

Carers in Wiltshire

Joint Strategy 2017-22

Foreword

3 in 5 people in the UK will become carers at some point in their lives.

We recognise the invaluable contribution made by carers to ensuring the sustainability of the health and social care system. We also recognise that, in a time of reducing resources and increasing demand, we will need carers to continue to provide care and to do so in increasing numbers and that, for them to do so, carers need and deserve our support.

This strategy is the result of an extensive consultation with Wiltshire's carers and health, social care and voluntary sector partners and it reflects what carers have told us about themselves, their needs and their views on existing services. It builds on the substantial progress made since the publication of the Joint Wiltshire Carers' Strategy in 2012 and is intended to drive forward our commitment to carers in Wiltshire over the next 5 years.



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Acknowledgments

Many carers in Wiltshire were instrumental in the development of this strategy, giving their time and views to ensure the strategy reflects carers' needs and wishes in the county. In addition, a range of organisations have committed to the development of this strategy and to supporting carers in Wiltshire.

Introduction

Who is a carer?

A carer could be someone of any age, including a child, who provides unpaid support (excluding voluntary work) to a family member or friend who could not always manage without them. This could be caring for a relative (a parent, grandparent, sibling, child, spouse, partner) or friend who is ill, frail, disabled or who has needs relating to mental health or substance misuse.

We acknowledge that not everyone who provides unpaid support will identify with the term “carer” but the term has been used for consistency of approach and to reflect the terminology used in the Care Act and Children and Families Act.

These are the Wiltshire definitions of carers, developed to be carer, parent carer and young carer friendly and to be Care Act and Children and Families Act compliant:

Carer 18+

Someone (aged 18 or over) who helps another person (aged 18 or over) in their day to day life, usually a relative or friend, who could not always manage without that support. This is not the same as someone who provides care professionally or through a voluntary organisation.

Parent carer

A parent, or other adult with parental responsibility, who cares for a child or young person who requires more care and support than other children or young people of the same age.

Young carer

A child or young person who cares for another person. This may be someone in their family who needs looking after because they have a disability or an illness. It could be a brother or sister or a parent or guardian. A young carer should not have to do so much caring that it makes them upset, unwell or miss school.

Young adult carers are carers aged 18-25.

Where there are any references in this strategy, or related documents, to someone who provides care professionally, they are referred to as a **care worker**. Where any reference is made to someone who provides care as voluntary work they are referred to as a **volunteer carer**.

This is a strategy for all carers, including young carers and parent carers. The word **carer** in this strategy is, therefore, inclusive of young carers and parent carers.

Our vision

Carers living in Wiltshire are identified and accepted as expert partners in care; are well informed; and maintain a good quality of life and healthy lifestyle outside of their caring responsibility.

Context

Legislation

The **Care Act 2014** and the **Children and Families Act 2014** improved and extended carers' rights to assessment and support to meet their eligible needs. Carers' rights to achieve their day to day outcomes and to access information about the support available to them have been improved. The Care Act focuses on **carers 18+** and the Children and Families Act outlines our statutory duties to assess and support **young carers** and **parent carers**.

The Care Act includes a duty to reduce, prevent and delay the development of carers' needs for support and encourages greater integration of health and social care services. It provides opportunities for us to support carers to build their own resilience, ensure that they can access support where and when they need it and support them to become better equipped to avoid crisis and plan for the future.

The Children and Families Act 2014 includes new measures to protect the welfare of children, including making young carers' and parent carers' rights to support from councils clearer. The impact of these changes is reflected in the Carers Trust Network Briefing for Carers March 2015¹ which states:

“Young carers, young adult carers and their families now have stronger rights to be identified, offered information, receive an assessment and be supported using a whole-family approach.”

To meet the duties to young carers, local authorities will need to work with health and voluntary sector partners to ensure that all are proactively identifying young carers and referring them to services who can support them. Local authorities must ensure that they join up the work of children's services and adult services so that young carers and young adult carers benefit from professionals working together.

The **Equality Act 2010** brings previous acts and pieces of legislation in relation to anti-discrimination together into one single piece of legislation. The protected characteristics in the Equality Act include:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Race
- Religion or belief
- Gender
- Sexual orientation

¹ Rights for young carers and young adult carers in the Children and Families Act, Carers Trust briefing for Network Partners, March 2015 <https://professionals.carers.org/i-work/commissioning?page=5>.

