

**Health and Well-Being Board****Tuesday, 4 November 2014, 2.00 pm, Council Chamber, County Hall****Additional reports marked 'to follow'**

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Item 5. Draft Autism Strategy for Adults in Worcestershire

Date	4 November 2014
Author	Dr Richard Harling, Director of Adult Services and Health
Recommendation	<ol style="list-style-type: none">1. The Health and Well-being Board is asked to:<ol style="list-style-type: none">a) consider and discuss the content of the Draft Autism Strategy for Adults in Worcestershire;b) authorise consultation on this strategy and request that the outcome of this is brought back to the Board in January 2015 for consideration; andc) request an Autism Strategy for children and young people be brought to the Board in January 2015 for consideration
Background	<ol style="list-style-type: none">2. The policy context for the Strategy includes the Autism Act 2009 and is set out in section 4. <i>Autism is a complex lifelong developmental condition that affects how a person communicates with, and relates to other people and how they make sense of the world around them. Autism is known as a spectrum condition because of the wide range of ways in which it presents itself in different people. Although autism presents itself differently in each individual, there are some core features which include persistent difficulties in social interaction and communication and the presence of stereotypic behaviours, resistance to change or restricted interest. (Source: National Autistic Society)</i>3. The National Strategy for Autism requires local authorities to appoint a lead commissioner and to lead the development of a local Autism Strategy, with a view to:<ul style="list-style-type: none">• ensuring the provision of appropriate support for people with autistic spectrum conditions;• having appropriately trained and qualified staff in place; and

- having a clear pathway for assessment, support and where required a clinical diagnosis.

The Autism Strategy

4. This Strategy has been developed by the Autism Strategy Partnership Group, which includes adults with autistic spectrum conditions, family carers, third sector partners, Worcestershire Health and Care Trust and the Council and CCGs [represented by the Integrated Commissioning Unit]. The Strategy states the commitments by all health and social care partners to comply with national requirements through an associated action plan.
5. This Strategy covers adults [people aged 18 years and over] only. It takes account of the transition for young people moving from children's health and social care services to adult services. Due to different legislative frameworks, it is proposed that a for a separate Autism Strategy for children and young people be developed initially and over time an all age strategy be developed taking into account respective national legislation and guidance.
6. Although detailed figures are not available it is estimated on the basis of national data that in Worcestershire there are approximately 3,300 adults with autistic spectrum conditions; of these it is estimated that approximately 1,500 have a learning disability.

Next Steps

7. With the agreement of the Board, consultation would commence as soon as possible for a period of 6 weeks. Consultation will include publication on the Council's website and the opportunity for people to submit written comments, as well as focused discussions with representatives of adults with autistic spectrum conditions and their family carers. The Board will receive a report detailing the outcome of this consultation with any revisions to the Strategy in January 2015.

Worcestershire's Autism Strategy

2014-17

**Fulfilling and Rewarding Lives
for adults with
autism spectrum conditions**

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Introduction

1. Autism is a complex lifelong developmental condition that affects how a person communicates with, and relates to other people and how they make sense of the world around them. Autism is known as a spectrum condition because of the wide range of ways in which it presents itself in different people.
2. Although autism presents itself differently in each individual, there are some core features which include persistent difficulties in social interaction and communication and the presence of stereotypic behaviours, resistance to change or restricted interest. (*Source: National Autistic Society*). Some people with autism spectrum conditions may also experience some form of under or over sensory sensitivity. Many people with autism spectrum conditions are able to live relatively independent lives but others have an accompanying learning disability and require lifetime support.
3. Asperger's Syndrome is a form of autism. People with Asperger syndrome are often of average or above average intelligence. They have fewer problems with speech but may still have difficulties with understanding and processing language. They do not usually have the accompanying learning disabilities associated with autism, but they may have specific learning difficulties. These may include dyslexia, dyspraxia or other conditions such as attention deficit hyperactive disorder.
4. Some people with autism spectrum conditions may develop mental health problems, often as a result of lack of support and because of social isolation and exclusion, but autism itself is neither a mental health condition nor a learning disability.
5. There are a number of terms that different individuals and groups use for recognising autism, including the following
 - Autism/Autistic Spectrum Conditions
 - Autism/Autistic Spectrum Disorders
 - Asperger's Syndrome
 - High functioning Autism
 - Pervasive Development Disorder
6. In Worcestershire, our preferred terminology is 'people with autistic spectrum conditions'. Note that this Strategy focusses on the needs of adults with autistic spectrum conditions and does not cover children and young people. However, it is recognised that as a lifelong condition services have to become increasingly coordinated and integrated and as such many of the actions which form part of this Strategy will reference actions taken for children and young people.
7. This Strategy has been developed in response to the national challenge by Government to ensure that adults with autistic spectrum conditions have access to the right kind of support in mainstream services as well as in condition specific services, which for many years was not the case in the country.

