

Carers Strategy Action Plan 2009-2012

Input into the success of the Oxfordshire Carers' Strategy

Organisation: RETHINK OXFORDSHIRE CARERS SUPPORT SERVICE

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GLOSSARY OF ABBREVIATIONS

SMHRW– Senior Mental Health Recovery Worker

CMHT – Community Mental Health Team

CETP – Carers Education and Training Programme

CRG – Carers Reference Group

CPA – Care Programme Approach

D.P – Direct Payments

LAM – Look After Myself

NSF – National Service Framework

OBMH – Oxford and Buckingham Mental Health Trust

PCT – Primary Care Teams

Rethink have just employed a full time SMHRW, who will be starting with the service at the beginning of May.

The service will then be fully staffed:- 1 x Service Lead

4 x SMHRW

This will contribute in meeting outstanding commitments

Rethink have continued promoting the service to Ward Staff and CMHT's.

Priority	Planned Action Point	What our organisation will do	Risks	2009/10	2010/2011	2011/2012
1.Opportunities for breaks Aim: To have a range of good quality and flexible services to provide breaks for carers	1. 1	G .SMHRW will provide information and advice on how to access funds via Direct Payments, GP 's (carers break) And the Carers Special Grant.	Not enough funding available to meet individual needs.	G. Ongoing. Inform and advise Carers of the available options for funding and how to access these	Ongoing – Identify & monitor carers previously excluded – prioritise them	Ongoing
	1.2	A. We will explore innovative ways to link to Primary Care and GPs	Current Work demand And staff shortage	A. We will work with Carers Centres and GPs to raise profile of Carers and Rethink Services.	Ongoing Staff are currently working on a Port Folio to distribute to GP surgery's	Ongoing
	1.3	G. SMHRW will ensure carers have easy access to information, re: entitlements to breaks to meet their individual needs.		G. Ongoing	Ongoing	Ongoing

	1.4	<p>G. We will ensure the service is readily available and that carers are aware of its existence at the start of their caring role.</p> <p>G. We will raise awareness through education and information provision within the Primary Care Teams, CMHT's and general public</p>		<p>G. Promote through education sessions with the Early Intervention Team, wards, and primary care teams. This is going extremely well.</p>	<p>Ongoing Monitor information available in other public areas e.g. G.P Surgeries, Housing Associations, Libraries etc.</p>	<p>Ongoing promotion</p>
	1.5	<p>G. We will provide Monthly PCT monitoring to meet contract requirements</p>	<p>Contract ends 2011</p>	<p>G. Ongoing</p>	<p>Ongoing</p>	<p>Ongoing</p>
	1.6	<p>G. We will provide training and promote carer/user involvement in the delivery of this education particularly at CMHT training</p>	<p>Increase In work load as service develops</p>	<p>G. Started Jan 09 Staff continues to promote this on the wards.</p>	<p>Ongoing – delivering 3 training sessions P/A.</p>	<p>Ongoing</p>

	1.7	G. We will address barriers to breaks and services by providing Regular Care-coordinators training and promote Carers needs/rights on wards and within G.P's	Increase in work load as service develops Monitor annually	G. Started Jan 09 Next session Nov 09 Positive feedback from participants and co facilitator.	Ongoing – delivering 6 training sessions per annum Ongoing	Ongoing Ongoing
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2. Information & communication	2.1.	<p>A. We will help raise the profile of carer's needs and signpost to support by raising awareness of mental health carers needs in G.P's practices.</p> <p>G. C.M.H.T training</p> <p>G. Promote within BME communities</p>	Increase work load as service develops	<p>A. Start Jan 10 Delay in recruiting new member of staff</p> <p>G. Started Jan 09</p> <p>G. Started Sept 09. More contacts are being made and presentations given on the service</p>	<p>Evaluate – need to increase?</p> <p>Ongoing</p> <p>Prioritise BME communities</p>	<p>Ongoing according to need</p> <p>Ongoing</p> <p>Continue to establish and develop provision for BME communities</p>
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	2.2.1 (etc)	A. We will produce relevant accessible and timely information about services through our quarterly newsletter & website	Work Load Increase	G. First edition Feb 2010	News Letter published twice yearly	Ongoing
	2.2.2	A. We will support the Carers Network and provide relevant information for their website.	Funding	A. Begin work Early 2010	Ongoing	
	2.2.3	A. All carers will be provided with a Welcome pack containing personalised information relevant to their individual needs.	Funding may be insufficient if demand is too great	A Research ongoing	Monitor/ Evaluate. Ensure Carers Companion reaches target group	Ongoing.
	2.2.4	G. Make appropriate links with National Rethink Campaigns and Media team		G. Ongoing Throughout the year	Ongoing	Ongoing
	2.2.5	A. We will provide information via Carers Education and Training Programmes (CETP) and run these programmes more frequently	New staff awaiting Relevant training	A. Start mid 2010 in Oxford City Centre Staff awaiting training	1 C.E.T.P in North or West of County Staff awaiting training	1 C.E.T.P in N, S, or W of county

	2.3	G. We will provide specialist mental health information that is relevant to carers individual needs		G. Personalised information will be available to carers	Ongoing	Ongoing
	2.4	G. We will ensure carers pathways are completed by appointing a member from the Rethink team to act as a link between our service and each ward.		G. Rethink SMHRW ward links will visit wards to educate and support the ward staff in how to meet the needs of carers on a regular basis.	Continue Evaluate. Re-address if necessary with OBMH need to take more responsibility	Ongoing
	2.5	G. We will develop positive, closer working relationships with the ward staff in OBMH	Turnover over of staff may result in breakdown of relationships	G. Ongoing	Ongoing	Ongoing