For carers, this act is important because, if they are caring for someone who is elderly or disabled, the law will now protect them against direct discrimination or harassment because of their caring responsibilities. This is because they are counted as being 'associated' with someone who is protected by the law because of their age or disability.

National Strategy

Publication of the National Carers Strategy has been delayed and there is currently no confirmed timetable for publication. Information available to date suggests it will include a focus on:

- a) building carer friendly communities;
- b) recognising the scale and scope of caring and its impact on carers' health and wellbeing;
- c) how employers' attitudes to caring impact on carers in employment;
- d) how technological support can help carers balance education and training with their caring role;
- e) young carers; and
- f) supporting carers to look after their own health and wellbeing.

Wiltshire's Population and Community Areas

Wiltshire is a rural county, with a population of 471,000 based on the 2011 census. It has 20 defined community areas within its boundary. These community areas include a market town and its surrounding villages. In 2009, 18 Area Boards were established, one for each community area, except for Mere, Tisbury and Wilton which are collectively covered by the South West Wiltshire Area Board. Each community area has its own Joint Strategic Needs Assessment.

Wiltshire's Carer Population

The 2011 Census (of England and Wales) identified that in Wiltshire:

- More than 47,608 people said they provide unpaid care
- 2,723 of carers (5.8%) are aged 24 and under
- 11,876 of carers (25.1%) are aged 65 or over
- 19.9% of carers provide 50+ hours of care each week

Wiltshire Council's Business Plan 2017 - 27

The Council's business plan for 2017-2027 focuses on three key priorities:

- a) Growing the economy;
- b) Strong communities;
- c) Protecting those who are most vulnerable.

There will be an increased focus on prevention and early intervention to reduce demand for some of our services and so people get help as early as possible to prevent problems escalating. Alongside this we will integrate health and social care to meet the increasing demand for care services. The business plan acknowledges the need to work closer with our partners on public protection and for greater personalisation of care and safeguarding services, focused on the needs of families and individuals.

The business plan also acknowledges the invaluable role of carers in enabling their loved ones to stay at home for longer that they would otherwise and our statutory duties to assess and support them.

Wiltshire's Joint Health and Wellbeing Strategy

The Wiltshire Joint Health and Wellbeing Strategy, published by the Wiltshire Health and Wellbeing Board, focuses on sustainable, integrated services and its aims are:

- a) Healthy Lives
- b) Empowered Lives

The Wiltshire Health and Wellbeing Board has made a commitment to supporting carers and to their members contributing to the delivery of the Wiltshire Carers' Strategy by adopting the national memorandum of understanding "*Supporting an integrated approach to the identification and assessment of carers' health and wellbeing needs*"

Adult Care Transformation: Supporting independent lives in thriving, resilient and connected communities

The Council is in the process of completing a comprehensive review, working with stakeholders, to develop a new vision and blueprint for its adult social care provision that is future proofed to ensure it is sustainable and adaptable to future needs and demands.

The review will focus on the following key areas;

- a) Reducing demand for our services by working with our partners to streamline and integrate our services;
- b) Increased public access to information and guidance and increasing independence;
- c) Enhancing communities and their independent care services including reablement, Help to Live at Home, voluntary sector support services and integration with partners building stronger resilient local communities; and

- d) Enhanced safeguarding provision and processes to support and protect the most vulnerable people in our communities.

The transformation programme will focus on providing;

- a) A one stop approach for the public to access information and guidance on social care services. This is aimed at reducing the demand for those who are not in need of local authority intervention whilst supplying them with the information and advice to support them retaining their independence through choice longer.
- b) The establishment of a reablement service. This will provide services and integration with our partners, ensuring our customers receive the right support, in the right place, by the right people at the right time to maximise their independence.
- c) A review and redesign of our commissioning and procurement of services, approach and voluntary sector engagement to ensure a strategically managed diverse and sustainable market
- d) Remodelling of our adult safeguarding provision to ensure that those who are most vulnerable in our society are identified promptly and that the processes and procedures to support them are run efficiently and effectively to provide the best outcome for the individual.
- e) Align Wiltshire Council services with our partners in health and our local communities to identify opportunities to integrate services to become proactive in prevention of demand for adult social care service
- f) Implementing a performance management framework to enable us to manage our services more efficiently and effectively