National and local context

National context

8. In recent years there have been a number of national policy developments relating to people with autistic spectrum conditions.
 - The Autism Act 2009 was brought in by Government in response to an identified gap in provision for adults with autism. The Act specified that a national strategy was to be in place by April 2010.
 - The strategy 'Fulfilling and Rewarding Lives: the strategy for adults with autism in England' was subsequently published in March 2010. One of the many requirements of Fulfilling and Rewarding lives was for local authorities to develop their own strategy for autism.
 - Towards 'Fulfilling and rewarding lives': The first year delivery plan for adults with autism in England was published in April 2010.
 - Think Autism - Implementing Fulfilling and Rewarding Lives: statutory guidance for local authorities and NHS organisations to support implementation of the national autism strategy was published in December 2010.
 - Think Autism - Implementing Fulfilling and Rewarding Lives: An update was published in April 2014. This identified 15 priority actions, some of which are relevant to this local Strategy; others are for Government to. A full list is appended.
9. This Strategy needs to be referenced also against the requirements of the Care Act 2014, in particular the duties on local authorities to:
 - Promote wellbeing when carrying out any of their support and care functions;
 - Ensure the provision or arrangement of services, facilities or resources to help prevent, delay or reduce the development of needs for support and care; and
 - Establish and maintain an information and advice service covering the needs of h whole population.

Local context

10. This Strategy is firmly based on the commitments in the *Worcestershire Joint Health and Well Being Strategy*, which states that:
 - The vision of the Board is that Worcestershire residents are healthier, live longer and have a better quality of life, especially those communities and groups with the poorest health outcomes;
 - We will ensure fair access to health services for people with learning disabilities and communities with poor health outcomes;
 - We will ensure that people have access to clear and concise information about how to manage common physical and mental health problems and that they are signposted to appropriate services where they require further advice or support;
 - We will encourage and enable individuals and families to take responsibility and improve their own health and well-being. We will also ensure that targeted support is available where necessary to increase individual, family and community resilience and self-reliance.
11. This last point is especially relevant as this Strategy has been developed at a time when the public sector is facing an unprecedented financial challenge, with both adult social care and health services needing to make substantial savings year on year. It is important therefore that we set realistic expectations about the range of support that will be available.

Purpose and priorities

12. The purpose of the strategy is to provide a strategic direction for statutory health and social care agencies with regard to supporting adults and young people with autism. The strategy has the following aims:
 - ✓ Set out the outcomes for services for adults with autistic spectrum conditions in Worcestershire in line with Fulfilling and Rewarding Lives (appended).
 - ✓ To facilitate a shared understanding of the needs of adults with autistic spectrum conditions, the impact it can have on people's lives and how to use available resources in the most efficient way to improve outcomes.
 - ✓ Provide a framework for how to monitor and evidence service quality and ensure it supports the achievement of national and local targets and performance indicators.
 - ✓ To provide an action plan of how work will be taken forward in the next 3 years.
13. Based on Fulfilling and Rewarding Lives, the requirements of the Care Act 2014, and our local context we have identified the following key priorities which over the lifetime of this strategy will be developed and delivered:
 - The pathway for diagnosis and support
 - Awareness raising and training
 - Improving access to employment
 - Improving access to services
 - Local planning
14. These priorities have been linked to an action plan to ensure that outcomes are clearly identified and ultimately people with adults with autistic spectrum conditions in Worcestershire receive the best possible support and that mainstream services have staff who know and understand autism.
15. This Strategy has been developed by key stakeholders, including individuals with autism and carers of people with autism, in response to this requirement. Key to the delivery of this strategy is the Worcestershire Autism Partnership Group which will help drive the development locally of provisions as outlined in the national strategy and the statutory guidance which followed the publication of the Autism Act in 2009.

