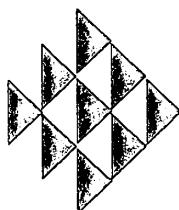


King's Fund



Carers Impact Project in Tameside

Taking Action

Report of a workshop held on 18 June
1997, Conference Centre, Denton

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Contents Summary

| | |
|---|-----------|
| Introduction | 1 |
| 1 What is in place now to develop support to carers | 2 |
| 2 Current Structures | 8 |
| 3 Proposals on new structures for progressing a multi-agency strategy | 8 |
| 1 A Carers Council | |
| 2 A Carers Joint Strategy Sub Group | |
| 4 Taking action on the feedback from carers | 10 |
| Three point action plan: | |
| 1 New Developments | 11 |
| • Better information for carers and carer awareness | |
| • Assessment and care co-ordination | |
| • Primary healthcare and GP involvement | |
| 2 Fast track action points | 14 |
| 3 Current Commitments | 15 |
| 5 Making this happen: critical success factors..... | 17 |
| Appendix 1: Workshop participants..... | 18 |

Introduction

This is a report of a workshop to take forward the issues raised by carers in Tameside. Their feedback is detailed in a **separate report*** written by researchers for Carers Impact and includes the experiences of Asian carers who took part in a parallel focus group.

This report summarises:

- 1 Current work taking place to implement the Tameside Strategy for Carers**
- 2 Proposals on:**
 - a) new structures to progress the carers strategy**
 - b) a three part action plan relevant to carers from all communities:**
 - (i) new developments**
 - (ii) fast track action points**
 - (iii) current commitments which address the issues raised by carers**

This work marks a further stage in the Tameside Carers Impact Project which aims to demonstrate how health and community care services can work together to make a positive difference in the lives of carers from all communities. Tameside is one of six areas running demonstration projects as part of the national Carers Impact programme based at the King's Fund.

This was a multi-agency workshop involving carers and representatives from all the key agencies, including members of the Tameside Carers Impact Project Steering Group. (*Participants list - Appendix 1*).

The workshop was facilitated by Dave Jones, Customer Services Unit Manager, Tameside Social Services and Penny Banks, Project Manager, Carers Impact at the King's Fund.

It is acknowledged that the position statement in part 1 may not be totally comprehensive. However, it provides a first audit of the extensive work taking place in Tameside and identifies current work which can progress the issues raised by carers.

* Carers Impact Project in Tameside: Report on the focus groups and interviews conducted with carers in February 1997. H. Bagshaw and J. Unell

1 What is in place now to develop support to carers?

The following position statement on current work to implement Tameside's Strategy for Carers was drawn up at the workshop and is detailed under the key headings of the strategy. It demonstrates the extensive range of activity across the agencies. It also highlights some of the challenges in order to move forward the work concerning **co-ordination between agencies, monitoring the strategy and mainstream ownership** of the work.

1.1 Signposting

- **The Carers Centre** plays a key role in providing advice and information to carers, helping carers identify their needs and raising awareness amongst all the different services. The Carers Centre links closely with key initiatives such as work with Young Carers, Asian Carers, GPs, assessment practice and voluntary sector services.
- **Social Services** have produced a new leaflet about assessments which was developed with carers.
- **Tameside Acute Trust** has an information strategy which includes producing easy to read information for patients and carers. Specialist link nurses provide information to carers in their own homes.
- **Tameside and Glossop Community & Priority Services Trust** has an information strategy and amongst other initiatives has produced a booklet for carers. A new information officer post is being set up.