It will deliver against five key objectives:

- a) To ensure all services are structured efficiently and effectively across the whole system.
- b) To ensure Wiltshire has a robust and effective workforce to meet the needs of our customers now and into the future.
- c) To work more efficiently and effectively with our partners utilising integrated systems and technology
- d) Target cost efficiencies of 10% off the base of the spend on Adult Social Care services to enable service to be maintained at the predicated increase in demand for services rate of 5% per annum

Wiltshire's Early Help Strategy

The Wiltshire Children and Young People's Trust and Wiltshire Safeguarding Board's Wiltshire Early Help Strategy is currently being updated. The 2014 – 17 strategy, developed through consultation with young people, set out Wiltshire's early help offer. Its vision is to improve outcomes for children and young people in Wiltshire; ensure good safeguarding practice; reduce, prevent and mitigate the effects of child poverty; and enable resilient individuals, families and communities. The strategy has the following objectives:

- Ensure the best start in life;
- Gaining the skills required to begin school;
- Being ready for adult life;
- Develop a family-based approach to early help;
- Develop effective structures and processes to access early help.

Transformation Plan for Child and Adolescent Mental Health

The Transformation Plan acknowledges the increased vulnerability of our most disadvantaged children to poor emotional wellbeing and mental ill-health. The plan has three objectives:

- Promote good mental health, build resilience and identify and address emerging mental health problems early on.
- Provide children, young people and families with simple and fast access to high quality support and treatment they need.
- Improve care and support for the most disadvantaged children by closing critical service gaps, improving support at key transitions and tailoring services to meet their needs.

Other Wiltshire Strategies

A partnership approach across health, social care and the voluntary sector will be required to fully meet our statutory duty to carers and those they care for. The following Wiltshire strategies will also be of interest to carers, those who support them and those they support:

Wiltshire End of Life Strategy

Wiltshire Dementia Strategy

SEND Strategy 2016 – 19

SEN for Schools 2015 – 19

Our commitment to carers in Wiltshire

Our core priorities

- To ensure that the strategic direction for the commissioning of health and social care services reflects both the contribution made by Wiltshire's carers to the health and social care system and our duty to meet carers' needs for support
- To maintain carers' health to enable them to continue caring (should they wish to)
- To holistically identify the needs of carers and the people they care for and work together to improve individual outcomes for carers by taking a whole family approach
- To continue to invest in early intervention and prevention services to reduce, prevent and delay carers' needs for support
- To improve the identification of young carers, carers of people with needs relating to mental health and substance misuse.
- To support communities to become more carer aware and supportive of carers living within them
- To provide services that support carers in crisis

Our approach

We acknowledge that delivering this strategy will require all health, social care and voluntary sector partners to work together to raise carer awareness and to identify and support carers. We will seek to ensure that this strategy informs all relevant health and social care strategies and commissioning plans.

We acknowledge that carers should be supported equitably but that information advice and support must also take into account the differing statutory duties which apply depending on the carer's age and the age of the person they care for.

We acknowledge that an holistic and whole family approach is required in order to meet all carers' needs, whether specifically related to their caring role or not. We recognise that carers' needs are not always clearly defined and that information and advice solutions must, therefore, acknowledge that people do not always know what they need or what is available to support them and that we cannot depend on individuals identifying themselves as carers.

We recognise that carers must be supported in a way which is, sustainable and cost effective. This will require taking an "asset-based approach" which places the emphasis on people's and communities' assets alongside their needs². We also recognise the importance of local support networks to reduce isolation and share experiences.

² <http://www.scie.org.uk/future-of-care/asset-based-places/introduction>

We recognise the value of early intervention and prevention to ensure that carers are supported to maintain their health, build and maintain their resilience and avoid crisis.

We recognise that there are opportunities offered by technology which can support carers in their caring role and to enable carers who would otherwise find it difficult to access information, advice and support, but we equally recognise that not all carers are able to access technological solutions, particularly those which require access to the internet.

