

Carers Strategy Action Plan

Strategy Principle	What we need to do	Next steps (SMART actions)	Organisation	Who (person)	By when	Action update
1	Information and advice available and accessible in different formats e.g. paper based, digital	Work with the Carers Centre (CC)/Sheffield Young Carers to ensure information on the carers service is up to date and in highly visible locations across Sheffield Teaching Hospitals (STH) locations, including the community directorate.	STH	Kerry Fenton-Coopland	Oct-18	Leaflet developed and will be distributed to areas across the Trust. The next step will be to develop a support poster(s) to make the information more visible.
		Home care providers will work with the Carers Centre/Sheffield Young Carers so that carers get the information they need either in hard copy or via a website.	SCC	Lee Teasdale-Smith	Oct-18	
1	Support for carers to navigate information	Work with the Carers Centre/Sheffield Young Carers to roll out the carer support volunteer programme so carers can be supported with the right information.	STH	Kerry Fenton-Coopland	Aug-18	Role establish and recruitment taking place. Volunteers will need to undergo training and checks as per STH processes. SCC to meet with relevant wards to discuss the role with ward manager. Once this is complete, Volunteers will be ready to start on the ward.
		Home care providers have established referral/signposting processes to the Carers Centre/Sheffield Young Carers. This to be checked via contract monitoring/reviews.	SCC	Lee Teasdale-Smith	Oct-18	
1	Advice and guidance to support choices and maximise income (e.g. benefits and discounts)	Support the Carers Access Card scheme by offering	STH	Kerry Fenton-Coopland	Oct-18	STH to get more information about the Carers Access Card scheme and then discuss with relevant retailers.
		Develop the Carers Card to provide carers with goods/services discounts across Sheffield.	CC	Pauline Kimantas	Oct-18	
		Sheffield Hallam University (SHU)/University of Sheffield (UoS) to give carers information about the Adult Dependents' Grant and other higher education specific financial support.	SHU/UoS	Katie Smith/Sarah Adams	Oct-18	
1	Information sharing between professionals, services and providers to avoid having to repeatedly tell the story	Explore carers passport options with the Carers Centre/Sheffield Young Carers.	STH	Kerry Fenton-Coopland	Aug-18	Carers ID badge establish in 3 areas, if successful this will become available in more areas across the Trust.
1	Working with Primary Care to improve their knowledge regarding signposting	Identify carers via the admissions process and then receive the carers information leaflet which will signpost carers to the Carers Centre and Sheffield Young Carers.	STH	Kerry Fenton-Coopland	Oct-18	To explore if this can be done with the Lorenzo/ Whiteboard team.
		Add Carers Centre information onto the PRESS portal	SCCG	Sarah Burt	Feb-18	Complete
		Add link to referral documentation to Long Term Conditions review documentation	SCCG	Sarah Burt	Feb	Complete
		Promote carer services at Practice Learning Initiative events	SCCG	Sarah Burt	May-18	In Progress
		Promote need to consider carer health / training / support within Multi-Disciplinary Team discussions	SCCG	Sarah Burt	Oct-18	
		Follow up actions on work started with GP practices to increase signposting/referrals to the Carers Centre	CC	Pauline Kimantas	Oct-18	

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2	Carer aware workforce – training for all frontline staff to recognise carers and the issues they face	Work with the Carers Centre / Sheffield Young Carers to arrange training for Sheffield Teaching Hospitals staff so they are more carer aware and know how to signpost/refer to the above organisations. This will include identifying Sheffield Teaching Hospitals' staff who are caring.	STH	Kerry Fenton-Coopland	Jul-18	Ongoing. Training currently scheduled for newly qualified nurses.
		Create carer awareness training e-learning package.	STH	Kerry Fenton-Coopland	Oct-18	
		Ensure care planning approaches include carers, carer health, contingency planning and carer Patient Activation measure	SCCG	Sarah Burt	Oct-18	
		Work with clinical portfolios within the CCG to establish a baseline position re carer awareness	SCCG	Sarah Burt	Apr-18	
		Work with HR team to highlight any needs re carer awareness and explore options	SCCG	Sarah Burt	Oct-18	
		Work with the Carers Centre/Sheffield Young Carers to arrange training for home care provider staff so they are more carer aware.	SCC	Lee Teasdale-Smith	Oct-18	
		Carer awareness to be included in training for newly recruited home care provider staff.	SCC	Lee Teasdale-Smith	Oct-18	
		Include carer awareness refreshers as part of home care providers staff mandatory training.	SCC	Lee Teasdale-Smith	Oct-18	
		Each home care provider to have a carers lead and carer champions whose remit is to raise carer awareness & represent carers	SCC	Lee Teasdale-Smith	Oct-18	
		Carers Centre/Sheffield Young Carers to raise carer awareness via agenda slots / networking at the home care provider forum.	SCC	Lee Teasdale-Smith	Oct-18	
		Deliver training to Sheffield City Council/Sheffield Teaching Hospitals/Clinical Commissioning Group (as a minimum) on an annual basis to ensure their staff are carer aware	CC	Pauline Kimantas	Ongoing	
2	Greater understanding by all agencies such as social care, health, education and housing staff about the rights of carers/ young carers	Host an information event on Sheffield Teaching Hospitals premises on Carers Rights Day.	STH	Kerry Fenton-Coopland	Nov-18	
		Work with Sheffield Young Carers to promote carers rights during Carers Week and Carers Rights Day.	CC	Pauline Kimantas	Dec-18	

