

Carers and Young Carers Strategy

Implementation Plan 2019-2020

Objective	Actions	Measurable Output	Expected Outcome	Target Date	RAG Rating	
Commitment 1: Carer/Young Carer/Family Recognition						
We will make sure that in their caring role, carers' and young carers' needs are recognised and they are valued and respected for the important contribution they make.	1.1	Review what information is captured about carers and young carers across Trust systems. This includes patient information systems, such as, Insight, System One and Case Register and staff systems, such as, ESR, training. Analyse and report on the full demographic picture of identified carers and young carers, broken down by service area.	An up to date database for recording carers and young carers.	We will have a much greater understanding of who our carers and young carers are within our systems and who we need to provide support for.	September 2020	Yellow
	1.2	Encouraging carers and young carers to self-identify using a variety of means, such as, posters/signs, business cards and leaflets, whilst recognising the diversity of needs across the city.	20% increase in the number of carers and young carers self-identifying.	Carers and young carers to recognise themselves as carers, to enable us to identify them and provide the support they deserve.	January 2020	Green
	1.3	Identify the training needs of services/teams in regard to supporting carers and young carers.	A training programme is in place to suit all identifiable needs.	Evidence to enable forward-planning for the development of training.	May 2020	Yellow
	1.4	Identify carers and young carers who are considered 'hard to reach'; least likely to	Increase the number of 'hard to reach' carers and young carers	Ensure the Trust is providing equity to all carers and young carers.	September 2020	Yellow

		be able to access appropriate information, advice and support that is available. Such as, individuals who are from Black and Minority Ethnicities (BME), Lesbian, Gay, Bisexual and Transgender (LGBTQ+) individuals, mental health and substance misuse carers or disabled carers.	identified on Trust records.			
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Commitment 2: Carer/Young Carer/Family Involvement						
We will make sure that carers and young carers have the opportunity to be involved in the planning, care and treatment of the person they care for with their consent. We will further ensure that we provide opportunities for carers and young carers to get involved and support any service improvements.	2.1	Have a variety of methods in place to encourage carers and young carers to feedback about their experiences, for example, Care Opinion, the Friends and Family Test, surveys, forums.	1% increase in the number of Friends and Family Test responses from people self-identifying as carers and young carers.	Carers' and young carers' feedback will influence future service development.	December 2019	
	2.2	Carers and young carers participate in improvement projects, as appropriate, for example, Microsystems, Connecting People, Quality Improvement initiatives and research.	We have appropriate representation and a record of carer and young carer involvement in initiatives.	Carer and young carer involvement in all appropriate projects and governance initiatives.	March 2020	
	2.3	Develop collaborative partnerships with associated organisations across Sheffield, for example, the Carers Centre, Sheffield Young Carers, Sheffield City Council and the Clinical	Have appropriate representation of associated organisations at the Trust Carers and Young Carers Strategy Implementation meeting (one attendee from each	Effectively collaborating with associated organisations to support service improvement in the Trust. Ensure equity of service provision.	March 2020	

		Commissioning Group.	organisation). Representatives from the Trust to attend the city-wide Carers Board meetings.			
	2.4	Carers' and young carers' involvement to be supported by the 'Policy for Reimbursement of Expenses and Involvement Payments'.	All carers and young carers recorded as being informed of the 'Policy for Reimbursement of Expenses and Involvement Payments'.	Ensure carers and young carers are not out of pocket for collaborating with the Trust.	March 2020	
	2.5	Involve carers and young carers in medication reviews and the appropriate use of medicines by ensuring that they are informed about administration as well as benefits and significant side effects.	30% of medication reviews where a carer or young carer is recorded to have carer or young carer involvement.	Carers and young carers to be engaged in medication reviews to ensure they can effectively support our service users.	May 2020	
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Commitment 3: Informing Carers/Young Carers/Families						
We will make sure that, within the confines of confidentiality, carers and young carers are given accurate, understandable information and guidance to support them in their caring role.	3.1	Having good/accurate information for staff and carers/young carers/families about confidentiality/information sharing. Confidentiality and Information Sharing guide to be created.	'Confidentiality and Sharing Information with Carers and Young Carers' guide available for people to access on the intranet and external Trust website.	Staff are aware of their responsibilities in regard to confidentiality and information sharing to enable them to support service users with carers and young carers effectively.	May 2020	
	3.2	Review the information, advice and support currently available to carers and young carers including relevant research opportunities.	100% of clinical teams to have printed copies of the accessible leaflet and information pack/resources available	Carers and young carers to have access to the information and advice needed.	March 2020	