We will measure progress and future performance against the following five key strategic outcomes:

Outcome 1

Carers have improved physical health, mental health and wellbeing

Carers have told us that being healthy is important; not only to maintain their wellbeing but also to ensure they are well enough to continue caring. Priority areas identified by carers included: local support close to where they live; opportunities to have breaks; support when facing a crisis; and opportunities to socialise. It is also acknowledged that caring can impact on the mental health of carers but that this impact may not become apparent until the carer is in crisis and feels unable to cope.

Progress made so far

Provision of complementary therapies, outings, counselling, befriending services, support work (individual and group), prescription breaks, carers emergency cards and carer clinics. The triangle of care (good practice for mental health services in working with carers) is now embedded into the assessment and all carers are offered a proportionate assessment. GP practices and schools are now playing an important role in identifying and referring carers.

How will we know if we have made further progress?

If carers tell us we have through:

- Carers' assessments and reviews which evidence that carers feel safer, less lonely or isolated, more likely to consider their own health needs, less likely to have trouble sleeping or to feel low, tense, tearful, stressed or anxious, more able to do the things they like to do and more in control of their life; and
- Case studies from providers that evidence positive changes in carers physical health, mental health and wellbeing.

If carer support providers tell us that:

- The number of carers registered with their organisation is increasing year on year as more carers are identified;
- The number of carers whose needs have been met through an early intervention and prevention approach which has reduced, prevented or delayed their needs for support has increased;
- The number of carers from key priority areas registered with their organisation have increased including carers of people with mental health and substance misuse needs and young carers;
- The number of carers accessing breaks has increased;
- Peer support opportunities, and the number of carers accessing them, have increased;
- GP and school referrals have increased;
- Carers registered with GP's as a carer have increased; and
- Joint assessment and joint working to support a holistic and whole family approach has increased.

Outcome 2

Carers are empowered to make choices about their caring role and to access appropriate support and services for themselves and the people they care for

Carers have told us that they want to be able to access flexible and appropriate breaks and respite services, access support without complex processes and receive an holistic approach to information, advice and support from the organisation they contact first. They want information that is easy to access both by using technological devices and by those without internet access. The need to improve opportunities to access training has also been highlighted.

Progress we have made so far

Day service provision and respite services are available to provide eligible carers with a break, provided via a direct service or direct payment. Carers' assessments, a programme of training and breaks, grants for personalised breaks, carers' groups and cafes, training, advocacy, information and advice and individual support work are all services designed to empower and support carers in Wiltshire.

How we know if we have made further progress?

If carers tell us we have through:

- Carers' assessments and reviews which tell us that carers know where to get the information they need, feel more in control, feel more able to continue in their caring role (if they wish to do so), are more likely to have the opportunity to take a break from their caring role and feel more positive about their future; and
- Case studies from providers which evidence that carers have been supported to make positive decisions about their future, particularly at times of transition;

If carer support providers tell us that:

- The number and range of breaks carers accessed has increased;
- More carers in employment or education have been identified and supported;
- Carers have been enabled to access technological solutions should they wish to; and
- Carers have accessed a range of training activities which have met their training needs.

Outcome 3

Carers have the best financial situation possible, and are less worried about money

Carers have told us that caring can have a significant impact on their financial situation and that they would like to be able to access flexible financial solutions including direct payments.

Progress we have made so far

Welfare, debt and money management advice is available and regularly accessed with successful outcomes. Carers can access assistance to apply for grants and can access money mentoring, budget training courses and the Direct Payment Support Service. Carers' assessments can lead to funded services and/or personal budgets whilst there are also free workshops on lasting power of attorney, wills and probate. Volunteering opportunity and young adult carer support offer opportunities for carers to build skills and confidence and facilitate the transition to study or training. 'Working for Carers' also encourages employers to provide support to carers to enable them to remain or return to employment.

How we know if we have made further progress?

If carers tell us we have through:

- Carers' assessments and reviews which tell us that carers feel more in control and less worried about money; and
- Case studies which evidence positive changes the support provided has made to carers' financial position.

If carer support providers tell us that:

- All carers who need specialist advice and case management relating to benefits, debt and money management have been able to access this; and
- A range of volunteering has been promoted to carers.

