

Darlington Carers Strategy Group Carers Action Plan 2020 - 2022

Primary Theme	National Strategy Actions	Progress so far in Darlington	Action Points- to be explored and tasked to members of the group	By whom	Relevant Dates
1. Services and systems that work for carers	1.1 Carer Friendly GP Surgeries	1.1 Darlington Carer Support (DCS) and Young Carers (DYC) have identified link workers in all GP Surgeries, deliver regular presentations and build on the GP Carers Registers that are held by all surgeries. There are also notice boards/a carers corner in all surgeries. All actions reviewed in light of the Covid-19 pandemic. Actions ongoing but virtually where required.	1.1a. Attend 6 weekly West End Locality Partnership (WELP) Practice Manager meetings.	DCS and DYC	6 weekly
			1.1b. Attend the Annual Time Out session and include the Employers for Carers (EFC) information.	DCS,DYC	Annually
			1.1c. DAD, DYC, DCS to keep noticeboards up to date in surgeries.	DAD, DYC,DCS	Quarterly
			1.1d. All services to update Living Well Directory at least annually	All Strategy Group Members	Annually
			1.1e DCS attending regular meeting with Blackett's Surgery and in close contact with other surgeries.	DCS, DYC	Ongoing
			1.1f attend new carer leads meeting monthly - Suspended at present	DCS/DYC	Monthly
			1.1g. DCS met with Dr Ethna Parker and planning regular engagement with SPLW's team.	DCS	Complete

	1.2 End of life care and bereavement support	1.2a. St Teresa's Hospice offers support to family/carers of anyone with a life limiting illness, through end of life care and following bereavement. This includes the provision of 1:1 support, support groups, complementary therapies and specialist support for children and young people.	1.2a Currently all support is virtual. Referrals for social work and counselling are being delivered by phone and Zoom. A carers group is being held online. Complementary therapies are still being delivered but very limited. Support to young people under 12 only delivered via other trusted professionals ie school. Over 12s directly supported but only limited support.	St Teresa's	Until further notice
		1.2b Cruse currently deliver weekly drop in sessions 1.2c. DCS offer 6 months support and counselling services 1.2d DAD delivering end of life care training to direct payment employees and personal assistants	1.2b Cruse secured funding for Covid support but Healthwatch have feedback that some people don't want to engage through Zoom On hold due to Covid. DAD to update.	Cruse DCS DAD	Ongoing during Covid Ongoing Dec-20
		1.2e Progress with developing links with Darlington Memorial Hospital - Jason Cram and Jenny Steele 1.2f Mind delivering bereavement support via phone line.	1.2e Improvement of links and awareness within the hospital	DCS/DYC Mind	Mar-21 Ongoing
	1.3 Armed Forces specialist support	1.3a. Age UK North Yorkshire and Darlington (Age UK NYD) have short term covid funding until christmas 2020 and are looking for longer term funding.	1.3a. Two bids submitted for befriending and benefit support awaiting outcome. Secured funding for remembrance day free meals to veterans.	Age UK Veterans Project	Update March 2021
			1.3b. DCS link with Triangle of Care and specialist provision at West Park.	DCS	Ongoing

