

Carers Strategy Action Plan 2009-2012

Input into the success of the Oxfordshire Carers' Strategy

Organisation: Age Concern Oxfordshire Date: April 2010 review Adrian Sell adriansell@ageconcernoxon.org.uk

Priority	Planned Action Point (from Oxon Carers Strategy)	What our organisation will do	Risks	2009/10	2010/2011	2011/2012
1.Opportunities for breaks To have a range of good quality & flexible services to provide breaks for carers	1. 1.1	The Flexible Care service provides specific breaks for carers. Green Funded specifically by the Carers Support Grant an average of 22.17 clients are being helped each month. Each is being provided an average of 2.1 breaks per month. However, through the block contract Flexible Care provides over 200hrs of support per week a significant proportion of which provides a respite break for carers. It is not specifically recorded in this way as the funding comes from a different source.	Reliant on Carer's Specific grant that ends March 2010	Will provide breaks as before Outputs will be an average of 25 clients helped each month, each being provided on average 2.3 breaks per month, averaging 3.6 hours per month.	We will provide breaks as before. Outputs similar to 2009/10	
	3.1					
	1.1.2	Self Directed Support Brokerage development project in Cherwell area,	Funding ends 2010	A trial of providing a	.	

		<p>funded by AC England & OCC. Supporting older people with Individual Budgets and their carers self funders and non-self funders.</p> <p>Green OCC will be providing a report in due course on SDS and the impact on carers. This should probably not be down as ACOxon leading as OCC are lead body on this.</p>		flexible care-type service using SDS has proved successful		
<p>2. Information & communication</p> <p>identify, support, and signpost carers to good quality information and support</p>	<p>2.1 organisations raise the profile of carers needs and signpost to support</p>	<p>Helpline Service Mon – Fri., 10am – 4pm, providing general and more specialist telephone information & advice to older people, including carers of older people, and older carers.</p> <p>Helpline calls to Oct 2008 was 2,060</p> <p>61 specifically identified as older carers Green Helpline calls Apr-Sep 2009 1835. 23 specifically categorised as carers. However, a significant number of calls are received directly from the carer but not coded as such as they are not asking about carer's issues but other issues, e.g. benefits.</p>	<p>Presently funded through charity reserves – risk to sustainability</p> <p>Not always identifying calls which are from carers</p>	Carers are not at present identified on helpline calls but we are in the process of reconfiguring our reporting and identifying carers and effectively signposting them on to other services will be a part of this work.		
	<p>2.2.1 relevant</p>	<p>Provision of Carers Information Packs and updating on an annual basis</p>	Not presently funded	Will look to identify funding		

	clear information about services	Green Carers' information packs are held by I&A and provided when carers' issues are identified.		for the continued provision of carers information packs		
	2.2.1	50 Ways Directory of Services Green 50+ ways has been updated and reprinted – 5000 copies made.	Production is reliant on one off funding grants	A reprint was made recently.	Will review and update	

	<p>2.2.1 and 2.3. frontline staff kept well informed and signpost</p>	<p>Home Visiting Benefit Advice Team provides face to face support for older people and their carers who are being assessed for community care services.</p> <p>The home visitors offer independent support and advice with welfare benefits and other preventative work, including signposting to other appropriate services and organisations,</p> <ul style="list-style-type: none"> o Accessing key safes, o Help with organising finances o Support with Debt o community alarms, o local community events, o Accessing disabled facilities grants and small repairs. <p>Successfully gained £544, 250 in welfare benefits up to Sep 08</p> <p>Amber Our Home Visiting Benefit Advice worker is on maternity leave and the person who will be taking on the work in this area does not start until later this month. I believe the work is on track but cannot report at this stage.</p>	<p>Contract for Home Visiting team ceases in 2009</p>	<p>Will provide services as before, service continues until 2011 and then will be tendered for</p> <p>The Home Visitors will support over 80 carers each year</p>		
	<p>2.2.3</p>	<p>Co-ordinate the 'Older Carers Floating</p>	<p>Funding from</p>	<p>10 group</p>		

	informati on is targeted at areas of particular need	<p>Support Group' for older carers supporting someone with a learning disability. hold information and advice sessions on a monthly basis in different venues across the county</p> <p>Red This work is currently not being carried out. The worker who was leading has moved on to a different role. Funding was very low and as such it has not been possible to find someone else with appropriate skills to take on the work.</p>	Oxfordshire County Council ceases in 2011 with the expectation that The Learning Disability Partnership board will pick up the 2010 funding and OCC to pick up the cost in 2011	<p>sessions will be held across the county during 2009.</p> <p>23 individual older carers supported per year</p>		
	2.2.3	<p>Provision of Older Carers Information Packs and annual updating</p> <p>Red See above</p>	Reliant on annual grant	Will provide services as before – given out to individual carers at the floating support group monthly sessions		
	2.2.3 and 2.3 frontline staff kept well informed and signpost	<p>Memory services coordinators will meet and advise over 400 families and/or clients and attend over 70 memory clinics in 2009.</p> <p>Memory service coordinators also help run very successful regular carer's support groups with Alzheimer's Society and OBMH colleagues. The Age Concern</p>	SLA with OBMH for one whole time equivalent worker, renewed annually.	Dementia carers' support groups to be coordinated across the county. Steering group set up.	Dementia carers Support Group steering committee formed. Dedicated funding to be ear-marked in	

