

## Scrutiny Committee Carers Action Plan - agreed Nov 2012, to be reviewed Nov 2013

Carers Strategy Priority	Recommendation	Action	By whom	By when	Progress	Status
<b>1. Identification and recognition of carers</b>	<b>i. A)</b> Extend work with GP Practices from two to as many Practices as possible.	RBKC, through the Health and Wellbeing Board, work with the CCG to extend the project to as many GP practices as possible.	NHS Commissioning Lead for Carers, CKC, Commissioner Carers	Commence January 2013	<ul style="list-style-type: none"> <li>A new <i>Carers Primary Care Navigator</i> post will be recruited by the end of March 2013 to work with GP Practices.</li> <li>The carers' agenda will be promoted through the Integration &amp; Hospital Discharge themes of the H &amp; Well Being Strategy</li> </ul>	
	<b>i. B)</b> NHS commissioners and RBKC to set a specific target for the number of hidden carers to be identified through GP practices and supported by CKC.	Officers to agree target with CKC.	NHS Commissioning Lead for Carers, CKC, Contracts Officer	Commence January 2013	Target agreed at CKC monitoring meeting : 120 from August 2012 - July13, subject to <i>Carers Primary Care Navigator</i> post in place	
	<b>ii.</b> RBKC to work jointly with NHS commissioners, Chelsea and Westminster Foundation Trust and Imperial College Healthcare NHS Trust to set a	Officers to agree baselines and set targets at January CKC monitoring meeting	NHS Commissioning Lead for Carers CKC Commissioner, Carers	March 2013	<ul style="list-style-type: none"> <li>Initial discussions have taken place with Chelsea and Westminster Foundation Trust and Imperial College Healthcare NHS Trust.</li> </ul>	

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	baseline (and improve upon annually), the number of carers of RBKC residents that are identified and supported at discharge.				<ul style="list-style-type: none"> <li>Further discussion scheduled at CKC monitoring meeting 22 January 2013</li> </ul>	
	<b>iii. A)</b> Officers to identify a 2 <sup>nd</sup> ward for CKC to undertake neighbourhood work to identify carers. <b>B)</b> Officers provide additional staff resource to facilitate this.	<ul style="list-style-type: none"> <li>Agree which ward to focus on</li> <li>Develop proposal</li> <li>Identify and secure approval for funding</li> </ul>	Commissioner, Carers CKC	February – July 2013	<ul style="list-style-type: none"> <li>St Charles ward agreed.</li> <li>Draft funding proposal has been agreed between officers.</li> <li>Proposal to be taken through formal approvals process.</li> </ul>	
	<b>iv.</b> RBKC funded voluntary sector organisations to be encouraged to introduce carer identification in their services, with the offer of support from the council and CKC to organise drop-in advice and information sessions for those	<ul style="list-style-type: none"> <li>Agree with CKC the organisations to target</li> <li>Letter to be sent out.</li> </ul>	Commissioner, Carers	January 2013	To be agreed at monitoring meeting 22 January 2013	

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	carers identified.					
	<p>v. CKC to implement carers' suggestions of how to identify more hidden carers, through:</p> <ul style="list-style-type: none"> <li>• the PALS service,</li> <li>• churches/faith organisations,</li> <li>• post offices</li> <li>• residents with disabled parking permits.</li> </ul>	<ul style="list-style-type: none"> <li>• Liaise with PALS</li> <li>• Plan and implement approach with churches/faith organisations</li> <li>• Liaise with post offices</li> <li>• Liaise with Parking Permits Service</li> </ul>	<ul style="list-style-type: none"> <li>• CKC</li> <li>• CKC</li>   <li>• CKC</li> <li>• Commissioner, Carers</li> </ul>	From November 2012	To be reviewed at monitoring meeting 22 January 2013	
<b>2. Employment, training and finance for carers</b>	vi. A Tri-borough initiative to improve employment and training support to carers to be developed, and this be monitored through the new Tri-borough Carers Partnership Board	Officers to review the support that is currently in place within Tri-borough, and research examples of good practice as identified in London and nationally, and in <i>Carers and Employment, Making a Difference, Realising Potential</i> (2011) - a joint publication of Carers UK, ADASS and Employers for Carers.	<ul style="list-style-type: none"> <li>• Senior Commissioner &amp; Commissioner, Carers</li> </ul>	July 2013	A report on this will be presented at the July meeting of the Board.	
	vii. CKC to be commissioned to produce and	<ul style="list-style-type: none"> <li>• Produce a proposal</li> <li>• Identify and seek approval for funding</li> </ul>	<ul style="list-style-type: none"> <li>• CKC</li> <li>• Commissioner, Carers</li> </ul>	May 2013	To be reviewed at monitoring meeting 22 January 2013	