			1.3c. Complete a scoping exercise of wider local and national agencies to access improved support.	Helen Hunter, Age UK to gather this info and feedback	December 2020
	1.4. 2020 Dementia Challenge	1.4a. Dementia Friendly Darlington continues to work to ensure that Darlington becomes increasingly dementia friendly. 1.4b. County Durham and Darlington NHS Foundation Trust (CDDFT) are working towards improving the environment for people with dementia and carers, staff training, audit and research to improve services.	1.4a. A Dementia Friendly Communities Coordinator is in post until 31.3.22. 1.4b. CDDFT is part of Dementia Friendly Darlington with ongoing initiatives. 1.4c Recommission the Dementia Advisor Service from 1.4.21.	Members of Dementia Friendly Darlington Janet Mortimer currently seconded back to wards due to Covid DBC	Mar-22 Suspended Mar-21
	1.5. Carers training and learning opportunities	1.5a. A range of training and learning opportunities is already in place, including training provided by DAD; DCS training i.e. first aid, dementia, "Stress less and relax"; DYC healthy eating training; Alzheimer's CRISP training and Dementia Friends information sessions; Mind self-help course	1.5a. Review current training offer to assess if there is overlap. Focus on core facilitation where possible. 1.5b Alison Donoghue to collate partners key contacts for Carer Training and circulate to Strategy Group	Strategy Group Alison Donoghue DCS	Quarterly Mar-21
			1.5c. DAD to continue to circulate info on Skills 4 Care funding and Community Foundation funded courses to Carers.	On hold due to Covid	Quarterly
	1.6. Improve Social Work practice	1.6a. Awareness raising about the support available to carers has been delivered to all teams by Lisa Holdsworth (DBC) 1.6b. DYC and DCS deliver regular Carer Awareness sessions to DBC staff. DCS agreed with Paige Thomason (Principal Social Worker) to be part of student social worker induction programme, to include work shadowing. Also feeding into Social Care team meetings.	1.6a. Plans are in place to identify a number of Carers Champions in Operational Services. 1.6b. Continue to deliver joint training/awareness raising to Social Care and other relevant teams. Consideration is to be given to a more proactive referral process to Carers Support and Young Carers Services.	DBC DCS DBC	Mar-21 Mar-21
		1.6c Improve Carer awareness of DBC staff	1.6c DYC and DCS to deliver		By Dec 2020

			online training information sessions to staff at DBC for Carers Rights Day		
		1.6d Improve Carer Awareness of TEWV staff	1.6c Alison to deliver Carer awareness training to West Park staff via Teams.		By Dec 2020
	1.7.Continue to enable carers to access Carer Breaks	1.7a. Carers are able to access carer breaks via a number of routes, including: <ul style="list-style-type: none"> • BCF carer breaks funding (via DAD, Darlington Mind, Age UK North Yorkshire & Darlington and St Teresa’s Hospice); • Personalised breaks via DCS, DYC as part of their carer support contracts • Carer breaks via DBC Adult Social Care if eligible needs are identified following a care and support needs assessment of the person who needs care and support and a carer’s assessment of their carer. 1.7b. All partners currently accessing external funding	1.7a. The BCF has been extended for a further year to 31.3.21. This will enable further carer breaks funding to be allocated. Allocation of successor funding to be determined. 1.7b. Strategy Group Partners to collate funding secured for breaks and feedback to DYC	DBC DYC	Mar-21 Mar-21
	1.8 Mental Health Act 1983- Improve dignity and respect	1.8a. Mind have opened services for younger clients. Continuing welfare calls and delivering activities and counselling over the telephone. Limited art and computers delivered face to face. Finding different ways to deliver activities to ensure they are Covid secure.	1.8a. Continuing to deliver during Covid where ever possible.	Mind	Mar-21
		1.8b. DCS attend Triangle of care meetings with TEWV to influence and develop Carer recognition with this	1.8b. TEWV Carers Conference rearranged for in May 2021	DCS	May-21
	1.9. Consultations with Carers to find out if the services and systems work for them	1.9a. Healthwatch’s role is to gather information to influence decision making eg Care Home research.	Digital exclusion project, national and local in partnership with NHS England and Healthwatch England. Extensive consultation taking place targeting individuals' experience of using NHS digitally during Covid.	Healthwatch	Mar-21

			Strategy Group to pull together any survey results during 2020 that reflect the Carers' feedback they have gathered and use this to influence external services and systems.	All	Mar-21
		1.9b. Mind consult with Carers accessing their dementia service.	Mixed feedback received but concern for Carers exhausted by current situation.	MIND	Dec-20
		1.9c. DCS use feedback and consult to find solutions to problems with services.	DCS to survey Carers	Alison Donoghue	Jan-21
		1.9d. DYC consult on service provision twice a year.	DYC use Service User Influence surveys for this.	DYC	Dec-20
		1.9e Age UK preparing to open day services following feedback.		Age UK	Dec-20
		1.10e The Alzheimer's Society carried out a national survey on the impact on Covid19 on people affected by dementia including carers.			
	1.11 Provision of specialist support and information for carers		Recommission the Carers Support Service from 1.4.22	DBC	Mar-22
	1.12 Respond to any requirements identified in any future national Carers Strategies		When identified	Strategy Group members	Ongoing
2. Employment and financial wellbeing	2.1a. Employers for Carers (EfC) membership	2.1a.- EfC umbrella membership is available to DBC and Durham County Council staff, health organisations and SME employers across County Durham and Darlington	2.1a. Joint EfC membership with Durham County Council to continue for at least a further year. This will continue to support the delivery of support to carers employed by DBC and Durham County Council, health organisations and SME employers across County Durham and Darlington	Membership to be renewed until March 2021	Mar-21
		2.1b. DCS and DYC utilise the EfC resources as part of their current contract	2.1b. DCS and DYC to continue to promote the EfC resources until March 2021 and encourage all GP Practices to sign up to EFC.	DCS & DYC	Mar-21