1.2 Young Carers

- **Children's Services Plan** recognises the needs of young carers and the importance of a multi agency approach. (Lead: Cherry Platt) The level of involvement of children in planning is currently the focus of a "mapping" exercise.
- **The Carers Team** is undertaking some development work guided by an inter-agency steering group which includes education and social services.
- **Community & Priority Services Trust** has formed an inter-agency steering group to look at the needs of young carers of parents with mental health needs.
Lead: John Whiteside

1.3 Housing

- **Work commissioned on joint assessments and relocation** needs to be redefined. (Housing and Social Services)

1.4 Welfare Rights

- **Welfare Rights Service (Tameside MBC)** provides information and advice on benefits.
- **DSS** has a worker liaising with the Carers Centre.
- **Child Development Unit** provides a welfare rights service.
- **Voluntary sector**, for example Citizens Advice Bureau, Age concern etc., provide advice on benefits.

1.5 Health care issues : Acute and Community

- Work on discharge planning:

1 The Hospital Discharge Group

Senior officers, Health and Social Services meet on strategic issues

2 Discharge Planning Group (Acute Trust and Social Services)

To co-ordinate services and identify specific needs such as continuing care. Carers are part of the agenda

Lead: Alison Johnson, Head of Quality, Tameside Acute Trust

3 Discharge Planning Carers Strategy Sub Group

Focuses on carers and identifies good practice

Lead: Carers Team

4 Discharge Planning Audit (Community & Priority Services NHS Trust)

New research project which will involve carers and will audit the effectiveness of the discharge planning process

Lead: Policy Studies Institute

- **Nursing audit** (Acute Trust and Community & Priority Services NHS Trust receives quality feedback from relatives).
- **Specialist link staff, Acute Trust** provide support and advice to carers in the community
- **Age Concern** is establishing a discharge support service for those people not meeting statutory eligibility criteria.
- **Moving and Lifting Training, Community & Priority Services Trust** - a limited service for carers
- **Primary healthcare** - pilot project between Windmill practice and Carers Centre
- **West Pennine HA/Ashton Renewal Programme** - an opportunity for developing new ways of working with GPs
Lead: William Greenwood, West Pennine Health Authority
- **Incontinence service** - new service specification and criteria being issued

1.6 Ethnic Minority Carers

- **Black Community Initiative, Social Services** - includes assessment project; supported assessments; outreach work with Asian carers; liaison with Tameside College to provide a Community Care Training Course
Lead: Lina Patel, Customer Services Unit
- **Ethnic Health Forum**, joint strategy group to co-ordinate and develop services for minority ethnic communities
Lead: Dr Ellis Friedman, West Pennine Health Authority
- **Ethnic Health Team, Community & Priority Services Trust, Acute Trust and West Pennine Health Authority** to improve access to services
Lead: Mohammed Munir
- **Work with traveller community, Community & Priority Services Trust**
- **Voluntary sector initiatives, e.g. Age Concern**
- **Ethno Sensitive Mental Health Service**

1.7 Staff Care

- **Staff counselling services, Social Services and Community & Priority Services Trust**
- **Staff Care Group, Carers Team**
- **Flexible Working Policy, Tameside MBC** - proposed meeting with carers

1.8 Social Services

- **Assessment**

- one-off training, which involved carers, was provided for most assessors on the Carers (Recognition and Services) Act. The training strategy group is to consider further training needs of staff.
- assessment forms, including self assessment forms developed with carers
- monitoring of assessments under review

- ongoing work on assessment and care co-ordination, Learning Disability Services

- **Carer involvement in:**

- audit of quality and contracts and service planning (Learning Disability Services)
- children's services - support to inter-agency developments that extend the involvement of users and carer in individual assessment, care planning, quality, training and service planning.
Lead: Dave Jones
- joint strategy group, disabilities.
Lead: Dr A Banks, West Pennine Health Authority
- every unit manager has to demonstrate how carers are involved in their work (social services unit agreements).