Local population and prevalence

16. The demographics of Worcestershire of the 18-64 age group including the local prevalence of Autism, taken from Projecting Adult Needs and Service Information System (P.A.N.S.I.), shows there is currently a 1% prevalence of autism spectrum conditions, which includes Asperger's Syndrome.
17. Due to the projected demographic decrease in Worcestershire in this age group, the numbers of adults diagnosed with autism spectrum conditions is not projected to rise. In the over 65 year group, however, numbers are projected to increase significantly and this will lead to a higher prevalence of autism spectrum conditions in the over 65 group.

	2012	2014	2016	2018	2020
18 - 64	339,500	336,200	335,100	334,000	332,600
Change		-1%	-1%	-2%	-2%
Autism	3379	3351	3345	3333	3327
Prevalence	0.99%	0.99%	0.99%	0.99%	1%

18. According to data from the National Autistic Society, between 44% and 52% of people with autism have a learning disability. Thus for Worcestershire this means between 1,475 and 1,743 people with autism spectrum conditions are likely to have a learning disability. There are a number of specific issues to consider in the terms of the needs of Worcestershire's learning disability population, including:
- As young adults are transitioning through to adults services the demand for support is growing year on year.
 - The needs of younger adults coming through to adult services are becoming more complex.
 - People with a learning disability are living longer so we need to consider the appropriateness and reasonable adjustments required by our older adults services for people with a learning disability, this also means people require services and support for longer.

The pathway for diagnosis and support

19. Identification of possible autism spectrum conditions is the essential first step to effective support, even before a formal diagnosis. Diagnosis is not a goal in itself but part of a process that should help adults with autism spectrum conditions understand and manage their condition and think about what support and services they would find helpful.
20. The majority of people who are diagnosed with autism spectrum conditions receive their diagnosis as children. Worcestershire will continue to encourage early identification of potential autism in childhood and improve the transition period from child to young adult. This should support a reduction in the numbers of people with autism spectrum conditions who reach adulthood without a diagnosis.
21. However it is not unusual for adults to be referred for an assessment of autism spectrum conditions: for example, autism spectrum conditions may have been overlooked if the person's learning disability was the main focus; a change in circumstances may have made autism spectrum conditions more obvious or a previous mental health diagnosis may require a re-assessment.
22. We will develop and implement a clear and consistent pathway in place so that adults with autism spectrum conditions can receive a diagnosis at the earliest opportunity. Currently there are routes for accessing an assessment and diagnosis, but these routes are not widely known or consistent across the county.
23. A new pathway for assessment and support is being developed and this will include information and advice for adults with autistic spectrum conditions to help them understand and manage their condition, as well as signpost them to support in the community and/or refer them into services where appropriate. The challenge is to develop this pathway in difficult financial times, which will require us to be creative and innovative. This challenge will be tackled with the support from the Worcestershire Autism Partnership Group.
24. It is important to note that diagnosis is not compulsory; neither is it a guarantee of support and services, although adults who receive a diagnosis of autistic spectrum conditions do have access to a limited amount of post-diagnostic support from health services. Some adults who exhibit the characteristics of autistic spectrum conditions will not want to a formal diagnosis but will still be entitled to a needs assessment under the NHS and Community Care Act 1990 and as of April 2015 the Care Act.
25. Adults diagnosed with autistic spectrum conditions will be given information and advice about autism and sources of support. These will include local autism support services, voluntary groups, national autism representative groups and the 'Living with Autism' section on the NHS Choices website.
26. We will aim to ensure that all those with a diagnosis are offered a needs assessment, and that carers are offered a carer's assessment. Assessments will be person centred and holistic and will result in a support plan which clearly identifies the outcomes for the person and the support required to achieve those outcomes. However those with a diagnosis are not necessarily entitled to local authority funding: people's eligibility for County Council funding will be considered against the generic criteria set out in the legislation above rather than on the basis of the diagnosis itself. Anyone eligible for local authority funding will be given a Personal Budget and is entitled and encouraged to take this as a Direct Payment and purchase services to meet their own needs.

