

Appendix Two

Progress to date in delivering against the principles in the Memorandum of Understanding

The draft Wiltshire Carers' Strategy was co-produced by Wiltshire Council and Wiltshire carers with input from a wide range of other stakeholders. It identifies the following as the priorities for Wiltshire over the next 4 years:

- *To maintain carers' health to enable them to continue caring (should they wish to)*
- *To holistically identify the needs of carers and the person they care for*
- *To continue to invest in early intervention and prevention services*
- *To improve the identification of young carers, carers of people suffering from mental health issues and carers of people who misuse substances such as alcohol and drugs.*
- *To support communities to become more carer aware and supportive of carers living within them*

It commits:

- *To ensure that the strategic direction for the commissioning of health and social care services reflect the local needs of carers whilst still reflecting national policy and guidance.*
- *To work together with carers, the people they care for and their families holistically to improve individual outcomes for carers, with a special focus on identifying 'hidden carers'.*
- *To encouraging Wiltshire communities to offer local services to meet the needs of carers close to where they live, with a clear focus on reducing isolation and providing early intervention and prevention solutions.*
- *To provide services that support carers in crisis.*

These will be measured against the following outcomes:

- *Carers have improved physical health, mental health and wellbeing*
- *Carers are empowered to make choices about their caring role and to access support and services*
- *Carers have the best financial situation possible, and are less worried about money*
- *Carers' needs, and the value of carers, are better understood in Wiltshire*
- *Carers influence services*

Below is a summary of progress already made towards delivering against the principles in the MoU.

Principle 1 - Carers will receive an integrated package of support in order to maintain their physical health and emotional well-being

Through the Investors in Carers scheme, Primary Care in Wiltshire is already, in partnership with Carer Support Wiltshire, seeking to identify and support carers in a number of practical ways. GP surgeries are often the first port of call for carers and are often best place to identify them. This is a key theme within the carers strategy implementation plan.

GPs are encouraged to identify young carers so that they can receive an assessment which will enable young carers to be identified as Children in Need if caring responsibilities are inappropriate and detrimental to their health and wellbeing. Spurgeons Young Carers Wiltshire offers support and advice to educational settings to support the needs of young carers.

Principle 2 - Carers are supported and empowered to manage their caring role and their life outside of caring

Wiltshire produces a directory of services and organisations who can offer carers information, advice and support. Carer Support Wiltshire monitor referrals from source, enabling them, with support from commissioners, to offer targeted carer awareness to organisations who need it to improve their carer awareness and referrals to Carer Support Wiltshire who can then help the carer identify which organisations are best placed to give them further information, advice and support which is relevant to their personal circumstances. Where these circumstances are complex, the carer can be referred to adult care services, or children's services, in order that a joint assessment, both carer and cared for person, can be undertaken.

Carer Support Wiltshire take an asset-based approach, encouraging carers to consider what support is available to them from family, friends and the wider community, prior to considering whether the carer is in need of funded social care support.

Carers can access information, advice and support from Carer Support Wiltshire for up to 18 months after the caring role ends. This may be in relation to employment and volunteering opportunities or other support depending on the needs of the individual.

Principle 3 - All health and social care staff will be aware of the needs of carers and of referral routes to access local support. NHS staff will recognise signs of distress and diminished capacity that may affect the ability or willingness of carers to continue caring, so that they can ask the carer if they are in need of support. NHS staff will also be aware of local carer support organisations so that the carer can be sign-posted.

There is a carer awareness programme in Wiltshire, delivered by Carer Support Wiltshire with support from commissioners as needed, and for young carers delivered by Spurgeons Young Carers Wiltshire, which seeks to improve carer awareness, and awareness of our statutory duties towards carers and the sources of information, advice and support available to carers in Wiltshire

Principle 4 - Carers will be supported by the improved sharing of information between health, social care and carer support organisations

Being identified as a carer on a GP record will generate a READ code on the carer's personal medical record and this will accompany that carer whenever and wherever they use the NHS (by being shown on the Summary Care Record). In addition to providing for 10 categories of carer, the SCR allows for the carer to identify who they care for.

Care First is used in Wiltshire by social care professionals and Carer Support Wiltshire to record when a carers assessment is undertaken and a relationship is set up within Care First linking the records of the carer and the person they care for.

Information sharing between Spurgeons Young Carers Wiltshire and the local authority is developing to better track and monitor young carers and the services they receive from young carer support services and children's services.

While the above enable information to a certain extent, it is acknowledged that this is an area with significant scope for development and improvement. This includes scope for exploring the potential of the Wiltshire Single View Programme to improve information sharing which will improve our ability to support carers

Principle 5 - Carers will be respected as expert care partners and will be involved in the planning of care for the cared for, including being involved in shared decision-making, and in the planning and redesign of services.

The draft carers strategy and implementation plan builds on work already undertaken for the Care Act and Children and Families Act to ensure that a holistic and whole family approach is taken when considering the needs of carers and the people they care for. The Carers' Strategy was co-developed with a wide range of carers and other stakeholders.

The Wiltshire Carers Involvement Group, administered and chaired by Carer Support Wiltshire and attended by adult care commissioning representatives, also gives carers the opportunity to raise issues both about carers' needs, and support available to them, as carers and the needs of, and support available to those they care for.

Principle 6 - The needs of vulnerable carers, particularly those at key transition points, will be identified early through improved risk stratification.

Currently, young carers who are transitioning from primary school to secondary school are supported by Spurgeons, the commissioned service for young carers in Wiltshire. Carer Support Wiltshire was successful in bidding for funding to work with young adult carers, aged 16-25, to support them in their transition from adolescence to adulthood and, as this project has come to an end, work is

underway to commission assessments and support for young carers to meet our Care Act duty to them as they approach 18.

The SEND service works with families where young people are both under and over the age of 18. Whilst children are under the age of 18 the needs of parent carers are incorporated into the holistic single assessment which is in use across children's services. Provision is usually made as part of a Child in Need plan. As young people approach 18 years of age the service moves to adult services assessment and provision, this includes a separate carer's assessment if required. The child and adult legislation is different and the service works with families to make a seamless transition.

Carers who have been bereaved can access support from Carer Support Wiltshire for up to 18 months following the death of the person they care for. Those who are suffering from complex grief can be referred by their GP to Cruse for specialist counselling and support.

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