- **Services to carers include:**

- Carers Centre
- new day care service for people with dementia
- new supported sheltered housing scheme
- Age Concern sitting and support service
- Crossroads sitting and support service
- Apex sitting and support service

1.8 Social Services cont.

- A sample of services essentially for users which impact on carers
 - Birchcroft - training for people with learning disabilities to give them meaningful work
 - Fairways Co-operative, run by carers, provides training and work for people with learning difficulties
 - Tameside Forum of Disabled People - development of Direct Payments Pilot Scheme
 - Vision First
 - Mental Health advocacy
 - Mental Health - Willshaw House daycare for people with dementia
- Work on respite care:
 - Respite Shared Care Initiative,
Lead: Lorraine Maxwell and Ray Slamon
 - Children's services - residential respite and Family Link scheme
- Support to voluntary sector working with carers, e.g. Mencap, Age Concern, CAB, DIAL, carer groups

1.9 Other ongoing work:

- FOCUS - support to parents and children with a life threatening/limiting condition

2 Current structures to develop and implement the strategy

Two parallel groups were given the task of progressing the original strategy:

- 1 The Strategy Steering Group** - where the majority of members are carers
- 2 The Partnership Group** - a multi-agency officers group to implement the strategy.

However, the Partnership Group no longer exists and the only statutory representation on the Strategy Steering Group are two officers, one from Social Services and the other from the Health Authority.

There are no formal links into the joint planning machinery.

Within the joint planning structure each care group strategy group is required to show how they will ensure user and carer involvement in their work and to progress carer issues. There is no one group within the joint planning machinery focusing on carers issues.

In addition to these groups, **a multi agency Steering Group was set up to lead the Carers Impact Project**. Part of its brief was to assess the effectiveness of the current strategy by finding out the impact of services on the lives of local carers and to identify how the work could be progressed. Work on this project has highlighted some of the current difficulties in ensuring the strategy is effectively implemented and monitored.

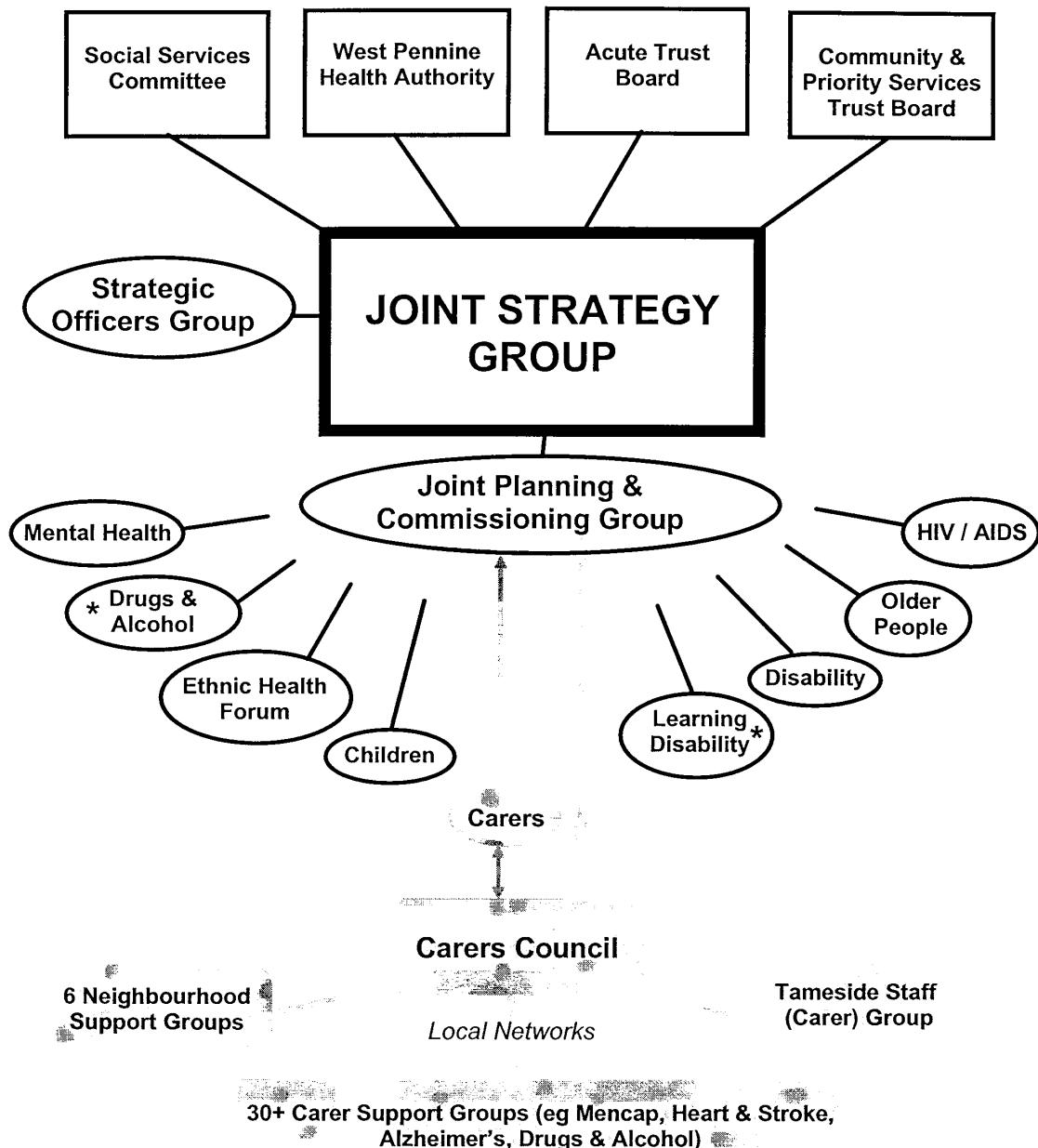
3 Proposals on new structures for progressing a multi agency strategy

