Bury Carers Strategy Action Plan

Key Priorities Statement:

What is important to carers is the focus of the Bury Carers Strategy and Action Plan, the key priorities identified by carers are:

- **'Balancing my own life with my caring role'**
- **'Improving and maintaining my personal health and wellbeing'**
- **'Being recognised, acknowledged and valued as a carer'**
- **'To be socially active and not become isolated or lonely'**

The focus of this Bury Carers Strategy Action Plan is on the emerging themes from the feedback of the carer's consultation. To help achieve these outcomes, it is important that everyone plays their part and contributes to the outcomes aspired for carers in Bury by working in partnership.

The eight key themes that carers identified as important to them are highlighted below, also showing which strategy outcome they align to. In addition to the eight key themes, identification has been adopted as a strategy outcome:

- ✓ **Carers are clear on what is important to them** – Key Priorities Statement
- ✓ **Information & advice** – –Strategy Outcome 1
- ✓ **Local community support** – Strategy Outcome 2
- ✓ **More activities and support for carers**- Strategy Outcome 2
- ✓ **Respite** – Strategy Outcome 2
- ✓ **Available support isn't right** – Strategy Outcome 3
- ✓ **Disjointed system** - Strategy Outcome 3
- ✓ **Befriending and peer support** – Strategy Outcome 4
- ✓ **Identification of carers –** Strategy Outcome 5

Key:

Short Term due date June 2021

Medium Term due date June 2022

Long Term due date June 2023

Strategy Outcome 1 – Information & advice					
Ensuring consistent and timely information and advice that is easily accessible					
	Priority	**How delivery will be undertaken**	**By who**	**Times cale**	**Achievement to date / work underway:**
1.	Information for carers is accessible, up to date and consistently communicated	**1a)** Improve the online offer for carers in Bury. • Appropriate carer links to be promoted through CCG website	ABE JH		Development of a dedicated carers section on the Bury Directory; the offer is user friendly – considering colours, size of text, language used One Community hosts a Bury Carers Information & Engagement section Carer information available on Bury Councils' website The Bury Carers' Hub offer: • Opportunity to join a closed group via their Facebook page • The Digital Carers Community Network: an online forum where carers can meet other carers, share experiences, ideas, sources of information and talk about the topics that are most important to them • Weekly evening Coffee & Chat on Zoom for all n-compass carers • Weekly Bury Coffee Morning on Zoom • Carers UK Digital Resource free to carers to access a range of resources and information • Information, training & activities events via Zoom • E-bulletins
		1b) We will promote the information available for carers and professionals	ABE JH TT		• Bury Carers' Hub leaflet containing all contact/referral details • Bury Carers' Hub poster for use in GP Practice and other waiting areas, and community venues • Hard copy Bulletin for Carers informing them of the current offer of services, including all Zoom links • Bury Carers' Hub Newsletter twice a year – October and May • Expression of interest pads for professional referrals • Bury Directory

		1c) Use national campaigns to raise awareness and highlight information	JH TT		• The Bury Carers Hub: Carers Rights Day – Thursday 26th November 2020 – 2 workshops for carers on Zoom – topics Money Matters and Legal Matters
2.	Carers want information on how best to care for the cared for	**2a)** Ensuring there is information about caring for the cared for including conditions and illnesses of the cared for	JH SP TT		• Included on the Bury Directory https://theburydirectory.co.uk/nhs-health-wellbeing • The Bury Carers' Hub offer the Digital Carers Community Network – carer type specific topics
Strategy Outcome 2 – More activities and support for carers, including local community support & respite					
Ensuring a variety of support & activities are available across neighbourhoods, meeting the local needs of carers; enabling carers to take a break from their caring role					
	Priority	**How delivery will be undertaken**	**By who**	**Times cale**	**Achievement to date/ work underway:**
3.	Provision of a Pop up' or 'drop in' facility in each neighbourhood in Bury	**3a)** Bury Carers' Hub – to develop: • Carers drop ins in all 5 neighbourhoods, utilising local venues/community assets • Re-establish the Weekly coffee morning in Bury East and explore whether to introduce regular Carer Coffee & Chats in all the neighbourhoods, utilising local venues/community assets • Exploring opportunities with the Community Hub's and in other local venues/community assets	ABE JH	Dependent on Covid-19	• Carers Information and Support Officers complete non-statutory Carers Assessments, co-produced with carers individual support plans and refer and signpost to local and national services • SWEMWEBS and the Get the Most Out of Life (GMTOOL) are used with carers at the beginning and end of 1-2-1 support • Weekly evening Coffee & Chat on Zoom for all n-compass carers • Weekly Bury Coffee Morning on Zoom
4.	Promote community resources where support, activities and services are provided which	**4a)** Information sharing between professionals, services and providers	NG JH CM KG		

