Valuing Carers in Dorset

Supporting the wellbeing of carers across Bournemouth, Dorset and Poole
2016 - 2020
The Better Together Programme consists of the following organisations working in partnership towards integrated health and social care services.

- Borough of Poole
- Bournemouth Borough Council
- Dorset County Council
- Dorset Clinical Commissioning Group (CCG)
- Dorset County Hospital NHS Foundation Trust
- Dorset HealthCare University NHS Foundation Trust
- Poole Hospital NHS Foundation Trust
- The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust

Andrew Flockhart - Borough of Poole
D Fleming - Poole Hospital NHS Foundation Trust
D Ward - Dorset County Council
Patricia Miller - Dorset County Hospital NHS Foundation Trust
Ron Shields - Dorset Healthcare University NHS Foundation Trust
Tim Goodson - NHS Dorset Clinical Commissioning Group
Tony Williams - Bournemouth Borough Council
Tim Spotswood - Royal Bournemouth & Christchurch Hospitals NHS Foundation Trust

Carers supporting people at home are an important and valuable resource and need to be supported with a personalised service. The Care Act 2014, places greater emphasis on supporting carers and the integral role they play in supporting the cared for person.

Carers are already making a significant contribution towards making savings and reducing pressure on statutory services and therefore, investment to support carers and to keep them well, is key to future success.

‘Valuing Carers in Dorset’ is about recognising and valuing carers of all ages across Bournemouth, Dorset and Poole and working with them to determine what’s important for them and how we can support them to not only continue in their caring role, but also in maintaining their own health and wellbeing. It has been a great pleasure and a privilege to have worked and produced this document with the help of carers across Dorset.

“Being involved in designing this strategic document for carers has given me the opportunity to work alongside dedicated and enthusiastic professionals who look after carers services in Dorset. The carers involved were able to voice their opinions and be listened to and future services will be based on the discussions we have had. I look forward to when the strategy has been put into practice and carers across Dorset are benefitting from it.”

Paul Miller - Director of Strategy
Poole Hospital NHS Foundation Trust
Judy Wateridge - Carer
We are pleased to present this Joint Pan Dorset Carers Strategic Vision 2016 - 2020 which has been produced in collaboration with carers and the eight statutory partners that make up the Better Together Programme.

This strategic vision supports the creation of a single health and social care framework that will help to deliver improved services across Dorset for Carers.

We want every carer in Dorset to be able to access appropriate and timely advice and support.

We will identify and address the gaps and inequalities in current service provision for carers of any age; young carers, carers transitioning to become adults and adult carers. This includes support to carers providing end of life care and support to carers after caring responsibilities have ceased.

Our Key Principles and Values

In supporting carers we will:
- Be inclusive
- Be fair
- Be honest and open
- Listen and involve
- Ensure we respond to the needs of local communities
- Show carers dignity and respect
Who is a Carer?

There are various definitions of “a carer” in statutory legislation. In Dorset we do not want to limit the strategic vision by having a narrow definition. The Dorset definition has been developed for the purpose of this Strategic Vision. This does not aim to override the statutory responsibilities below.

**Dorset Definition of a Carer**

A carer is a person of any age who provides or intends to provide on-going, unpaid support to a partner, child, relative or friend. Without this help the health and well-being of the cared for person could deteriorate due to frailty, disability, a serious health condition, mental ill health or substance misuse.

It is recognised that:

- The carer may live with or apart from the cared for person
- Professional care may also be in place
- The cared for person could be in residential care however the carer should still be recognised and may still need support.

A young carer is... “a person under 18 who provides or intends to provide care for another person (of any age, except where that care is provided for payment, pursuant to a contract or as voluntary work)…”

...section 96 Children and Families Act 2014

A carer is... “an adult who provides or intends to provide care for another adult ("adult needing care")”

...Clause 10 (3) Care Act (2014)

**The Impact of Caring**

The impact on carers’ lives varies depending on the amount of care they provide, their age and the length of time they have been providing that care. The needs of the individual receiving care and the relationship between the carer and cared for person will also have an impact on the caring experience.

Caring can impact on all aspects of life, and often carers ignore their own needs and the strains upon them. It can be very rewarding but can also be demanding, tiring and stressful.