The workshop discussed two key proposals outlined by the Customer Service Unit Manager. These were intended to strengthen the carers voice within joint planning and to ensure a more co-ordinated approach to developing and monitoring progress on support to carers (see *diagram*):

- 1 A Carers Council** which has two way communication with carers involved in neighbourhood support groups and other carer support groups and with a direct voice into the Joint Strategy Group.
- 2 A Carers Joint Strategy Sub Group** to provide a focus on carers issues across the care groups and a mechanism for co-ordinating the different developments across the agencies.

Proposed New Structures for Progressing a Multi-agency Carers Strategy

Carers Impact Steering Group (Short Term 1997/98)



* There are some carers on JSG sub groups

The meeting also considered the importance of ensuring the voice is heard of **individual carers**, not involved in groups, partly through individual assessments and other types of customer feedback such as comment cards, surveys etc.

The development of a **parent carer network** was also proposed both to strengthen their voice in planning and to share information.

4 Taking action on the feedback from carers

The workshop reviewed the key messages from carers and the outcomes they identified as important:

- being fully informed
- emotional support
- control of your own life
- time off
- financial security
- paid employment
- confidence in service quality, reliability and ethnic sensitivity
- opportunities for the person cared for to develop and to realise their dreams

The feedback detailed in the report on the focus groups and interviews highlighted a number of practice and service delivery issues, gaps in services and problems in co-ordination between agencies and departments, consultation and training for carers.

Whilst there were common issues for all carers, Asian carers particularly identified the need for better information about opportunities and rights (carers felt constrained because of the internalisation of the idea that they should be able to provide adequate care without asking for help) and the need for a support group.

A three point action plan was drawn up to address these issues. Every action point is to encompass the needs of carer from all communities. Whilst there is additional action focused on the specific needs of the Asian community, the emphasis is on ensuring mainstream services respond sensitively and appropriately to the needs of black and minority ethnic carers.