Awareness raising and training

27. Fulfilling and Rewarding Lives states that increasing awareness and understanding is fundamental towards improving services for adults with autistic spectrum conditions.
28. Health and social care staff in Worcestershire already have access to some training. However, there are no workplace plans or training programmes in place to ensure that this is a basic requirement for all who may have direct contact with adults with autistic spectrum conditions.
29. Some adults with autism spectrum conditions are reluctant to contact health or social care professionals either because of the lack of understanding of autism amongst staff or the inappropriate facilities and communication methods. Health and social care services need to be able to respond appropriately so that adults with autistic spectrum conditions feel comfortable to seek help before needing to access support and services in a crisis or with an acute health problem.
30. We will develop a multi-agency programme so that relevant and appropriate training is provided for all staff in Worcestershire depending on the level and type of interaction they have with adults with autistic spectrum conditions. The aims of training will be to help staff identify potential signs of autistic spectrum conditions and understand how to make the necessary reasonable adjustments in their behaviour, communication and services for people who may have autistic spectrum conditions. Also that staff can offer relevant information and advice, signpost to support in the community and refer through services as appropriate.
31. Training will be provided for all staff working in health and adult social care. It will also be extended to key staff in the Criminal Justice System. Staff who are most likely to have contact with adults with autistic spectrum conditions will be prioritised. Completion of training will be monitored and recorded for analysis. The model of training utilising the life experiences of adults with autistic spectrum conditions has already proved successful and will be adopted in both the development and provision of training.
32. The Worcestershire Autism Partnership Group will work on influencing other organisations, providers and public services to develop their understanding of autistic spectrum conditions and how they can make reasonable adjustments to their own services.

Improving access to employment

33. Fulfilling and Rewarding Lives states that the ability to get, and keep, a job and then to progress in work is the best route out of poverty, and is a central part of social inclusion. Although the statutory guidance does not include specific references to education and employment, other than more generally under local planning, we feel that this is an important area to address.
34. Currently there are developments in employment support for people with across mental health problems and learning disabilities and the aim is to ensure that adults with autistic spectrum conditions have the same opportunities.
35. Young people with autistic spectrum conditions need to be supported through education in order to maximise their potential and gain the qualifications they are capable of. Educational settings need to make reasonable adjustments for people with autistic spectrum conditions to reduce barriers in completing courses, attaining qualifications and the social aspect of college life. Transition planning for young adults will act as a route to access support in further and higher education.
36. Adults with autistic spectrum conditions often need support to build skills and overcome barriers to work and we want to help adults with autistic spectrum conditions make the most of their talents by getting the same opportunities to employment as everyone else. This will include working with some employers in order to raise their understanding of autistic spectrum conditions and what reasonable adjustments they can make.

Improving access to services

Health and adult social care

37. Through the awareness raising and training activities described above we will ensure that adults with autism spectrum conditions feel comfortable in contacting health and social care services and confident that they will respond appropriately.
38. The work on pathways for diagnosis and support will ensure that adults with autism spectrum conditions have access to a diagnosis where appropriate, an assessment of their needs, information and advice – including about sources of support in the community, and that anyone eligible for County Council funding receives an appropriate Personal Budget.

Housing

39. Fulfilling and Rewarding Lives includes an ambition to make it easier for adults with autistic spectrum conditions to access mainstream housing services and understand the options available to them, including the financial help they may be entitled to. Worcestershire Autism Partnership Group will work with local housing providers to consider the needs of adults with autism within the planning, design and allocation of local accommodation.

Social Inclusion

40. All adults with autistic spectrum conditions should be able to live fulfilling and rewarding lives within a society that accepts and understands them. Worcestershire Autism Partnership Group will work on making it easier for adults with autistic spectrum conditions to feel more included. This will include working with a range of agencies to encourage them to consider the needs of adults with autistic spectrum conditions in the design of their services, and working to extend the network of specific support in the community to help people cope with everyday situations.