	could meet the needs of local carers		JG SR SP TT		
		4b) Developing the role of the local VCF sector in delivering services within local communities	NG		
		4c) Ensuring there are volunteering opportunities for carers	NG GMN JH		• Bury Carers' Hub offer opportunities to volunteer as a 'Friend of Bury Carers'
	Work with carers and key stakeholders to develop a program of training	**5a)** Training plan, to be developed in consultation with carers, responding to needs and interest	JH ABR JK SJ TT		• Quality of Life Conversational tool (under development) • HY2W open to all carers to access • Carers can register on the Carers UK Digital Resource using n-compass free access codes. This resource provides access to information on a range of topics, online training, and a care coordination app • Bury Carers' Hub promote PROMAS free training for carers • Promote support available in local colleges and in the Bury Adult Learning Centre • Link in with the Strategic Planning and Economic Development team to explore potential GM opportunities • Link in with the Northern Care Alliance to explore potential opportunities • Recover Academy GMMH
6.	Ensure that carers are aware of their right to a Carers' Assessment and a Needs Assessment for the cared for person	**6a)** Universal services are being offered as standard to support the health and wellbeing of carers. Carers' Personal Budgets are agreed only when all other options have been explored and exhausted, and when the Carers' Personal Budget will meet identified needs	AC BJ		

Strategy Outcome 3- Disjointed system & available support isn't right					
Carer support is joined up, easy to navigate and delivers outcomes. We will work with carers to ensure that carers support and services is right for carers including working carers.					
	Priority	**How delivery will be undertaken**	**By who**	**Times cale**	**Achievement to date/ work underway:**
7.	Services to be flexible to meet the needs of local carers, including carers who are in education, employment or training	**7a)** Develop innovative and technological solutions to accessibility.	ABE JH HA CM ZA ABR JK		• Community Network available 24/7 • Weekly evening Coffee and Chat on Zoom • Carers activities and training on Zoom including some evenings • Facebook page and closed group available 24/7 • CHAT Line available 24/7 • 1-2-1 appointments available evenings and weekends to suit individual needs and preferences • Bury Directory • Provide 15 hours of bid writing support annually to local groups (Bury Carers' Hub) Bury Carers' Hub looking at how they can innovate and adapt working practices to respond to the challenges of COVID to develop : • Carers drop ins, Coffee & Chats, activities, and training to include some evenings and weekends in all 5 neighbourhoods
8.	Engage with employers to support people in their caring role	**8a)** Raise awareness of the working carer agenda	SJ AG		• Free access for small & medium businesses to the Employers for Carers digital resource to implement carer friendly practices EfC • GM Working Carers Toolkit for Employers - Link
9.	Support for carers will positively support the needs of carers and their cared for person's lifestyle, sexual orientation, age, disability, gender, racial origin, cultural, religious or linguistic background	**9a)** Collect demographic data	CM JC SF JH ABR		• Bury Council leads on contract monitoring for commissioned carers' services and ensures that data is collected, analysed and reported on. Bury Council also monitors internal performance using their own social care database
		9b) Undertake Equality Impact Assessments	SR SP		

		9c) Produce a risk/mitigation plan to sit alongside the carers action plan			
10.	Raising awareness of carers and supporting/ shaping how professionals can work together to support carers	**10a)** Members to work together to create sustainable solutions to improve carers experience	SP TT LC KG BG		• Bury Carers' Hub is delivering service briefings on Zoom/Teams • Bury2gether, the Young Carers Service & the Bury Carers Hub to understand what all 3 Carers services offer and can work together to support all aged carers The Carers Strategy Group members could use: • Press releases • Social media campaign • Nominate carers for annual Greater Manchester Health and Care Champion Awards – Recognising our Unwaged Carers category • Annual carers recognition awards/event
11.	Improve support for young carers transitioning to adult services	**11a)** Review the information, advice and support currently available. Understand the gaps and the needs of young adult carers. Evidence this and agree a forward plan.	ABR JH		Links have been created with Bury Young Carers and Bury Carers' Hub to look at transition for young adult carers
12.	Carers are encouraged to make a positive contribution to the design and evaluation of services.	**12a)** Developing a service offer with young adult carers for young adult carers	ABR JH		Collaborative partnership between the Bury Carers Hub & Bury Young Carers Team at how best to engage with young adult carers
		12b) Undertake the annual carer survey	JH		Bury Carers' Hub – already in place: • n-compass Citizens Involvement Board has carer members (currently no one from Bury) • 1-2-1 case closure process collects outcomes data, feedback, suggestions, and ideas • Open door and encouragement by staff for feedback, suggestions, and ideas Bury Carers' Hub – to develop: • Annual carers survey to go out with newsletter to collect feedback, suggestions, and ideas

		12c) Bury Carers Forum delivering opportunities for carers to contribute	NG JG ABE JH	Dependent on Covid-19	Bury VCFA, the Bury Carers Hub and current Executive Bury Carers Forum members representatives working together with input from carers across all 5 neighbourhoods