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	distribute an information leaflet on the full range of free national and local support and services available to carers including leisure benefits and the exemption of council tax for carers where applicable.	<ul style="list-style-type: none"> <li>Distribute in May/June 2013 to tie in with Carers Week</li> </ul>	<ul style="list-style-type: none"> <li>CKC</li> </ul>			
<b>3. Personalised support for carers</b>	<b>viii.</b> A Tri-borough evaluation of existing financial support schemes for carers to be undertaken to determine the criteria to enable an increase in the maximum Personal Budget for an RBKC carer.	Review all Tri-borough schemes and eligibility criteria and produce options and recommendations for Carers Quality Panel (CQP)	<ul style="list-style-type: none"> <li>Senior Commissioner &amp; Commissioner, Carers</li> </ul>	March 2013	Personal Budgets is included on CQP agenda on 10 January.	
	<b>ix.</b> Information provision and communication to carers is to be included in the planned Tri-borough training on carer	Officers to include this element in the training programme	<ul style="list-style-type: none"> <li>Senior Commissioner &amp; Commissioner, Carers, Workforce Development Team</li> </ul>	March 2013	Planning meeting on 9 January 2013 agreed: <ul style="list-style-type: none"> <li>Review the Dudley e-learning tool on carers' awareness and explore feasibility of using it as the tri-borough</li> </ul>	

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	awareness for care managers.				training tool <ul style="list-style-type: none"> <li>• Existing <i>Best Practice Guidance</i> on carers' assessments to be reviewed / updated by the Carers' Quality Panel in RBKC, to use in tri-borough to complement the e-learning tool.</li> <li>• Analyse data on performance by team on carers' assessments to identify and agree with Team Managers where training input is required</li> <li>• Introduce carers champion model in WCC and H&amp;F based on RBKC model, and agree Initial tri-borough meeting to be held with all identified champions, and the future model.</li> </ul>	

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	x. Carers' feedback of their experience of transport to be taken into account in the work to determine future transport options in the new Tri-borough transport contract.	Feedback to be acknowledged re the need to reduce/remove delays experienced in current hospital patient transport service, and to consider escort / buddy service for users where appropriate, to free time for some carers	Commissioner, Carers & Senior Commissioner, Transport	December 2012	Feedback has been acknowledged and used to develop tender documentation.	
	xi. We recommend that officers should establish baseline data and set targets for CKC's project activity.	Officers to agree baseline data and targets for CKC's project activity.	NHS Commissioning Lead for Carers CKC Commissioner, Carers	November 2012	These were attached as an appendix to the Scrutiny Report	
<b>4. Supporting carers to remain mentally and physically well</b>	xii. Discussions to be held with NHS commissioners to seek the provision of free gym membership for carers living in the south of K&C on the same basis that membership is available to carers in the north,	Issue to be highlighted as one relating to the current lack of equity for residents in the south of the borough	Commissioner, Carers NHS Commissioning Lead for Carers	April 2013	Initial discussions held between officers in November 2012. Further discussions to be held with the new provider, Greenwich Leisure.	

Laxmi Jamdagni, 9 January 2013