Local planning

41. Fulfilling and Rewarding Lives states that change needs to be driven locally, through strong local leadership. The key is that local partners come together to discuss priorities and challenges together, how that might be done will need to be determined locally.
42. Worcestershire now has an Autism Partnership Group, inclusive of a range of stakeholders, who are committed to meet regularly. The aim of the group is to set the direction for improved services for people with autism and ensure that improvements happen. The group has been instrumental to developing this Strategy and determining the actions required to implement it.
43. This Strategy will strengthen the partnership between Worcestershire County Council and the Clinical Commissioning Groups as it applies to adults with autistic spectrum conditions, and will guide commissioning of services to ensure that that they are appropriate to people's needs.

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References

For specific information about Autism: <http://www.autism.org.uk/>

Think Autism - Fulfilling and Rewarding Lives:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/299866/Autism_Strategy.pdf

Care Act 2014 – Draft Statutory Guidance:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/315993/Care-Act-Guidance.pdf

Worcestershire Joint Health and Well Being Strategy:

<http://www.worcestershirepartnership.org.uk/cms/pdf/Joint-Health-and-Wellbeing-Strategy-2013-16.pdf>

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Adult Carers Strategy for Worcestershire

Agenda item 6

Date	4 November 2014
Author	Dr Richard Harling, Director of Adult Services and Health
Recommendation	<p>1. That the Health and Well-being Board is asked to:</p> <p>a) consider and discuss the content of the draft Adult Carers' Strategy for Worcestershire;</p> <p>b) authorise consultation on this strategy and request that the outcome of this is brought back to the Board in January 2015 for consideration; and</p> <p>c) request a Young Carers' Strategy be brought to the Board in January 2015 for consideration.</p>
Background	<p>2. An adult carer is defined in the Care Act 2014 as any adult who provides care to another adult, but who is not under contract to do so or as part of voluntary work. Care includes providing assistance to enable someone to carry out basic care activities, access necessary facilities or services, or engage in work, education, training or volunteering.</p> <p>3. This Strategy is set in a policy context of</p> <ul style="list-style-type: none">• National Carer Strategy 'Carers at the Heart of 21st Century Families and Communities', 2008'• Think Local, Act Personal• Worcestershire's 5 Year Health and Care Strategy 2014-19• Care Act 2014 and related statutory guidance.
The Carers' Strategy	<p>4. This Strategy covers adults aged 18 and over. However, in recognition of the transition issues, the implementation of the Strategy will take into account service developments for young carers.</p> <p>5. It is estimated that there are 63,000 adult carers in Worcestershire of who approximately 9,000 have</p>

are in contact with the Council or carer support organisations.

6. The Strategy is a refresh of the original Carers' Strategy. This refresh has reaffirmed the commitments originally made, recognising the central role carers play in the lives of many people. Carers were consulted in the spring of 2014 about the principles of the refreshed strategy; in addition a working group consisting of carers, carers organisations and Council officers developed key aspects to be included in this document. The refresh has brought these commitments up to date in line with the Care Act 2014 and the expectations this sets in terms of the role of the Council.
7. The Strategy forms the basis of an agreed and shared understanding of the role of carers in family and communities. It will be used as the framework within which specific commissioning plans are developed to provide appropriate information, advice and support.

Next Steps

8. With the agreement of the Board, consultation would commence as soon as possible for a period of 6 weeks. Consultation will include publication on the Council's website and the opportunity for people to submit written comments, as well as focused discussions with family carers. The Board will receive a report detailing the outcome of this consultation with any revisions to the Strategy in January 2015.