Caring can impact on:

- The ability to access and stay in employment
- Financial resources
- The health and emotional well-being of the family unit
- The ability to access social and recreational activities
- Wider relationships with family and friends

For young carers it can also impact on their:

- Experiences of childhood
- Health and well-being
- Education and career opportunities
- Family and peer relationships
- Sense of identity

We also recognise that being a Carer can impact on life after caring:

- Adjusting to changing relationships when caring at home is no longer viable
- Social isolation and lack of confidence after a bereavement
- Redefining their identity and purpose
- Having a higher risk of needing care services themselves

... Well I don’t really do enough homework. The way my dad is you can’t really focus at home so I usually do it at school. I do find it stressful. When I want to do my homework my dad usually says “can I have some help please” doing this and doing that ...

...section 96 Children and Families Act 2014

“...it’s a mean thing to feel, but sometimes you do think “can I just have one moment where I’m important?”

Page 30 Interview

“Sometimes I feel as if my partner and myself are in a bubble, with everybody else outside carrying on with normal lives”

Page 77 desk research

“...People who run services to help young carers should have a disabled child – then they would understand how stressful it is.” Twice my mum has phoned to book free days out and of the two women (that took the calls) one was curt and one said how stressful her job was! She should try living the stress my mum has to, not just at a job she could leave. “We can’t leave if it gets stressful!”

Bournemouth Youth Consultation April 2011
The Value of Caring

Caring is an expression of care, respect and affection for another person or sometimes a sense of duty. As such, the actual value of the care and support provided by unpaid carers cannot fully, objectively be quantified. However, it is important to recognise the scale of carer support.

In the Census of 2011, there were 744,000 people living in Dorset and there were 82,900 unpaid carers in Dorset (CCG area). Nationally it is estimated that 1 in 10 of the population is a carer. There are approximately 6.3 million carers in the United Kingdom.

We know from talking to carers that the people they care for wish to be supported to live in their own home whenever possible. Therefore the aim of this Strategic Vision is about enabling carers to receive the right support, at the right time, in the right place.

The diagram opposite illustrates the importance of getting the balance right. If more people are supported at home there would be less pressure on limited and expensive hospital beds.

Case for Investment

The total contract value for acute hospital inpatient care across the three main hospitals in Dorset is £208m. Audit evidence from reviewing patient admissions into hospitals shows that one of the reasons for admission is that the carer can no longer cope. So put simply if by supporting carers better, admissions into Dorset acute hospitals reduced by 1% then this would represent £2m of cost avoided.

Example of data from acute hospitals in Dorset

Finance and Resources

We recognise carers as an important and integral partner in the delivery of a person’s care. Continuing to invest in Carers Services is critical to ensure financial sustainability of the health and social care system. As part of our pooled budget arrangements for 2015/16, there is £16.8 million for Carers in a specific Better Care Fund Scheme.

Some of the fund, £3.68 million, comes from the social care grant awarded to local authorities and the remaining £13.1 million is funded directly from NHS Dorset Clinical Commissioning Group. In addition, Local Authorities also fund services that support the cared for person e.g. respite, homecare, day care, aids and adaptations and general social work services. These also indirectly benefit carers.

The funds available to each partner to spend and the specification as to what should be provided for the funds at each local authority are set out in the schedules to the section 75 agreements (Section 75 agreements are the legally binding pooled budget agreements between each Local Authority (LA) partner and the Clinical Commissioning Group (CCG). A summary of the arrangements is set out below.

The breakdown of this budget, available to each local authority partner in the Better Care Fund, is:

- Dorset County Council - £1.135 million
- Bournemouth Borough Council - £0.345 million
- Borough of Poole - £0.2 million.

From previous arrangements, there is a carer’s contingency held in reserve at each council. The balances at 1st April 2015 were:

- Dorset County Council - £807,533
- Bournemouth Borough Council and Borough of Poole - £226,031

Sources:
1 National Census Data 2011
3 Dwellings estimate by parish accessed Aug 2015
4 Bmth, Poole and Christchurch 2011 Census Factsheet
We have been working with carers and organisations in Dorset to create a strategic vision that draws on the national guidance for carers support whilst also making it relevant to local needs. We have agreed an overarching aim and set of objectives that can be used to measure how we deliver better support for carers in Dorset.