3.Health & wellbeing	3.1.1(etc	G. SMHRW will support carers in obtaining funding for breaks and prioritise carers at whose needs are greater	Not enough funding available to meet individual needs	G. Ongoing Ensure we are working within the remit of our contract. Carers receiving the relevant breaks they need for respite. Positive feedback received.	Ongoing Evaluate outcomes and feedback.	Ongoing
	3.2	G. Promote carers needs/education within community PCT teams. We will promote the physical well being of carers and ensure this is included in carers individual support plans	Other workload	G. Mid 2008 using the advice of CSW's in carers centres begin to promote the health and well being of carers within these areas.	Ongoing Deliver education and training as required / needed. Individual carers support plans to be implemented in order to provide support that meets identified outcomes	Ongoing evaluation and delivery

	3.2	G. We will provide regular Carers Education and Training Programmes throughout the county.	See 1	G.Ongoing	See 2.2	See 2.2
	3. 3.2	G. Promote courses in well-being eg Looking After Myself and Oxf Carers Service Stress Management courses		G.Ongoing/ ensure links with carers forum are well established	Ongoing	Ongoing
		G. We will promote other well being services and enable carers to attend by providing funding from the Carers Special Grant		G. Mindfulness course running in October 2009	Ongoing	Ongoing
	3.4.2	G. Support Thames Valley Initiative in providing specialist support groups for parents, partners and friends of people with complex needs and personality disorder	Staffing and resource shortage	G. Service developed in Banbury in Jan 2009	Develop service in Wallingford 2010	Develop service in Witney 2011
4.work,education training,leisure	4.1.1	G. Identify Carers suitable for replacement care employment project and refer them to the Carers Centre or Co Council to apply for funding Encourage referrals from statutory services		G. Need to continue promoting in 2010	Ongoing	As previous year

	4	A. Promote 'Life of your own' through Rethink newsletter	Staff shortage Work demands	A. New edition Feb 2010 of newsletter.	Aim for twice yearly publication	As 2010

<p>5. Partners in care: Having a voice. Aim: Help ensure all services and service developments are Carer led where possible in line with what carers say they want and need.</p>	5.1.2	<p>G. Continue to address issues with Stat. services regarding Carers rights to be involved at CPA and reviews of care planning.</p> <p>G. Reinforce NSF section 6 within stat. services & New Horizons once implemented (2010)</p>	Communication barriers in regards to CPA and carer involvement	<p>G. Promote through CMHT and Care co-ordinators training. This is running well by Rethink staff.</p>	<p>Ongoing: Evaluate via Carers feedback and evaluations to Rethink</p> <p>Address carers needs/rights in relation to New Horizons</p>	Ongoing promote as necessary according to feedback.
	5.1.3	<p>G. Make regular links with carers leads within OBMH and ensure carers pathways are completed and action taken</p>	Turnover of staff may result in breakdown of relationships.	<p>A. Build solid working relationship with carers leads on wards</p>	Continue to liaise closely with carers leads Each SMHRW has their link wards	As 2010

	5.2	G. Make links with Rethinks National media team	Lots of sub-groups, difficult to support all due to workload	G. Ongoing	Ongoing	Ongoing
	5.4	G. Support Carers Reference Group and other Carer Involvement Groups which develop in light of Spafford Review		G. Ongoing. Rethink continues to provide a quarterly report and present this at the meeting, feedback from group has been positive.	Ongoing	Ongoing
		G SMHRW will actively identify, encourage carers to become involved in service developments Highlight opportunities for involvement via newsletter and other mediums eg email, Carers Network website, Rethink website	Ditto	G. Ongoing Promote via newsletter and other mediums	Ongoing As 2009 and use of bulletin	As 2010

6. Equalities	6.1	G. Ensure Rethink services are accessible to all. Draw on expertise of CSWs from BME groups		G. Prioritise attendance at Cultural Advisory Board Meetings rethink has presented the service to other providers G. Attend other BME community group meetings	Ongoing As 2009 Ongoing Establish wider network of support for BME groups, The Travelling and LGBT Communities	As 2010
	6.2	G. Access appropriate translation and interpretation services as required	Funding	G. Raise Rethinks teams awareness of specialist services via PCT and Co. Council	Ongoing As 2009	As 2010

	6.3	G. We will work to breakdown barriers to accessing services within carer groups not involved in mainstream services.		G. Establish relationships with organisers of community events and be present to provide information about service and support for guests	Ongoing	Ongoing
	6.4	<p>G. We will continue to work in line with Rethinks core values to actively challenge stigma and discrimination within BME groups.</p> <p>G. We will forge strong links and positive working relationships with leaders of BME and diverse community groups</p>		<p>G. Link with National Rethinks Campaign department and raise public awareness of anti stigma and discrimination</p> <p>G. Ongoing</p>	<p>Ongoing</p> <p>We have been actively involved with the Time To Change campaign</p> <p>We promoted this at a local festival and handed out literature to carers.</p> <p>Ongoing</p>	<p>Ongoing</p> <p>Ongoing</p>