**Worcestershire
Adult Carers Strategy**

2014-17

Carers at the Heart of Worcestershire Families and Communities

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Introduction

1. Health and social care is changing, not only in Worcestershire. The Care Act is due to come into force in 2015 and heralds huge changes, both for people who need social care, their carers and for the providers of services. Alongside this, the Government is committed to greater integration of health and social care, reflected in the Better Care Fund which makes specific provision for pooling of health monies for carers.
2. At the same time the public sector is facing a continuing and massive financial challenge, with less money available to support an increasing number of people who need support, be it because of their age, disability or other reasons. Increasingly the UK will have to rely on communities, families and individuals to take greater responsibility for their health and care.
3. In Worcestershire, the County Council is responding to these challenges with the Future Lives programme, which will see the way we deliver adult social care services radically changed and focussed on helping people to support themselves and targeting resources on those in greatest need. Worcestershire is also one of 14 Pioneer areas for integrated health and social care, reflecting the local ambition to maximise the opportunities from integrating services.
4. This Strategy is set in the context of this changed environment and will attempt to respond in a realistic yet imaginative and creative way to face the challenges ahead.
5. The definition of a carer for the purpose of this Strategy is as follows:
"a carer is any adult who provides care to another adult, but who is not under contract to do so or as part of voluntary work. Care includes providing assistance to enable someone to carry out basic care activities, access necessary facilities or services, or engage in work, education, training or volunteering."
6. The Care Act for the first time gives Carers the same rights to assessment and support as the persons they care for. It includes duties for:
 - **Well-being:** the Care Act gives local authorities the duty to consider in all its actions the well-being of people (which includes carers)
 - **Information and advice:** local authorities have to provide relevant information and advice so that people (including carers) can find out about how to look after themselves as well as about support and care available from adult social care services.
 - **Prevention:** local authorities have a duty to put services in place that prevent or delay people needing services;
 - **Assessments:** carers assessments will no longer look at whether a carer provides regular and substantial care; instead it will look at the impact of caring on the carer and what needs to happen to ensure that a carer can continue to care;
 - **Meeting support and care needs:** there is now an entitlement for support for those carers who are eligible.

Context

7. The development of this strategy has been informed by the following policies and documents:

National

- National Carer Strategy 'Carers at the Heart of 21st Century Families and Communities', 2008
- 'Recognised, valued and supported: Next steps for the Carers Strategy', 2010
- The Care Act 2014
- Think Local, Act Personal:
 - Making it Real
 - Making it Real for Carers
 - Making it Real for Young Carers

Local

- Worcestershire Carer's Charter 2010
- Future Lives - the transformation programme in Adult Services and Health 2014
- Worcestershire Joint Health and Wellbeing Strategy 2013-16
- Worcestershire's 5 Year Health and Care Strategy 2014-19
- Worcestershire's Carer Survey Spring 2013

The local picture

8. There are currently:
- 63,000 adult carers in Worcestershire – note that the majority of these are supported by informal networks of friends and relatives or are self-sufficient.
 - Carer support organisations and Worcestershire County Council are in contact with some 9,000 carers and this has been increasing every year.
 - Worcestershire County Council undertook 5,389 carers assessments in 2013/14
 - A carers pathway exists for adult carers which includes a process that reduces waiting times for carers assessments and signposts carers to the appropriate support services.
 - Carers are involved in key discussions through consultative groups with both the Council, the CCGs and the main NHS Provider Trusts
 - Worcestershire Health and Care Trust and Acute Trust both have Carers policies/strategies which have been developed with substantial input by carers.

Vision

9. Our vision is that adult carers will be recognised and valued by the wider community and statutory agencies in Worcestershire for the support and care they provide to vulnerable adults, and that they receive appropriate support where necessary to help them provide care safely, maintain a balance between their caring responsibilities and a life outside caring, assist them in ensuring mental and physical health and wellbeing, and support them to be as independent as possible.

Worcestershire's Commitment to Carers

10. The development and implementation of this Strategy is based on the following principles that have been agreed by carers' representatives.
 - **Focus on carer outcomes** – the desired outcomes of carers should inform decision making and any services provided.
 - **Recognition and respect** – the vital role of carers in complementing statutory health and social care services means that carers should receive recognition and respect for their contribution, both from statutory agencies and the wider community.
 - **Involvement in decision making** – carers should be recognised as 'expert care partners' and actively engaged by health and social care professionals in the statutory and voluntary sectors wherever feasible in discussions about the provision of services for patients and service users.
 - **Caring safely** – there should be support available where necessary for carers to help them provide care safely and ensure that they and the people they care for are safeguarded.
 - **Equitable support for all** – the needs and aspirations of adult carers, whatever the reason for their caring responsibility or whatever their personal circumstances may be, should be equally addressed.
 - **Personalised support** – any services carers receive should be tailored to meet their individual needs and aspirations.
 - **Co-ordinated services** – organisations that provide services for carers and patients or service users should work together to ensure that outcomes for carers are met.
 - **A life of their own** – carers have a right to their own life and their personal needs and aspirations should be considered to help them maintain a balance between their caring responsibilities and a life outside caring.
 - **Co-production** – organisations that provide services for carers will work with carers to design services and to review their effectiveness.