**Our Vision**

We will work together so that all carers are fully informed, involved, valued and receive:
- the right support
- at the right time
- in the right place

**Our Aim**

We will:
- Support the early identification of carers, including self-identification.
- Ensure carers receive relevant and timely information and advice about their caring role.
- Develop the workforce to understand carers’ needs, improve identification of carers and value their contributions.
- Involve carers in local and individual care planning.
- Enable carers to fulfil their educational and employment potential.
- Provide personalised support for carers and those receiving care.
- Support carers to remain safe and healthy.
- Deliver equality of services across Dorset by commissioning carers services in a joined up way.
- Ensure that carers rights are recognised at the same level as the cared for person.

**Our Objectives**

- Support the early identification of carers, including self-identification.
- Ensure carers receive relevant and timely information and advice about their caring role.
- Develop the workforce to understand carers’ needs, improve identification of carers and value their contributions.
- Involve carers in local and individual care planning.
- Enable carers to fulfil their educational and employment potential.
- Provide personalised support for carers and those receiving care.
- Support carers to remain safe and healthy.
- Deliver equality of services across Dorset by commissioning carers services in a joined up way.
- Ensure that carers rights are recognised at the same level as the cared for person.
Children and Families Act 2014

New legislation for young carers, young adult carers and their families. Children’s and Adult’s Services must work together, alongside other organisations, to proactively identify and support young carers in a timely and age appropriate way.

Care Act 2014

The Care Act replaces current law regarding carers and people being cared for. It outlines the way in which local authorities should carry out carer’s assessments and needs assessments for the cared for person. It shows how local authorities determine who is eligible for support, the new obligations on local authorities, and how local authorities should charge for both residential care and community care.

We will need to adopt a whole family approach, which includes ensuring carers who may be transitioning from young carer to adult carer services are supported. This will ensure they continue to receive meaningful support during that transition and post transition into using adult services.

Working with health and social care partners across Dorset, the onus is on us to pro-actively listen to carers and ensure that they are provided with appropriate, effective, local support.

Local Context

<table>
<thead>
<tr>
<th>Year</th>
<th>0-5</th>
<th>5-15</th>
<th>16-24</th>
<th>25-49</th>
<th>50-64</th>
<th>65-84</th>
<th>85+</th>
<th>All Ages</th>
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<tbody>
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<td>39,200</td>
<td>84,800</td>
<td>78,700</td>
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<td>148,400</td>
<td>153,900</td>
<td>28,500</td>
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<tr>
<td>2015</td>
<td>39,700</td>
<td>84,900</td>
<td>79,100</td>
<td>223,300</td>
<td>149,500</td>
<td>156,100</td>
<td>29,600</td>
<td>762,400</td>
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<td>2016</td>
<td>39,800</td>
<td>86,100</td>
<td>78,100</td>
<td>222,100</td>
<td>151,700</td>
<td>158,500</td>
<td>30,500</td>
<td>766,900</td>
</tr>
<tr>
<td>2017</td>
<td>39,600</td>
<td>87,700</td>
<td>77,100</td>
<td>220,800</td>
<td>154,100</td>
<td>160,800</td>
<td>31,300</td>
<td>771,400</td>
</tr>
<tr>
<td>2018</td>
<td>39,600</td>
<td>89,500</td>
<td>75,900</td>
<td>219,600</td>
<td>156,200</td>
<td>163,100</td>
<td>32,100</td>
<td>776,900</td>
</tr>
<tr>
<td>2019</td>
<td>39,500</td>
<td>90,900</td>
<td>75,100</td>
<td>218,700</td>
<td>158,000</td>
<td>165,600</td>
<td>32,800</td>
<td>780,600</td>
</tr>
<tr>
<td>2020</td>
<td>39,400</td>
<td>92,300</td>
<td>74,600</td>
<td>217,600</td>
<td>159,800</td>
<td>167,800</td>
<td>33,700</td>
<td>785,200</td>
</tr>
</tbody>
</table>

Total Population (2011 Census) 744,000

Table above shows current and projected population of Dorset CCG area. The 2014 figures are from the Office for National Statistics (ONS) Mid-Year Estimates (MYE). The 2015 to 2020 figures are from the ONS 2012 based Sub National Population Projections (SNPP).

The actual number of people registered with GP Practices at 30 June 2015 is 783,006. This means that the population is rising faster than expected.