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3	Communication campaign with multiple approaches including communities, primary care and hospitals to identifying carers and explaining the benefits of accessing help	Work with Carers Centre to agree a communications plan for Clinical Commissioning Group funded services	SCCG	Sarah Burt	Oct-18	
		Work with the Carers Centre/Sheffield Young Carers to help them construct a communications plan to help identify more carers via home care providers.	SCC	Lee Teasdale-Smith	Sep-18	
		Home care providers to promote carers rights via communication campaigns during Carers Week and Carers Rights Day.	SCC	Lee Teasdale-Smith	Sep-18	
		Support the development of the 'Carer Hub', the remit of which will be to give carers a voice on services across the city	SCC	Emma Dickinson	Sep-18	
		Encourage / promote the use of the UCAS tick box for carers when it is implemented	SHU/UoS	Katie Smith/Sarah Adams	Oct-18	
3	Carers have a voice	Understand opportunities available within contracting process to highlight importance of carer voice within services and service development	SCCG	Sarah Burt	Oct-18	
4	Develop different 'break' options which are responsive to and reflect carers needs	Home care providers will deliver activities to support respite for carers, including, but not limited to, sitting services	SCC	Lee Teasdale-Smith	Oct-18	
		Develop the range of Time for a Break options	CC	Pauline Kimantas	Oct-18	
4	Develop social assets and capital of carers e.g. 'knit and natter', sport activities, support groups, telephone befriending, buddies, local and national online forums / chat rooms	Work with home care providers to encourage them to refer/signpost to a range of community services that can benefit carers including the Carers Centre.	SCC	Lee Teasdale-Smith	Oct-18	

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5	Training and awareness for employers to understand carers needs and the benefits of having a diverse workforce and how flexible working can be used to retain staff.	Send out a questionnaire to 5 employers to understand how they identify and support carers.	CC	Pauline Kimantas	Oct-18	
		Deliver 2 events (per year) for Sheffield employers to raise awareness of carers and the benefits that come from supporting them in the workplace.	CC	Pauline Kimantas	Oct-18	
		Support the development of the Sheffield Standard – This standard will support employers to be carer aware and have appropriate policies/processes in place to employ and retain carers in the workplace.	CC	Pauline Kimantas	Apr-19	
5	Policies implemented to support adult and young carers to achieve in their learning	Carers who are at Sheffield Hallam University/University of Sheffield to be signposted to the Carers Centre.	SHU/UoS	Katie Smith/Sarah Adams	Oct-18	
		Link with the Higher Education Progression Partnership to request carers support is advertised at the adult learners café	SHU/UoS	Katie Smith/Sarah Adams	Oct-18	
6	Training for health staff to recognise carers and understand the impact of caring on carers health and how to support them effectively	Work with Sheffield Carers Centre/Sheffield Young Carers to arrange training for Sheffield Teaching hospitals staff.	STH	Kerry Fenton-Coopland	Jul-18	Ongoing. Training currently scheduled for newly qualified nurses.
		Work with primary care commissioners to ensure practices are aware of and promote the Royal College of General Practitioners Supporting Carers programme	SCCG	Sarah Burt	Oct-18	
6	Targeted health interventions for carers e.g. flu jab, carers check ups, screening programmes	Sheffield Teaching Hospitals staff to promote/give information on free annual carer health checks.	STH	Kerry Fenton-Coopland	Jul-18	This will be done through signposting to SCC via the carers information leaflet.
		Work with the Carers Centre to promote carer health checks	SCCG	Sarah Burt	Oct-18	
		Home care providers to promote targeted health interventions to carers e.g. carers health check.	SCC	Lee Teasdale-Smith	Oct-18	
6	Awareness raising so carers understand their own health and wellbeing is important. Empowering carers with health conditions to self-manage their condition.	Signpost to NHS Choices carers webpage and other online resources e.g. health podcasts.	STH	Kerry Fenton-Coopland	Oct-18	Explore potential of a Carers section on Trust website which can include link to online resources