1 New Developments

| Aim | Objectives | Action Proposed | Action By | By When |
|--|---|---|---|---|
| <p>1 To ensure carers are better informed which also requires all staff to be carer aware within statutory, voluntary and independent sectors.</p> | <ul style="list-style-type: none"> Develop a co-ordinated information strategy across agencies by building on the work in place and good practice (starting with carers/ straightforward language/ different languages and formats) and ensuring every agency's information strategy refers to carers Review the training agenda for all agencies and build in carer awareness for all staff; include medical staff and training issues about telling parents about their child's diagnosis | <p>Set up a working group of lead information officers from health and social services to progress this.</p> <ol style="list-style-type: none"> 1. Training strategy group (Adults Assessment and Care Co-ordination) to review training agenda 2. Review implementation of 'Breaking the News' policy 3. Write to all key managers with training responsibilities | <p>C Barker and Customer Services Unit, Social Services to convene Group</p> <p>L Pawaleck Social Services</p> <p>H McGee West Pennine Health Authority</p> <p>C Barker, Chair Carers Impact Steering Group</p> | <p>1998</p> <p>End Sept '97</p> <p>Jan '98</p> <p>Sept 1997</p> |

| 1 New Developments | | | | |
|--|--|--|---|--|
| Aim | Objectives | Action Proposed | Action By | By When |
| 1 To ensure carers are better informed which also requires all staff to be carer aware within statutory, voluntary and independent sectors. (cont.) | <ul style="list-style-type: none"> • Raise awareness of carers issues • Raise awareness of issues within the independent sector • Develop a parent carer network (see section on structures) • Continue information giving and raising awareness role of carers centre | <ol style="list-style-type: none"> 1. Disseminate workshop report plus carers feedback report to all agencies 1. Review carers issues within contracts 2. Present Carers Impact report to independent provider forums <p>Children's Services strategy Group to progress</p> <p>Continue ongoing work - signposting, publicity, information stalls etc</p> | <p>Carers Impact Steering Group</p> <p>Head of Planning & Commissioning, Social Services</p> <p>C Barker, Social Services</p> <p>B Shaw, Social Services</p> <p>Carers Team</p> | <p>October 1997</p> <p>Ongoing as each contract & specification is reviewed</p> <p>Dec 1997</p> <p>Jan 1998</p> <p>ongoing</p> |

1 New Developments

| Aim | Objectives | Action Proposed | Action By | By When |
|--|---|--|--|--------------------------|
| 2 To ensure good practice in assessments and care co-ordination and that the Carers (Recognition & Services) Act is being properly implemented | <ul style="list-style-type: none"> • Make links with the Continual Improvement Project • Include carers issues within training strategy on assessments and care co-ordination • Ensure the needs of Young Carers are addressed | <ul style="list-style-type: none"> • Hold a workshop to draw up a checklist of carers issues to be addressed within the Continual Improvement Project. • Carers to be involved and consulted in this process • As detailed above (point 1) • Joint Finance bid | Carers Impact Steering Group D Jones / C Barker C Platt, Education | Dec 1997 Dec 1997 |
| 3 To involve primary healthcare teams and GPs | <ul style="list-style-type: none"> • Use the experience of the current pilot project and develop a model for future practices which can be used in the Ashton Renewal Area | <ul style="list-style-type: none"> • Hold workshop to consider both national and local experience to develop a model | Carers Impact Steering Group William Greenwood | Jan/Feb 1998 |

2 Fast Track Action Points

| Aim | Objectives | Action Proposed | Action By | By When |
|--|--|--|--|---------------------------------|
| 1 To strengthen carers voice within joint planning and to ensure a more co-ordinated approach to developing and monitoring the carers strategy | <ul style="list-style-type: none"> To set up new structures as described within report (p9) | Present report to Joint Strategy Group. Consult on the Carers Council | C Barker, Social Services D Jones, Social Services | 3 Sept 1997 End Aug 1997 |
| 2 To improve incontinence services | <ul style="list-style-type: none"> Consult with carers on revisions to service specification and criteria Develop leaflet for carers | <ul style="list-style-type: none"> Review contract monitoring Consult with Carers Strategy Steering Group Carers Strategy Steering Group to decide on appropriate information | C Barker, Social Services A Maloney, Consultant, Public Health Medicine | end of Sept 1997 |
| 3 To inform carers of training available (eg. lifting and handling) | | <ul style="list-style-type: none"> Identify and map all existing training and how it can be accessed | Customer Services Unit | Jan 1998 |
| 4 To inform carers of all available counselling services | | Define and map all existing services and how they can be accessed | Customer Services Unit | Jan 1998 |