In 2011 there were 82,900 unpaid carers in the Dorset CCG area (Census 2011). The table opposite shows the provision of unpaid care in the Dorset CCG area from Census 2011.
The figures above show an estimate of the carer population in each locality. Only a small proportion of carers have been identified and registered with GP Practices however these figures do not include those carers known by social care in each local authority.

There are 3 clusters, 13 localities and 99 GP practices in Dorset. People living in the 13 localities have different needs and the Pan Dorset Carer’s Strategic Vision recognises the diversity of carers needs in these communities.

**Better Together Partnership**

The Better Together partnership is made up of eight partner organisations; Dorset County Council, Borough of Poole, Bournemouth Borough Council, Dorset Clinical Commissioning Group, Dorset HealthCare (Community & Mental Health Trust), Dorset County Hospital, Poole Hospital and Bournemouth & Christchurch Hospitals.

### Dorset Localities

The figures above show an estimate of the carer population in each locality. Only a small proportion of carers have been identified and registered with GP Practices however these figures do not include those carers known by social care in each local authority.

There are 3 clusters, 13 localities and 99 GP practices in Dorset.

People living in the 13 localities have different needs and the Pan Dorset Carer’s Strategic Vision recognises the diversity of carers needs in these communities.

**Carers Have Told Us**

As previously highlighted this strategic vision has been produced with carers and the 8 statutory partners through the Better Together programme. Our vision for carers has been significantly driven by what carers have told us:

- Availability of information and advice for carers is inconsistent across Dorset. Carers were quite specific about wanting practical support as well as advice.
- Early integration of care and health services is important for carers across Dorset. Survey data suggests that there is a need for staff (including GPs) to develop greater sensitivity to care needs.
- Around half (52%) of carers said their health had been affected because of the demands of providing care. A wide range of effects were mentioned; 34% carers reported feeling tired, 29% felt stressed, 25% had disturbed sleep and 22% reported being short tempered or irritable.
- Young adult carers described their caring responsibilities as having an impact on their education and health.
- GP surgeries were the most popular means of accessing information for carers. Carers who provide more than 50 hours a week of unpaid care stated that they would prefer verbal or printed information about care services.

When asked about barriers to accessing information, comments regularly included the words “plethora”, “duplicated”, “overwhelming”, “battery” and “not knowing who to ask”.

“So many different organisations involved e.g. social services, private care agency, physiotherapists, occupational therapists, district nurses, mental health team, rehab team, voluntary carers groups - none of it is joined up and no one knows everything. It’s difficult to know who to ask!”

“Most of us are…just ordinary people from all walks of life… it can be very frightening to find yourself confronted with the serious illness, or slow deterioration of a loved one.”

“It’s not like stuff impacts on my education Do you have time to revise? “No I revise instead of eat”.

NOTE: At time of data collection, not all GP Practices were able to report accurately on the number of carers registered. This has been estimated.

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**Dorset CCG Locality Boundaries**  

**Carers Identified at GP Practices**

<table>
<thead>
<tr>
<th>Locality</th>
<th>No of GP Practices</th>
<th>Population</th>
<th>Estimated Number of Carers providing some care (2011 Census)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dorset West Cluster</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>West Dorset</td>
<td>7</td>
<td>30,660</td>
<td>671 (17%)</td>
</tr>
<tr>
<td>Weymouth &amp; Portland</td>
<td>9</td>
<td>75,640</td>
<td>1397 (17%)</td>
</tr>
<tr>
<td>Mid Dorset</td>
<td>8</td>
<td>41,860</td>
<td>796 (19%)</td>
</tr>
<tr>
<td>North Dorset</td>
<td>10</td>
<td>87,450</td>
<td>1275 (17%)</td>
</tr>
<tr>
<td>Dorset East Cluster</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>North Bournemouth</td>
<td>8</td>
<td>61,180</td>
<td>550 (3%)</td>
</tr>
<tr>
<td>Central Bournemouth</td>
<td>7</td>
<td>65,670</td>
<td>947 (15%)</td>
</tr>
<tr>
<td>East Bournemouth</td>
<td>9</td>
<td>53,890</td>
<td>796 (19%)</td>
</tr>
<tr>
<td>Christchurch</td>
<td>7</td>
<td>46,370</td>
<td>1097 (19%)</td>
</tr>
<tr>
<td>Dorset Mid Cluster</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poole West</td>
<td>6</td>
<td>33,410</td>
<td>406 (7%)</td>
</tr>
<tr>
<td>Poole East</td>
<td>10</td>
<td>75,280</td>
<td>499 (6%)</td>
</tr>
<tr>
<td>Poole North</td>
<td>4</td>
<td>48,000</td>
<td>534 (1%)</td>
</tr>
<tr>
<td>Poole Central</td>
<td>7</td>
<td>40,010</td>
<td>406 (7%)</td>
</tr>
<tr>
<td>Poole Bay</td>
<td>8</td>
<td>80,010</td>
<td>753 (1%)</td>
</tr>
</tbody>
</table>