			to carers and young carers.			
	3.3	Further develop the information available on the Trust intranet and internet providing information important to carers, young carers and staff carers.	A 100% increase in the number of webpage hits on the carers and young carers pages on the internet.	Support carers and young carers to have the most accurate and up to date information available to enable them to continue caring.	April 2020	
	3.4	Promote the voice of carers and young carers and highlight their issues through participation in Implementation meetings and in events (such as, Carers Week and the Young Carers Wellbeing event).	Attendance from a representative from Carers, Young Carers and partnership organisations at all Carer and Young Carer Strategy meetings. Participation in Carers Week and the Young Carers Wellbeing event.	Ensure carers and young carers' voices and opinions are heard to ensure we are supporting them effectively.	March 2020	
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Commitment 4: Supporting Carers/Young Carers/Families						
We will make sure carers and young carers are aware of their statutory right to a Carer's Assessment and we recognise we have a responsibility to consider the impact their caring role has on their own wellbeing and the outcomes they want	4.1	Circulate the guidelines with agreed pathways between the Trust and the Carers Centre in relation to carers' assessments.	100% of Care Coordinators/staff members responsible for completing Carers Assessments to receive a copy of the guidelines.	All eligible carers who are referred are supported with a carer's assessment to ensure they receive the support they are entitled to and referred to the Sheffield Carers Centre.	January 2020	
	4.2	Re-do the staff carers survey to observe changes to the staff carer population and if there are any areas where we can offer support.	Staff carers survey available to 100% of staff to complete.	Ensure staff carers receive appropriate support.	March 2020	

to achieve in their own life.	4.3	Service areas to consider ways of involving carers and young carers in planning individual care packages and in developing local strategies that will impact on carers, young carers or the people they care for.	30% of carers and young carers involved from the beginning of a package.	Increase in wellbeing outcomes for carers and young carers.	May 2020	
	4.4	Identify a 'Carers and Young Carers Champion' within each service/team: <ul style="list-style-type: none"> - To be the main contact point. - To complete the Self-Assessment Checklist. - To share information. - To monitor the numbers of carers and young carers recorded. - To ensure that carers' and young carers' satisfaction and feedback is collected. - To identify opportunities for the service to improve. 	Register in place of identified 'Carers and Young Carers Champion'.	Ensure information is shared effectively between services, the Engagement and Experience team and the Exec. This should improve the support and service carers and young carers receive.	April 2020	
	4.5	Scope out what support groups are available across the Trust and ensure they cater to everyone's needs.	Record of support groups across the Trust to be reviewed quarterly.	Appropriate support is freely available and easily accessible to carers and young carers.	January 2020	
	4.6	Provide training/support for carers in self-management techniques for specific diagnoses.	A course in place available and offered to all carers and young carers.	Useful self-management support is available and accessible for carers and young carers.	February 2020	
	4.7	Identify where other local carer and young carer support groups are external to the	A record of support groups external to the Trust available on the	Appropriate support is freely available and easily accessible to	January 2020	

		Trust.	Trust website to be reviewed annually.	carers and young carers.		
	4.8	Develop and support research initiatives relating to carer, young carer and staff carer engagement and experience, such as, COPe Support.	All clinical services and third party stakeholders receive information about COPe to disseminate to carers, young carers and staff carers.	Useful support is available, accessible and actively shared. This may potentially improve the lives of carers, those they support and future carers.	August 2020	
	4.9	Workshop to link more young carers into STEP 16-25 Transitions group.	Increase in wellbeing outcomes for young carers going through transition.	Appropriate support is freely available and easily accessible for young carers who are going through transition.	August 2019	
Objective	Actions		Measurable Output	Expected Outcome	Target Date	RAG Rating
Commitment 5: Developing Staff to Work with Carers/Young Carers/Families						
We will ensure that our workforce has the skills and confidence to be responsive to carers.	5.1	Reviewing and updating the carers and young carers section of the Trust induction training.	Trust Induction training includes relevant carers and young carers specific section.	New staff to have an understanding of their responsibilities in relation to carers and young carers.	October 2019	
	5.2	With carers and young carers, collaboratively devise and deliver a staff training package on Carer Awareness.	Level 1 (Understanding Carers and Young Carers) training is offered two times per year to all Trust staff.	Staff to have a greater awareness of carers and young carers and their needs and understanding of their responsibilities in relation to carers and young carers.	March 2020	
	5.3	With carers and young carers, collaboratively devise and deliver a staff training package on Carers' Assessments.	Level 2 (Assessment of Carers' Needs) training content and programme ready for delivery. Identification of	Ensure the Trust provides useful and quality carers assessments to support carers to receive the	September 2020	

			resources to deliver.	support they deserve.		
	5.4	Pilot Carer Support Clinics – aim to be able to listen and respond to situations before they turn into a crisis.	Pilot Carer Support Clinics.	Provide a forum for listening and responding to situations before they turn into a crisis.	June 2020	
Objective	Actions		Measurable Output	Expected Outcome	Target Date	RAG Rating
Commitment 6: Supporting Staff who are Carers						
We will make sure we develop a culture that is positive about caring, with staff undertaking caring roles having access to relevant employee guides and support.	6.1	Raise awareness with new staff members about staff carers and signpost for further information.	Trust Induction training includes relevant staff carers, carers and young carers specific section.	Staff know how to access information to support them as a carer. Increased awareness of staff carers.	October 2019	
	6.2	Make accessible 'Staff as Carers' posters for managers and staff.	All clinical and non-clinical areas have a poster clearly visible to all staff members.	Increase awareness of support available to staff carers.	April 2020	
	6.3	HR, and line managers to have access to Employers for Carers. This is a digital resource which provides support to staff carers.	All line managers are provided with the details to enable them to access this resource.	Line Managers to be aware of and be able to access this resource to inform staff carers so they can receive support.	April 2020	

Key

Green	Action completed
Amber	Action on track for completion by target date
Red	Major concerns regarding achievement of action by target date