Strategy Outcome 4- Befriending and peer support

Enabling a range of befriending and peer support activities

	Priority	How delivery will be undertaken	By who	Timescale	Achievement to date/ work underway:
13.	Peer support, mechanisms and opportunities to meet other carers and supporting each other emotionally and reduce isolation	**13a)** Publicise, support and deliver peer support networks and community groups within the local community	JH SR KG SJT NG	Dependent on Covid-19	Bury Carers' Hub – already in place: • Community Network available 24/7 • Facebook page and closed group available 24/7 • CHAT Line available 24/7 • Carers can receive regular calls from volunteers through the CHAT Line • SWEMWEBS and the Get the Most Out of Life (GMTOOL) are used with Carers at the beginning and end of 1-2-1 support Bury Carers' Hub – to develop: • Carers drop ins • Coffee & Chats • The Bury Directory Link The Carers Forum
		13b) Social prescribing initiatives	GMN	Dependent on Covid-19	

Strategy Outcome 5- Identification of carers					
Identifying carers is the first step to ensuring that every person caring for someone is supported. It is vital that we get this first step right.					
	Priority	**How delivery will be undertaken**	**By who**	**Times cale**	**Achievement to date/ work underway:**
14.	Ensure all carers are equally recognised and supported	• **14a)** Increasing identification and support for carers through Primary Care to ensure carers are better prepared for caring and can get support early to look after their own health and wellbeing and ensure commitment from all GP practices. • **14b)** Using carers health checks & flu clinics to identify carers, passing their details (with permission) to the Bury Carers' Hub • **14c)** Referring carers to the Bury Carers' Hub and other relevant services • **14d)** GP surgeries to have a Carers Register to help understand and identify carers in the borough • **14e)** Carer awareness training to be explored with GP surgeries	FMC ZA JH GMN		**14a)** Work has taken place to improve awareness and proactive identification of carers within general practice at part of embedding the GM Standards. Due to contractual changes as a result of Covid-19 this proactive work has been paused. **14**b) Practices do refer carers through to carers services but this data is not recorded **14c)** as above **14d)** All GP surgeries have a Carers Register however this data isn't currently being extracted **14e)** All practices completed carer awareness training within 2019/2020
		14 f) Increasing identification and support for carers through social care to ensure carers are better prepared for caring and can get support early to look after their own health and wellbeing	AC HA CM JH ABR BG		The Community Commissioning Management Group (OCO) agreement to support the carers agenda and raise the profile of carers in meetings, discussions and areas of work Bury Carers' Hub to :

					• Share details with the Integrated Neighbourhood Teams ASC staff to identify and support carers appropriately
		14 f) Influencing initiatives and partnerships in Bury so that they include carers and are better meeting the needs of carers	FMC ZA HA SR SP GMN NG TT BG		
		14g) Raising public awareness of carers and caring and reaching people who do not identify themselves as carers	SP JH TT LC KG SR BG SJT JK AG		

'By who' glossary:

ABE	Asher Beever	Senior Services Manager, Carers, n-compass
ABR	Andy Bradburn	Bury Young Carers Team Manager, Children Services
AC	Adrian Crook	Assistant Director of Adult Social Care (Operations)
AG	Anne Gent	Partnership Manager, DWP
BG	Bernie Garner	Director of Community Services, The Fed

BJ	Bev Johnson	Principle Social Worker – Adult Social Care (Operations)
CM	Caroline Malvern	Carers Engagement Coordinator, Bury Council
FMC	Fin McCaul	NHS Bury Clinical Commissioning Group (CCG) Long-Term Conditions
GMN	Georgina McNulty	Social Prescribing Manager, The Beacon Service
HA	Hayley Ashall	Strategic Planning & Development Manager, One Commissioning Organisation
JC	Jeanette Church	Provider Relationship Officer, One Commissioning Organisation
JG	Cllr.Joan Grimshaw	Chair – The Bury Carers Forum
JH	Jayne Harrison	Service Manager, Bury Carers Hub
JK	Julie Kenrick	Head of Service, Bury Adult Learning Centre
KG	Kim Gibson	Family Support Officer, Community Mental Health Team
LC	Lesley Cutts	Social Care Officer, Bury Council
NG	Neil Gibson	Strategic Partnership & Network Officer, VCFA
RW	Rhiannon Walton	BURY2GETHER
SF	Sandy Firth	Performance Lead, Bury Council
SJ	Simon Joos	Employment, Skills and Business Engagement Officer
SJT	Sarah-Jane Truman	Community Development Lead, Achieve Bury (GMMH)
SP	Shenna Paynter	Programme Lead, Public Health
SR	Safina Rashid	ADAB
TT	Trudy Taylor	Patient / Service User Experience, Northern Care Alliance
ZA	Zoe Alderson	Head OF Primary Care, NHS Bury Clinical Commissioning Group (CCG)