

Recognised and Valued	How we will achieve this	Measures of success
<ul style="list-style-type: none"> <li>• I am recognised and respected in my role as a carer</li> <li>• I feel confident that there is support available</li> <li>• I feel able to care safely</li> <li>• The caring I do is appropriate to my age and capabilities I understand how to access support</li> <li>• I am involved and can influence the assessment of my needs and aspirations</li> <li>• Any services I receive meet my needs and aspirations</li> <li>• I am able to have a say in how services are designed and delivered</li> </ul>	<ul style="list-style-type: none"> <li>• Face to face carers assessments that focus on the               <ul style="list-style-type: none"> <li>• individual</li> <li>• Engagement and consultation with carers included at all</li> <li>• stages</li> <li>• Relevant consultative carer groups are in place and regular feedback to WCC, CCGs and Health and Well Being Board is ensured</li> </ul> </li> <li>• Health and Social Care professionals are Carer Aware</li> <li>• Support services for young carers are in place; schools and colleges have the awareness (carer aware training online training online) to support young carers</li> <li>• Your Life Your Choice website (and other online resources such as <a href="http://yssc.org.uk/young-carers/">http://yssc.org.uk/young-carers/</a>) clearly explain the carers pathways and what universal, commissioned and WCC provided is available</li> <li>• Commissioned services are in place to provide information, advice and support for carers</li> </ul>	<ul style="list-style-type: none"> <li>• There is a commissioned service in place to provide information, advice and support for carers.</li> <li>• A revised assessment, referral and service pathway for young carers has been developed by colleagues in Children's and Adult Services which clearly sets out the roles and responsibilities of staff in the local authority and its partner organisations in ensuring there are 'no wrong doors' for young carers and their families and that no gaps are allowed to occur in the support available for them.</li> <li>• The Early Help Assessment recognises the needs of young carers and is included as an element of whole family assessment.</li> <li>• Worcestershire has been a successful participant in the pilot year of the <i>Young Carers in Schools Award</i> programme launched by the Carers Trust.</li> <li>• There are currently 815 services/products from 195 providers listed on Your Life Your Choice. There are 26 services from 5 providers which are specifically services for carers – i.e. information and advice, helplines groups etc, but many other of the services listed indirectly assist carers and also social opportunities.</li> </ul>
<p><b>A life of my own:</b></p>		
<ul style="list-style-type: none"> <li>• I feel able to achieve balance between my caring role and my personal life</li> <li>• I feel part of my community</li> <li>• I know how to make the most of income available to me and am not forced into financial hardship as a result of my caring role I feel able to fully participate in education or training and enter or re-enter the employment market when I wish</li> </ul>	<ul style="list-style-type: none"> <li>• Support will be made available to all carers</li> <li>• Funded social care will be made available through a carers personal budget</li> <li>• Support can be provided to the person with care needs to help ensure relevant training is made available to include information about financial matters</li> <li>• Professionals and organisations coming into contact with carers will be trained in carers</li> </ul>	<ul style="list-style-type: none"> <li>• Carers are regularly consulted on the suitability and development of services via a variety of groups including the Carers Partnership.</li> <li>• There has been ongoing work with the Access Centre and Triage to further develop the Adult</li> </ul>

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<ul style="list-style-type: none"> <li>I can remain in (suitable) employment if I wish to</li> </ul>	<p>issues. This will be through direct training or Care Aware campaign</p> <ul style="list-style-type: none"> <li>Young carers at risk of becoming NEET (not in education employment or training) receive appropriate information, advice and guidance</li> </ul>	<p>Carer Pathway to ensure a streamlined service for carers and an efficient use of resources.</p> <ul style="list-style-type: none"> <li>For the year ending 31/3/16, of 2458 referrals to the commissioned provider, all received information. 2185 received Wellcheck Assessments and associated support plans.</li> </ul>
<p><b>Supported to be mentally &amp; physically well</b></p>		<ul style="list-style-type: none"> <li>Of those 2458 referrals, 9.1% progressed to a Carer Contact Assessment and referral for a Carer's Assessment.</li> </ul>
<ul style="list-style-type: none"> <li>I am able to maintain my physical health and emotional wellbeing</li> <li>I am able to manage stress</li> <li>I feel confident to fulfil my role as a carer</li> <li>I am able to maintain a dignified relationship with the person I care for</li> <li>I am able to maintain relationships that are important to me</li> <li>We have effective plans in place to ensure staff, people who use services and their carers are aware of and understand the advocacy offer we are developing and how this meets our responsibilities under the Care Act.</li> </ul>	<ul style="list-style-type: none"> <li>Personalised support will be provided to all carers</li> <li>Some areas of provision will be provided through a carers personal budget where this is required</li> <li>Relevant training (e.g. how to manage stress, caring with confidence) and local carer support groups to be in place</li> <li>Carers support and replacement care are available to carers where they need and qualify for it</li> <li>GPs and other Health professionals will make adjustments to carers in their day to day practice</li> <li>Effective support in place for independent advocacy where a carer needs this</li> </ul>	<ul style="list-style-type: none"> <li>Carers are encouraged to feedback at any time during their person centred assessment to indicate if the service is meeting their needs.</li> <li>Evaluation questionnaires are issued to a sample of carers on completion of a period of support. 270 questionnaires were issued in 2015/16. The final analysis is not yet complete, but for the year ending 31/3/15, positive feedback was received from more than 94% of respondents.</li> <li>Caring with Confidence training evaluation – feedback questionnaires are completed for each session, followed up by a final questionnaire 4 months after completion of the programme to measure the programme's long term influence. The direction of travel is towards the most positive in around 80-90% of clients.</li> </ul>
<p><b>Staying safe</b></p>		
<ul style="list-style-type: none"> <li>I am able to care safely and maintain the safety of the person I care for and receive support for</li> </ul>	<ul style="list-style-type: none"> <li>Safeguarding procedures are in place and are accessible to carers</li> </ul>	<ul style="list-style-type: none"> <li>In 2015-16, 41 training sessions were offered covering a range of legal and financial issues. These were attended by 471 carers and 14 professionals. (NB: Promoted as carer rather than professional training).</li> <li>A range of training has been provided by the</li> </ul>

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		<p>Carers Unit including visits to social work teams across the county to deliver Care Act training and provide updates on the Worcestershire Carers Pathway all social work teams have been trained to use the new Combined Needs Assessment documentation, which includes a large element of carer related information.</p> <ul style="list-style-type: none"> <li>• There is an internet based training tool – Carer Aware/Young Carer Aware which can be accessed by anyone, including WCC staff via the eLearning portal.</li> <li>• An ad-hoc feedback capture process has been introduced to provide an additional opportunity to capture, analyse and respond to feedback offered by carers and partners.</li> <li>• Feedback from the 'Side by Side' project delivered by the Health &amp; Care Trust has been very positive and is reflected in survey responses and project evaluation. A number of case studies are being collated to demonstrate the impact of this work and the HACT is liaising with The Alzheimer's Society and the CCG to look at how the project can be expanded across all hospital sites. The HACT recognises the importance of carers within hospitals and is keen to involve more carers in their work and activities.</li> <li>• Any safeguarding issue will be dealt with via the Council's Safeguarding Team and other statutory agencies as appropriate.</li> <li>• Carers feedback surveys to include safeguarding issues.</li> </ul>