		2.1c. A carers page is available on the DBC intranet	2.1c To be reviewed and updated annually.	Lisa Holdsworth	Jan-21
	2.2 Raising awareness with local employers	2.2a. DBC has awarded funding to DCS for a part-time employment Worker for 1 year in the first instance to focus on local employers. This funding may be extended for a further year.	2.2a. DCS to recruit to post. Planned start date is 1.1.21.	DCS	Jan-21
	2.3 Job Centre partnership work	2.3a. DCS work with the local Job Centres including attending local events for Carers and delivering ongoing training and advice to Job Centre Staff.	2.3a. DCS running online training for job centre staff.	DYC	Ongoing
		2.3b. DCS now has an in house Carer Passport for all staff. Other members of the Strategy Group have flexible work practices. DCS also working on Carer Passport for businesses and link with discount card.	2.3b DCS developing discount card and carer passport for businesses locally	DCS	Ongoing
	2.4 Carers Rights Day and Carers Week.	2.4a Strategy group to look at an online event for Carers Rights Day	2.4a Partnership event cancelled due to Covid but DCS holding online question event for Carers.	DCS	Dec-20
	2.5 Benefit and grant support	2.5a. DCS and DYC working with the Job Centre to support those Carers claiming Carer benefits. Attending Carer events to promote the services and register new Carers. Delivering training to Job Centre staff regularly and attending monthly drop in with work coaches. DAD support Job Centre with Access to Work issues.	2.5a. Suspended due to Covid	DCS and DYC	ongoing
		2.5b. CAB working with DCS on "Darlo Millions" project CAB/DCS considering bid to extend this work	2.5b. Strategy group members to signpost to CAB	Strategy Group members	Ongoing
		2.5c. Age UK offer benefit support and advice via phone and post at present.	2.5c. Age UK project	Age UK	Ongoing
		2.5d. DCS staff now trained on Turn 2 Us grant tool	2.5d will continue	DCS	Ongoing
3. Supporting young carers	3.1 Schools work-identification	3.1. Deliver training through School Charter to schools to help with early identification of young carers. 3 Amber, 4 red - March 2020 (this is happening through contacting schools and offering to deliver training on a virtual basis)	DYC to continue to deliver training and promote the School Charter. 4 additional schools to achieve School Charter status	DYC	Dec-20

	3.2 Awareness raising	3.2a. Deliver training to other relevant agencies to help identify young carers and young adult carers.	3.2a Deliver 8 training sessions annually plus general awareness raising within other presentations. Provide update training as required. During the current COVID-19 pandemic, these are being delivered virtually.	DYC	Ongoing
	3.3 Local authority- Education department	3.3. Attend identified local authority education department events to raise profile of Young Carers across multiple education focused services	Re establish link with Joanna Conway- Safeguarding lead	DYC	May-21
	3.4 Target seldom heard and isolated young carers	3.4a. Link with Mind Café Support Worker to engage young carers with emotional wellbeing needs 3.4b Attend two community focused young people's events with a diverse range of families	3.4a. Ongoing 3.4b Attend two events per year	DYC DYC	Mar-21 Mar-21
	3.5 Target specific referral pathways including carers of family members with mental health and substance misuse issues	3.5. Attend Triangle of care meetings and deliver associated training. Attend meetings with new drug and alcohol service.	Ongoing - The Triangle of Care meetings are currently being held virtually, due to COVID-19. (Meetings with the new drug and alcohol service are planned for Jan/Feb 2021).	DYC	Mar-21
	3.6 CAMHs referral pathway	3.6a. Darlington Mind receives referrals from a range of services, including from CAMHs but are not directly part of the CAMHs referral pathway. Weekend DCAFE – Self harm/young people with self-esteem issues Saturday/Sunday 11-2pm	Update required	Darlington Mind	Mar-21
	3.7 Transitions from Young to Young Adult to Adult Carer	3.7a. Deliver drop in sessions within Darlington College and Queen Elizabeth Sixth Form College. During the COVID-19 restrictions, these are currently taking place virtually on a monthly basis.	3.7a. Disseminate reviewed DYC marketing and deliver a regular drop in at Darlington College and QE and one off events in other providers as necessary. Also continue with internal referral pathways. Helen to pass on a contact to Linda.	DYC	Dec-20