	to services	workers will help run over 100 carer's group meetings, that will average around 100 attendees per month. Green From Apr-Sep 09 499 carers have attended 135 carers' group meetings.			2010/11. Coordinators now called 'dementia advisers'.	
	2.2.3 and 2.3 frontline staff kept well informed and signpost to services	Independent Case Support Workers – for NHS Continuing Care Funding this service advises and supports older people and their carers through the process of NHS Continuing Care Funding and appeals. Successful NHS funding will save or get reimbursed to clients and families around £1.5m in a full year Green Up to July 09 we were taking on 7 new cases a month with 27 open cases. The workload since then has increased as the interpretation of eligibility criteria has been tightened leading to more people coming to us for help.	PCT/SHC pooled budget funding ends April 09	Will provide services as before if successful with on-going funding application We expect to help over 120 Families and Carers in a full year.		
	2.2.1 media campaigns	Linking into national Age Concern England and Carers UK carers campaigns	Reliant on existing staff time and resources for	Will provide as before		

		<p>This needs to be clarified what is this doing to help support the action point</p> <p>Green We have been holding a series of listening events around the county to try and engage older people with the discussions around the Social Care Green paper and wider issues.</p>	<p>carrying out specific events and promotions</p>			
	2.2.1 media campaigns	<p>Linking with Carers Centres and Carers Forum to support publishing local campaigns.</p>	<p>Communication between different organisations has to be well coordinated</p>	<p>Will provide a before</p>		
	2.3	<p>Frontline community staff are well informed sources of info, see above</p> <p>Green We send regular updates and information to frontline staff, including a newsletter. In addition the steering group for Carers Support Groups is helping organisations to coordinate and share information better.</p>	<p>Age Concern staff briefings include news about benefits etc and other updates from the Information and Advice team,</p>			
	2.4	<p>Technology is used to support info and communication with and for carers via Age concerns website</p>				

		<p>Green</p> <p>We have updated our website in the last year and it now has a section on carers' support groups.</p>				
<p>3.Health & wellbeing</p> <p>to help maintain & safeguard the emotional and physical health and wellbeing of carers and their families</p>	<p>3.1.1 flexible health resources for breaks (links to 1.1.1)</p>	<p>(<i>Increased satisfaction with support services</i>) Flexible Care Service provide a service for some families where the carer is the primary recipient by providing a break for carers under particular stress or whose relatives are at higher risk of requiring intensive support from health or social care.</p> <p>Green</p>	<p>SLA with Social and Health Care renewed annually</p>	<p>Will continue to provide service</p>	<p>Remains a highly valued and highly rated service.</p>	
	<p>3. 3.2 wellbeing and alleviate social isolation</p>	<p>All Day Centres and lunch clubs provide an opportunity for social interaction and integration. Nationally, they have been shown to prevent depression and help avoid relapse.</p> <p>Green</p>		<p>Will continue to provide service</p>	<p>Client and carer surveys completed and results very positive.</p>	
	<p>3.2. greater confidence in undertaking caring roles</p>	<p>(<i>Greater confidence in undertaking caring role</i>) Memory Clinics carers support groups provide education, information and support to anyone caring for someone with a dementia.</p> <p>Green</p>		<p>Will continue to provide service if successful with future funding from mental health trust</p>	<p>See previous entry</p>	

	3.3.3 support and information for carers as they plan for the future	<p><i>(More willing to seek help for themselves</i></p> <p>Cross reference to information 2.3 and The older carers floating support group and 2.23 CSGs do this as a core activity.</p> <p>See above</p>		Will continue to provide service		
<p>4.work,education training, leisure</p> <p>To help support carers to have a life of their own through access to work (and financial security) education, training and leisure</p>	4. 3 improve partnership learning in these areas	<p><i>(Carer needs for study, work training and leisure are identified and supported)</i></p> <p>Age Concern Development Workers support and co-ordinate Tai Chi, and a range of other exercise and art classes and health walks.</p> <p>Silver surfers computer training based in the north of the county</p> <p>Many of the activities are offered via The Corner in Cowley road and other smaller locations across the county, particularly in rural areas.</p> <p>Age Concern encourages volunteers of all ages and supports people with caring and other responsibilities. Day centres particularly encourage those recovering from depression to engage as volunteers</p>		ensure opportunities are publicised to carers and carers organisations		

		<p>as the helping role is particularly therapeutic.</p> <p>Green</p>				
	4.2 roll out good practice as employer	<p>Age Concern offers annualised leave and flexible working for staff who are carers?</p> <p>Green</p> <p>In addition we have reviewed and improved our leave arrangements for carers.</p>				
<p>5.Partners in care: Having a voice</p> <p>Help ensure all services and service developments are carer led and where possible in line with what carers say they want and need</p>	5.4 carers report being involved in shaping carers services	<p>A Multiagency carer's support group satisfaction tool is being developed.</p> <p>Green</p> <p>A Multiagency carer's support group satisfaction tool used to provide information for a workshop looking at the future needs of dementia carer support groups. The resultant Steering Group will produce proposal(s) for a countywide network of supported carers groups where most have facilities for taking the cared-for person.</p>				
<p>6. Equalities</p> <p>provide equitable services that all carers can access</p>	6. 2 (Carers diverse and special needs re	<p>Age Concern specifically supports older carers and adapts is information into larger font to take into account any visual problems.</p> <p>Age Concern access different language</p>				

	communi cation/inf ormation are taken into	formats as need requires Green				
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This action plan is in support of the Oxfordshire Carers Strategy 09-12. Action points relate to Section 6 Action Planning.