| 3 Current Commitments | | |
|------------------------------|---|--|
| Work in Progress | Action Proposed | Action by |
| Support to Asian carers | <ul style="list-style-type: none"> Continue development work | <ul style="list-style-type: none"> Customer Services Unit |
| Respite care | <ul style="list-style-type: none"> Respite Shared Care initiative Review of day care for older people | <ul style="list-style-type: none"> Learning Disability Service Planning and Commissioning, Assessment and Care Co-ordination Unit - Adults |
| Improving Home Care Services | <ul style="list-style-type: none"> Ensure carers agenda is incorporated into new unit for purchasing home care (also see under new developments) Address quality of home care services within continual improvement project | <ul style="list-style-type: none"> F Arbour Paul Wojciechowski, Social Services D Jones |
| Crisis service for carers | <ul style="list-style-type: none"> Address carers needs within the review of emergency service | <ul style="list-style-type: none"> Social Services Directorate |
| Housing needs of carers | <ul style="list-style-type: none"> Review progress on work commissioned Ongoing work on electronic monitoring / updating call systems | <ul style="list-style-type: none"> F Arbour Social Services T Powell Housing J Norris / Paul Wojciechowski |

3 Current Commitments of Carers Team

| | | |
|---|--|---|
| Staff care - raising awareness of the needs of employees who are carers | <ul style="list-style-type: none">• Ongoing | <ul style="list-style-type: none">• Carers Team |
| Hospital Discharge Work | <ul style="list-style-type: none">• Ongoing/to be reviewed | <ul style="list-style-type: none">• Carers Team |
| GP Practice Pilot | <ul style="list-style-type: none">• Ongoing | <ul style="list-style-type: none">• Carers Team |
| Development of Neighbourhood Support Groups | <ul style="list-style-type: none">• Ongoing | <ul style="list-style-type: none">• Carers Team |
| Direct Support to Carers | <ul style="list-style-type: none">• Ongoing | <ul style="list-style-type: none">• Carers Team |
| Carers forum | <ul style="list-style-type: none">• Ongoing | <ul style="list-style-type: none">• Carers Team |

5 Making this happen

The workshop identified critical success factors in improving support to carers and implementing this action plan:

- co-ordination between agencies
- wide ownership of the action plan and increased carer awareness
- clarity about how this will be implemented and who is accountable
- effective carer involvement and an infrastructure to support this
- development of ways to monitor each action point and identify success



Appendix 1: Workshop Participants

| | |
|-------------------|--|
| Angela Bailey | Carer |
| Jane Ball | Tameside & Glossop Acute Trust |
| Penny Banks | King's Fund |
| Charlie Barker | Chair Elect (to take over from Val) Assistant Director, Adult Services |
| Sheila Beswick | Carer, Carers Strategy Group |
| Bridget Bradbury | Carer, Carers Strategy Group |
| Dipak Chauhan | Carer |
| Dave Griffiths | Tameside & Glossop Community & Priority Services NHS Trust |
| Dave Jones | CSU Tameside Social Services |
| Hilary McGee | West Pennine Health Authority |
| Sandra McLaren | Carers Officer |
| Lina Patel | CSU Black Communities Initiative |
| Lynne Paweleck | Tameside Social Services (Adults Assessment and Care Co-ordination Unit) |
| Bob Shaw | Planning & Commissioning |
| Phill Spence | Planning & Commissioning |
| Wendy Bickerstaff | Practice Director, Ann Street Clinic |
| Christine Forth | Carers Development Worker |
| Alison Johnson | Head of Quality, Tameside Acute Trust |
| Cherry Platt | Principal Education Welfare Officer |
| Ray Slamon | Carers Development Worker |

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