Outcomes: *what do we want to achieve?*

11. The outcomes in the original version of the strategy were reviewed by carers in March 2014, and were mostly found to be appropriate. Consequently they have been retained in this refreshed strategy. These national and local outcomes will be used to develop a framework to evaluate the impact of support for carers.
12. The views of carers themselves will be key in determining whether or not these outcomes have been achieved. Their views will be sought to assess the effectiveness of support services, and the extent to which key agencies and front line services consider their needs and aspirations.

National Outcomes from the National Carers Strategy	Local Outcomes
Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role.	<ul style="list-style-type: none"> • I am recognised and respected in my role as a carer • I feel confident that there is a support available • I feel able to care safely • I understand how to access support • I am involved & can influence the assessment of my needs and aspirations • Any services I receive meet my needs and aspirations
Carers will be able to have a life of their own alongside their caring role. Carers will be supported so that they are not forced into financial hardship by their caring role.	<ul style="list-style-type: none"> • I feel able to achieve a balance between my caring role and my personal life • I feel connected to others in the community • I know how to maximise my income to meet basic needs • I feel able to enter or re-enter the employment market when I wish
Carers will be supported to stay mentally and physically well and treated with dignity.	<ul style="list-style-type: none"> • My physical health and emotional wellbeing has been maintained • I am able to manage stress • I feel confident to fulfil my role as a carer • I am able to maintain a dignified relationship with the person I care for

Key themes and approaches: *how are we going to achieve it?*

Information and advice

13. We will ensure that there is comprehensive and accessible information and advice available for carers, including:
 - How to maintain health and well-being
 - How to find support in the community
 - How to find support to manage finances
 - How to find support into employment
 - How to access a carers assessment
 - Details of the services available for patients, services users and carers themselves to help people take control and make an informed choice.
14. Information and advice will be available on a new website and, through the Digital Inclusion Strategy, we will put in place measures to support people to use the internet.

Support in the community

15. We will encourage and support the development and maintenance of local networks that can offer support to carers, and ensure that carers know how to access this support.
16. We will engage with carers and their support agencies to ensure that carers' voices are being heard and taken into account when developing and evaluating services.
17. We will work with local providers of education, training, support into employment and leisure services to promote access for carers, and ensure that carers know how to access these opportunities.

Training

18. We will develop and commission a carers training programme to help carers develop the practical and emotional skills they need to feel confident to fulfil their role.

Health and other universal services

19. We will offer training to staff in all local organisations that provide support and care to help them become "Carer Aware" and "Young Carer Aware".
20. We will encourage schools and colleges to recognise and support young adult carers.

Adult social care assessments

21. We will offer an assessment to any carer who requests one to help them decide the extent of their caring role, identify their key outcomes, maximise their own potential, find support locally, and determine whether they are eligible for any additional funding from adult social

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care. Assessments will be undertaken separately for services users and carers or jointly depending on their preference.

22. Based on the outcome of the assessment, we will work with carers to develop a personalised support plan that describes how their key outcomes will be met, including with their own resources, support in the community and any additional funding from adult social care.

Adult social care funded services

23. Carers who are eligible for additional funding from adult social care will be offered a personal budget. They will be able to take this as a direct payment and purchase their own services. For those that do not wish to take a Direct Payment, they will be able to nominate a third party to manage the personal budget on their behalf.
24. We will work with carers to ensure that there is an appropriate range of services and providers for them to choose from – for example short breaks – and that details about these, including quality and cost are available on the e-marketplace.

Safeguarding

25. We will ensure that carers know how to raise concerns about the person they are caring for or themselves, and what to do in an emergency. Contingency planning for carers will be part of the assessment and support plan.

Implementation and evaluation

26. This Strategy will run from April 2015 to March 2017. Statutory and voluntary sector partners will nominate a main contact to develop a detailed action plan and oversee implementation. We will evaluate the success of this strategy against the agreed outcomes, celebrate successes where possible, and take appropriate corrective action where necessary.