the use and outcomes of the Carers Grant in providing short breaks for carers.		Carers Strategy Officer Key Carer organisations funded to provide respite services for carers. Commissioning Units	

	Strategy Element	Key Tasks	Service Area	Lead Organisation/ Responsible Parties	Target Date
7	Choice and Direct Payment				
7a		Offer Direct Payments to Carers who are eligible for services.		Direct Payments Project Manager Carers Strategy Forum	Ongoing
8	Health needs				
8a		Need for preventative training opportunities for carers. Eg; Moving and Handling, First Aid etc.	ALL	Carers Strategy Officer Voluntary Organisations that support carers.	
8b		Encourage carers to engage with existing Health Promotion Programmes.		Carers Strategy Officer PCT and NHS funded organisations.	
9	Crisis Services/Intervention				
		Ensure that crisis arrangements are discussed with carers and service users and incorporated into Care Plans and Carer support plans.		Front line PCT and Social Service Teams within Southwark.	Ongoing
10	Housing				
10a		Review the role of carers in the Housing Assessment process, including a possible review of the allocation process.	ALL	Carers Strategy Officer together with Southwark Council Housing.	

	Strategy Element	Key Tasks	Service Area	Lead Organisation/ Responsible Parties	Target Date
11	Employment, Training & Education				
11a		Mapping/Audit of training currently available to carers across all agencies in Southwark.		Carers Strategy Officer Carers Strategy Forum	Mid 2005
11b		Develop training programme specific for the needs of carers. Eg. Carers Assessments, Benefits Information sessions, Carers support and short breaks.		Carers Strategy Officer. Via key Carer Organisations in Southwark.	Summer 2005
11c		To look at being a carer and an employed worker.	ALL	Carers Strategy Forum	
11d		To consider the needs of former ex-carers around the area of re-training and education needed to re-engage with the workforce.		Carers Strategy Forum	
11e		To keep employed carers in work so that they can remain within the workforce.			
11f		To raise the awareness of all caring providers and employers of issues relating to carers.	ALL	All agencies Carers Strategy Forum	Ongoing

Southwark
Primary Care Trust