			3.7b. Implement the planned changes to the Young Carers Assessment process. The assessment will be undertaken by Humankind and, with consent, will be recorded on the Council IT system.	DBC, DYC	Dec-20
			3.7c Work is ongoing to develop a Young Carers Transition Assessment process.	DBC. Delayed due to the Covid-19 pandemic.	Mar-21
	3.8 Provision of specialist support and information for young carers		Recommission the Young Carers Service from 1.4.22	DBC	Mar-22
4 Recognising and supporting carers in the wider community and society	4.1 Carer friendly communities	4.1a. Discount card was relaunched in May 2020 by DCS	4.1a. DCS contacting local businesses to get involved with this.	DCS	Mar-21
		4.1b However, carers are still not always recognised or referred for support.	4.1b To improve referrals between the Strategy Group partners by sharing information with each other to encourage referrals.	DYC to coordinate	Mar-21
	4.2 Loneliness Agenda	4.2a. All members of the Strategy Group run projects, training, support groups and other events that work to prevent loneliness at present and intend to continue this work.	4.2a. Collate partners projects are reducing loneliness to encourage referrals.	Strategy Group members	Mar-21
		4.3b. DBC Living Well Directory aims to bring all the information together locally on what is available.	4.3b. All groups to encourage use of the Living Well Directory to promote the Local Offer and utilise all available groups and resources to the maximum effect.	Strategy Group members	Ongoing

	4.5. Recognising and supporting hard to reach carers	4.5a. Work is ongoing to raise awareness of the needs of carers of people with dementia in the BAME and LGBT communities. This will also assist with raising the profile of all groups of carers in these communities. 4.5b. DCS working with GP Practices to launch a support group for Bangladeshi community	4.5a. Contract extended to 22.4.21. The Dementia Friendly Communities Coordinator remit also includes work with the BAME community. Awareness raising sessions will continue with the Sikh, West Indian and Bangladeshi communities. 4.5b. Alison is attending a monthly meeting with Blakett's Surgery and Cllr Sajna Ali to develop these links	Alzheimer's Society DCS	Ongoing Ongoing
5. Building research and evidence to improve outcomes for carers	5.1a Find out what local research has been gathered i.e. DOH, Local Authority, DWP, Universities, Regional research 5.1b. National Carers Survey 5.1c. DCS Carers Survey	5.1a. Need to gather examples of local, regional and national research and evidence any recent research by local voluntary sector organisations i.e. Healthwatch, CAB have students working with them who would be keen to take on some research. 5.1b. Data available on the National Carers Survey which compares results regionally 5.1c- Information on outcomes for Carers accessing DCS service could be used to inform strategy group plans	5.1a. Strategy Group to work together to discuss this and plan a way forward. Strategy Group to focus on this at the September meeting 5.1b. Group to look at this and decide if any action is needed 5.1c DCS Survey due in March 2019. Results to be shared with group	Strategy Group DCS DCS to update	Sep-20 Oct-20 Dec-20
	5.1d Link to the regional survey being developed by the ADASS Carers Network	Delayed due to the Covid-19 pandemic	ADASS working on Carer survey due by end of January	DBC	Mar-21
	5.1e Review what worked and what didn't work during the Covid-19 pandemic and make relevant changes	5.1e. All partners to share their experience of delivering services during Covid	5.1e All partners to communicate plans for delivering services and how they have changed due to lessons learned in Covid.	Strategy Group	Mar-21