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<td>75,280</td>
<td>499 (6%)</td>
<td>10,900</td>
</tr>
<tr>
<td>Poole North</td>
<td>4</td>
<td>48,000</td>
<td>534 (1%)</td>
<td>17,325</td>
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<td>Poole Central</td>
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<td>40,010</td>
<td>406 (7%)</td>
<td>5,990</td>
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<td>8</td>
<td>80,010</td>
<td>753 (1%)</td>
<td>16,212</td>
</tr>
</tbody>
</table>

**NOTE:** At time of data collection, not all GP Practices were able to report accurately on the number of carers registered. This has been estimated.
Even following a successful diagnosis, many carers felt that their views and opinions were not being listened to by medical professionals. This is despite their clear knowledge and unique personal understanding of the cared for person.

Residential respite for the cared for person is much needed by carers, however this can be difficult to book in advance. This has an impact on the carer’s ability to make plans, book holidays or activities.

"As the GP is the first port of call, initial information was zero; they caused me distress instead of resolving it."

"I don't feel that as a carer, somebody knows day to day what my dad's situation is, we do not get asked by the health professionals for our views.

"Nobody asks the carers… I think I’d like to see some respect given to the people who care for people by listening, respecting and valuing their wishes, desires and needs, and not just listening to the patient"

"If you wanted to book your family pet into kennels or cattery you would want to be able to book well in advance, so why is this not possible for the person being cared for?"

Sources:
1. NHS Carers Review: Desk research review of existing data May 2014
3. Adult Survey Results 2015
4. National Survey Results 2014
5. Young Researchers Dorset: Young Carers', Education & Post 16 Choices 2014

This strategic vision takes into account the national and local context for caring. It recognises some of the challenges faced by carers. To be successful it is important that we seize every opportunity to turn the vision into a commissioning/action plan that delivers effective service outcomes for carers and the people they care for.

Summary:
- We are living longer with more complex needs and therefore we need more care.
- It is estimated that England needs 38,000 more care home beds in the next 5 years.
- Only 16% of older people are living with their children in this country compared to 39% in Italy and 40% in Japan.
- Spending on public services is being cut year on year.
- The Care Act requires us to reduce the burden on young carers.
- The 2011 census identified the ethnic profile of carers across England. It shows individuals with a white background most likely to have a caring role, and those with a mixed race background least likely to.
- Spending on public services is being cut year on year.
- The Care Act requires us to reduce the burden on young carers.
- The 2011 census identified the ethnic profile of carers across England. It shows individuals with a white background most likely to have a caring role, and those with a mixed race background least likely to.
- There are significantly higher carer populations in Dorset and Poole, compared to Bournemouth.
- In Dorset we have a shortfall in care home provision and care workers.
- A high rate of urgent admissions and delayed discharges places additional pressure on availability of hospital beds in Dorset.
- Few young adult carers remain in contact with adult social care services when they leave the young carers services.
- The cost of locally implementing the Care Act is unknown and will be affected by the number of carers identified.
- Consistent identification and support through GPs is an issue.
- There are gaps in support for carers especially those supporting people with mental health, substance misuse issues and those within our minority ethnic communities.
- There are increasing pressures on services.
- Referral pathways and support for young carers moving from children’s to adult services is inadequate.
- More elderly people are experiencing stresses and strain from taking on caring roles.
- Carers are waiting too long for assessment and review.
- There is a lack of respite provision across Dorset.
The Care Act 2014 - the carer will have equal recognition to the person being cared for.

The Minister for Community and Social Care will develop a new English Carers Strategy that looks at the best of international practice and examines what more can be done to support carers.

The Children and Families Act 2014 presents an opportunity to look after young carers more effectively.

