

## Carers Priorities 2020-21

No	Topic	Details	Action By	Date
1	Carers Assessments	<ul style="list-style-type: none"> <li>• Carers Assessments – lateral thinking needed.</li> <li>• Timely – some carers are in crisis</li> <li>• Need agreed coproduced policy for Carers Assessments e.g. are carers going to be able to self-assess? If so how and what about the forms to use – will they be produced in coproduction.</li> <li>• Carers do not always want a joint assessment</li> <li>• Carers must be offered a separate carers assessments in a way that allows them to state their wishes without the cared for person present</li> <li>• Forms need to be sent out first, then when social worker comes people are prepared and know what to do</li> <li>• In Care Act - statutory</li> <li>• Online Carers Needs Checker needs to be available and simple for carers – easy to find</li> </ul>		
2	Carers Preventative Services	<ul style="list-style-type: none"> <li>• rather than crisis reaction</li> <li>• current reactive service does not assist with developing care solution or reducing problems</li> <li>• importance of regular contact with carers by social care agencies to avoid crisis situations developing – reviews should be positive not negative</li> <li>• Personal Contingency Planning (Say it Once) important to develop - could save time and money and encourage people to do more for themselves</li> </ul>		
3	Carers Breaks AND Carers Respite	<ul style="list-style-type: none"> <li>• Proportional</li> <li>• Equitable</li> <li>• Innovative</li> <li>• Point of Direct Contact</li> <li>• Discrimination between carers' breaks and services for clients causes concerns.</li> <li>• Carers Breaks need to be flexible, comprehensive, promoted, available (see SCIE document on Carers Breaks and Action Needed)</li> <li>• Reduction in carers' breaks is a current and future problem.</li> <li>• Respite care – choice?</li> <li>• What available – how flexible – how offered – part of carers assessment &amp; personalisation or part of service users?</li> <li>• How Take a Break works and links together</li> </ul>		
4	Carers Champions	<ul style="list-style-type: none"> <li>• Health and Social Care</li> <li>• Should be created to promote and increase carers awareness and wider knowledge of Carers Issues</li> </ul>		

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5	Carers Complaints	<ul style="list-style-type: none"> <li>• System needed to deal with issues and needs to look at learning from complaints</li> <li>• Need to get it right first time to reduce complaints</li> <li>• e.g. PALS in Health</li> <li>• Support from Peer Experts project is valued</li> </ul>		
6	Carers Support	<ul style="list-style-type: none"> <li>• What is the Policy?</li> <li>• Inconsistencies in application of Policies</li> <li>• GP Surgeries are variable</li> <li>• CQC Input?</li> <li>• Health &amp; Care</li> <li>• Need flexible response e.g. respond to individual carers needs rather than menu of services (Strengths Based Action and Support)</li> </ul>		
7	Carers Advocacy	<ul style="list-style-type: none"> <li>• Peer Support is valued</li> <li>• Advocacy for carers – must recognised the need for peer advocacy and support.</li> <li>• LD Partnership has advocacy for people with a Learning Disability but not for carers.</li> <li>• Care Act Advocacy – but little or no inclusion of carers in the processes.</li> <li>• Independent peer advocacy for carers needed.</li> <li>• Carers may need advocacy because they have their own needs</li> </ul>		
8	Coproduction	<ul style="list-style-type: none"> <li>• Important to work together – health, social care, carers</li> <li>• Reduce silo working</li> <li>• Coproduction essential</li> <li>• Coproduction Strategy important – so it filters throughout the organisation</li> <li>• Service User Carer - fees and expenses – need to be consistent - Health &amp; Social Care</li> <li>• Need to reflect on H&amp;WB Priorities</li> </ul>		
9	Finance Carers Financial Stability	<ul style="list-style-type: none"> <li>• Carers need financial stability (support where necessary).</li> <li>• Financial issues. e.g. A mechanism should be devised to identify situations where carers face financial crisis following cease of carers allowance payments e.g. at state pension age</li> <li>• Means tested system should be devised for those carers who are in greatest need and/or who have little financial provision to support those they care for</li> </ul>		
10	Finance Carers Benefits	<ul style="list-style-type: none"> <li>• Conflict of benefits</li> <li>• Some misunderstanding of how benefits link</li> <li>• Help to complete applications, reconsiderations, tribunals should be accessed</li> <li>• Thinking about a bad day really important</li> </ul>		

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11	Finance Direct Payments for Carers	<ul style="list-style-type: none"> <li>• Need better promotion</li> <li>• Better usage</li> <li>• Link to Take a Break money</li> <li>• Separate account</li> </ul>		
12	Carers Awareness	<ul style="list-style-type: none"> <li>• Carers</li> <li>• Professionals</li> <li>• Caring role</li> <li>• Include Young Carers</li> </ul>		
13	Carers Rights	<ul style="list-style-type: none"> <li>• Protect and publicise carers rights</li> <li>• Training in Carers Rights is available how can it be made more accessible</li> </ul>		
14	Carers Representation	<ul style="list-style-type: none"> <li>• How do we have proper representation for carers and with carers?</li> </ul>		
15	Carers Strategy & Action Plan	<ul style="list-style-type: none"> <li>• Local Carers Strategy</li> <li>• National Carers Strategy</li> <li>• Action Plan – essential for joint way forward – needs to be reviewed annually</li> </ul>		
16	Carers Information	<ul style="list-style-type: none"> <li>• Information about what is available for carers</li> <li>• Carers need timely, concise information.</li> <li>• It could be helpful to have a look at the many aspects of caring and somehow simplify the signposts e.g. short-term caring, lifelong caring, Young Carers (4 – 25), in the first instance so that carers are not searching for and wading through information that is not applicable to them.</li> <li>• Social Prescribers – carers template</li> </ul>		
17	Care Packages	<ul style="list-style-type: none"> <li>• Duty of AHC to review with empathy and include carers</li> </ul>		
18	Care Plans	<ul style="list-style-type: none"> <li>• Importance of having a personalised plan for carers</li> <li>• Link to Contingency Planning (Say it Once)</li> </ul>		
19	Carers Centres	<ul style="list-style-type: none"> <li>• Where</li> <li>• Co-design and co-use – so don't need a label</li> <li>• How run</li> <li>• Accessible</li> </ul>		
20	Providers of services	<ul style="list-style-type: none"> <li>• Good providers</li> <li>• Poor Providers</li> <li>• How reviewed?</li> <li>• How recorded?</li> <li>• How shared?</li> <li>• Put in touch with relatives of people in the Home</li> </ul>		