No Wrong Doors - a memorandum of understanding developed by the Association of Directors of Children’s Services (ADCS), Association of Directors of Adult Social Services (ADASS), the Children’s Society and Carers Trust - this presents an opportunity to address carers wherever they are identified/presented.

The Better Together Programme means that eight statutory organisations are committed to improving the support for carers.

Some of the funding provided by health and adult social care to support carers has been pooled from April 2015.

The involvement of carers in the production of this strategic vision needs to continue and be encouraged so that future developments and delivery/implementation of new services can be developed alongside carers.

Tricuro is a new tri-authority trading company to deliver social care services.

Working in partnership means we can take a whole system approach to align data and services.

Complete the Young Carers Memorandum of Understanding in line with No Wrong Doors and the Young Carers Assessment Regulations 2015.

The aim of the Strategic Vision is to provide carers with the right support, at the right time, in the right place. This means that all organisations will need to work seamlessly together to provide a good experience for carers.

Working in Partnership to Make Things Better

I know how to get involved with the design of new services for carers. It is good to see a suggestion I had made was developed further to support carers.

Everyone who has helped me to cope with my daughter’s schizophrenia has appreciated that I know her best. I am recognised as an important part of the team that looks after her.

When my mum needed some help, I was asked by her social worker what would support me to be able to get to school. She also contacted my school nurse so I have somewhere I can go if I feel I can’t cope with my homework or I need to get away.

My GP knows I am a carer and takes time to make sure I am okay. I completed a health and wellbeing check which made me really think about my own needs. If I do not look after myself, and take regular breaks I can’t be there to support my mum. I enjoy cycling to the shops when mum goes to her lunch club.
When my dad had a stroke, I knew I wanted to look after him. I never realised that I could be recognised and supported as his carer until a nurse at the hospital told me I could get some support and advice for my caring role. He offered to inform my GP, and I received a local information pack within a few days.

When I called the council for some advice about getting a break from caring, they offered to tell my GP I was a carer. Within one week I received a carer’s information pack and an appointment for a carer’s assessment.

I have choices about how I get support tailored to my needs as well as being involved in planning my dad’s care.

I was feeling overwhelmed when my sister was diagnosed with dementia. The receptionist at the GP practice was very supportive and gave me a leaflet with local information and available support for carers. She also booked me onto a “Coping with dementia” course which I recently attended. I now feel more prepared for the future and we can enjoy our times together.

The social worker arranged for my partner to attend an extra morning at the day care centre so I could keep attending my art classes on a Wednesday.

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**Strategic Vision Implementation Plan**

The implementation of this strategic vision will require continued coordinated activity with carers and the eight statutory partners of the Better Together Programme. The following has been built in to aid implementation:

- The Strategic Vision has identified 9 specific objectives
- Each objective is measurable
- Specific performance indicators and milestones will be developed and agreed as part of the commissioning process
- The Strategic Vision will be delivered through a partnership approach and development of joint commissioning and delivery plans
- Carers will be included in the commissioning process and will also be integral part of any review through the Dorset Carers Steering Group
- The health and adult social care funds available to support carers and to support the implementation of the Strategic Vision, will continue to be pooled and reviewed annually
- The review and implementation of the Strategic Vision will take into account the results of national surveys and reviews. There will be a local bi-annual independent review of progress
- Recognition of what is already being done well for carers will protect funding in these areas
- Carers will be included in the development of local delivery plans and will monitor progress

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What we Plan to do

We recognise that most of the consultation towards this document was with carers who were aged over 18. We will be building on existing work to ensure young carers and young adult carers benefit from the outcomes identified in a way, and at a time, best suited to their circumstances.

**Objective**

**Plan**

| Support the early identification of carers, including self-identification | • We will develop robust evidence about the number of carers identified across all services and aim for a year on year improvement in the numbers identified and supported  
• We will raise public awareness of carers through a joint marketing plan  
• We will include carer identification in the outcomes framework for the commissioning of carer services |
| --- | --- |
| Ensure carers receive relevant and timely information and advice about their caring role | • We will review all current information and advice, web-based and printed solutions, across all health and social care services to develop a clear information and advice pathway which reduces duplication and identifies gaps  
• We will provide a universal service to ensure people can find information about caring easily and access the right information and advice at the appropriate time  
• We will ensure information, advice and support is available for carers regardless of where they live |
| Develop the workforce to understand carers needs, improve identification and value their contributions | • We will develop and support a strong network of carers leads in GP practices, schools, hospitals and localities to ensure carers needs are met at all levels  
• We will develop workforce training solutions that raise awareness of carers needs, improve identification and value their contributions  
• We will provide training in their caring role |
| Ensure carers in local care planning and individual care planning | • We will recognise carers as key partners, and work towards the provision of one point of contact for carers  
• We will proactively develop and support carer engagement at a local level to enable us to listen to carers ideas and concerns  
• We will provide training and support to carers so that they can engage more effectively with care professionals  
• We will listen to carers to ensure we deliver care solutions at the right place at the right time  
• We will ensure that the cared for person’s care and support plan is shared with the carer and we will also encourage carers to have an assessment of their own needs |
| Enable carers to fulfil their educational and employment potential | • We will ensure young adult carers between the ages of 16-24 have access to information and advice about life, career and education choices  
• We will work with employers to develop an Employment Charter for carers  
• We will support carers who wish to return to work after a sustained absence due to caring, to develop new skills so that they can return to employment if they wish |
| Provide personalised support for carers and those receiving care | • We will develop processes to assess care needs using a whole family approach ensuring clear pathways between adults’ and children’s services using the “No Wrong Doors” approach  
• We will develop robust evidence about the timescales of carers assessments and reviews, aiming for a steady year on year improvement  
• We will provide practical training to support carers in their caring role |
| Support carers to remain safe and healthy | • We will review and further develop our health and wellbeing check for carers  
• We will develop a peer support network for carers  
• We will design a spectrum of services to encourage carers to stay safe and healthy, including mental health strategies |
| Deliver equality of services across Dorset by commissioning services in a joined up way | • We will review carers services to ensure alignment and equality of services across Dorset  
• We will fund carers services from a pooled fund to ensure value for money and a consistent approach to commissioning  
• We will identify any gaps in services and seek carers views to commission solutions that meet carers needs  
• We will collate data about avoidable hospital admissions to gain evidence for the case to invest more in carers support  
• Technology strategies will be aligned to support the recording, monitoring and integration of services for carers |
| Ensure that carers rights are recognised at the same level as the cared for person | • We will initiate a cultural change programme to raise awareness of carers needs to all staff and ensure they know what to do to help and support carers  
• We will ensure carers rights are included in any new joint initiatives such as the Dorset Care Record |
**Monitoring and Review of Finance and Performance**

**Monitoring Performance**

- Individual commissioning/delivery plans for each partner organisation will be developed to deliver the Strategic Vision ensuring the needs of local communities are met.
- Outcomes from the specific objectives will be monitored and reviewed by the Dorset Carers Steering Group.
- Regular feedback from carers and carers organisations will be used to evaluate progress.

**Monitoring Equality and Accessibility**

An equality impact assessment (EQA) will be completed to ensure we have a detailed understanding of how delivery of the Strategic Vision, and subsequent commissioning and delivery plans, will affect different strands of the population. This includes an equality impact plan to ensure we are mitigating any negative impacts and complying with the law. This will be a working document that will be developed with carers and carers organisations alongside delivery of the Strategic Vision.

**Monitoring of Finance**

Regular monitoring of services, current and projected spend will be undertaken. The Dorset Carers Steering Group will receive regular reports and updates on the pooled budget and other expenditure on supporting the wellbeing of carers across Dorset.

**Review**

- Each partner organisation will undertake a yearly review of their commissioning/delivery plan.
- The review will involve carers, their representatives, carer organisations, partners in local District Councils and all health and social care stakeholders.
- It will take into account national and local policy directives and developments.

**Outcomes for Carers**

<table>
<thead>
<tr>
<th>Outcome based on objectives</th>
<th>How measured</th>
<th>Target performance</th>
<th>Source of evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carers are identified (including self-identification).</td>
<td>Number of carers registered (known to GP practices and local authorities).</td>
<td>Increase</td>
<td>Annual - Review of Management Information</td>
</tr>
<tr>
<td>Carers have completed a Health &amp; Well-Being Check.</td>
<td>Number of Health &amp; Well-Being checks.</td>
<td>Increase</td>
<td>Annual - Review of Management Information</td>
</tr>
<tr>
<td>Carers have completed a carers assessment.</td>
<td>Number of carers assessments.</td>
<td>Increase</td>
<td>Annual - Review of Management Information</td>
</tr>
<tr>
<td>Carers have received an annual review.</td>
<td>Time waiting for assessment from referral.</td>
<td>Decrease</td>
<td>Annual - Review of Management Information</td>
</tr>
<tr>
<td>Carers have received respite care.</td>
<td>Number of weeks of respite care.</td>
<td>Increase</td>
<td>Annual - Review of Management Information</td>
</tr>
<tr>
<td>Carers have received self-directed support.</td>
<td>Number of carers receiving self-directed support.</td>
<td>Increase</td>
<td>Annual - Review of Management Information</td>
</tr>
<tr>
<td>Carers are in receipt of direct payments through local authority.</td>
<td>Number of carers receiving direct payments through local authority.</td>
<td>Increase</td>
<td>Annual - Review of Management Information</td>
</tr>
<tr>
<td>Carers are in receipt of training and support.</td>
<td>Carers awareness training taking place, health, social care, independent providers.</td>
<td>Increase</td>
<td>Feedback, survey, contract monitoring</td>
</tr>
<tr>
<td>Carers are involved with care planning.</td>
<td>Feedback.</td>
<td>Increase of positive comment</td>
<td>Question in annual survey</td>
</tr>
<tr>
<td>Carers are taking advantage of education and employment opportunities.</td>
<td>Number of carers taking advantage of education and employment opportunities.</td>
<td>Increase</td>
<td>Question in annual survey</td>
</tr>
<tr>
<td>Carers are receiving an equitable and consistent service.</td>
<td>Consistent offer across Dorset. Carers in receipt of services as a result of assessment.</td>
<td>Increase</td>
<td>Question in annual survey</td>
</tr>
<tr>
<td>Carers services are invested in through the Better Care Fund.</td>
<td>Size of pooled budget and other expenditure on carers services/support.</td>
<td>Increase</td>
<td>Annual - Review of Management Information</td>
</tr>
</tbody>
</table>

Baseline information will be gathered in year 1. In Year 2 we are anticipating an increase in delivered outcomes, which will be used as a target for ongoing improvement in future years.
Glossary

Better Together Programme - a Programme consisting of eight partner organisations (see page 10) which aims to integrate health and social care services.

Carers Assessment - An individual holistic assessment to ensure the carer’s needs are identified and recorded. This includes the person’s physical, mental and emotional needs.

Care planning - A plan that is an agreement between you and your health or social care professional to help you manage your health and well-being needs.

Commissioning - A means of buying or shaping services.

Dorset Care Record - A shared care record that can be accessed by all care providers - primary health (GP and practice staff), community health, social care, acute hospitals and emergency care services.

In a joined up way - Working together in partnership to deliver services in a coordinated way.

Needs Assessment - An individual holistic assessment to ensure the cared for person’s needs are identified and recorded. This includes the person’s physical, mental and emotional needs.

No wrong door - Being able to connect individuals and/or families with the appropriate service(s) in a manner that is streamlined, effective and seamless from the individual’s and/or family’s perspective, even if that service(s) is not offered by their organisation or within their sector.

Personalised support - Carers are provided with an individualised care and support plan that meets their needs.

Pooled funding/budget - A proportion of the total social care and health budget in Dorset is pooled (joined) together and used to deliver health and social care services jointly, across organisational boundaries.

Statutory responsibilities - Legal requirements that must be delivered by law.

Service development - Listening and understanding people’s needs and designing and developing services to meet that need.

Transition - Young carers who reach the age of 16 and require further support from adult services.

“We” - The word we is used to mean all organisations which are signed up to the partnership. Other organisations, for example those in the voluntary and community sector will also be encouraged to work with us to implement this strategic vision.

Workforce - Any individual(s) that work in a health or social care environment.

Useful Links & References

Links to documents published online

Further information on:
• NHS Dorset Carers Review: Desk Research review of existing data (link to be published)
• NHS Dorset Carers Review: Carer’s Interviews May 2015 (link to be published)
• No wrong doors summary: http://www.local.gov.uk/documents/10180/11431/
• Dorset Young Researchers: www.dorsetyoungresearchers.com
• Plan for new national carers strategy: https://www.gov.uk/government/speeches/personal-responsibility