Outcome 4

Carers' needs, and the value of carers, are better understood in Wiltshire

Carers have told us that they want to be treated with respect and dignity, and that they can feel ignored by professionals. Carers also report feeling left to cope rather than consideration being given to whether they are willing and able to continue caring. Carers would like health and social care professionals to appreciate their knowledge of those they care for and for there to be better communication between community and hospital services.

Progress we have made so far

Carer awareness training for health and social care professionals and employers takes place regularly with many staff members accessing training. Outreach and development work with a range of statutory and voluntary sector organisations has taken place. Schemes including Working for Carers, the GP Investors in Carers Scheme and the new School Carers Scheme contribute to increased carer awareness and appreciation.

How we know if we have made further progress?

If carers tell us we have through:

- Carers' assessments and reviews which tell us that carers feel more able to voice their opinions and concerns about the person they care for; and
- Case studies which evidence that carers, including young carers, have been involved as expert partners in the care when decisions have been made about those they care for.

If carer support providers tell us that:

- The range and number of professionals and voluntary sector staff accessing carer awareness training remains consistent or has increased; and
- The number of employed carers accessing carer support services has increased.

Outcome 5

Carers influence services

Carers have told us that they want to be listened to and accepted as expert and equal partners in care and for their contribution to the sustainability of the health and social care system to be acknowledged. Carers have a key role to play in informing strategy, contributing to the development of services (both for themselves and for the person they care for), and assessing the quality of these services.

Progress we have made so far

Carer involvement takes place through a variety of different opportunities including regular formal meetings such as Wiltshire Carer Involvement Group and Wiltshire Carers Action Group and a range of consultations such as the one for this strategy.

How will we know if we have made further progress?

If carers tell us we have through:

- Case studies which evidence that feedback from carers has contributed to improving and developing services; and
- Wiltshire Carer Involvement Group reporting that they feel involved and influential.

If carer support providers tell us that:

- The number and range of carers in Wiltshire Carer Involvement Group has increased;
- The number and range of carers involved in other carer involvement activity including consultations and engagement has increased;
- Both statutory and voluntary agencies report that input from carers has influenced decisions.

Delivery and progress

There is a detailed multi-agency partnership implementation plan which has been co-developed with carers and other stakeholders to support the commitments in this strategy. See Appendix 1.

The implementation plan details how progress being made in delivering each outcome will be measured. Carer data will be collected by the commissioned carer support service and children's services to enable the preparation of an annual report on the progress being made.

Delivery partners

Key participants responsible for delivering against the strategy:

- Wiltshire Council
- NHS Wiltshire Clinical Commissioning Group
- Wiltshire Parent Carer Council
- Wiltshire Carers' Action Group

Delivery and development

The Wiltshire Carers' Action Group is responsible for the strategic development and implementation of the strategy's action plan and is accountable to the Health and Wellbeing Board. The Wiltshire Carer Involvement Group is responsible for maintaining a clear carer presence within all strategic planning and development and ensuring the voice of the carer is heard.

Funding

A pooled budget is managed by Wiltshire Council on behalf of the council and NHS Wiltshire Clinical Commissioning Group. This funds the majority of the commissioned carers' services in Wiltshire with the exception of funded social care services such as personal budgets and direct payments. The intention is that this strategy will be delivered within current levels of investment and the challenge to commissioners and partners will be to ensure that the needs of carers are met within this level of investment.

However, as demand for services increase, so will the need to review levels of funding. Any commissioning activity or service that cannot be met within current funding levels shall be supported with a full business case and cost model and presented to the Joint Commissioning Board.

Policy information sheet

Policy number	2	Version number	4.0	Status	Final draft
Implementation lead	Cabinet Member for Adult Social Care, Health and Public Protection		Implementation date	1 April 2017	
Policy approved by	Cabinet Member for Adult Social Care, Health and Public Protection Cabinet member for Children, Education and Skills NHS Wiltshire Clinical Commissioning Group Wiltshire Carers Action Group		Date approved		
Next review date	1 April 2018				

Policy control sheet

Policy title	Carers in Wiltshire Joint Strategy 2017 - 2022
Purpose of policy	To set out the current provision and future intentions of Wiltshire Council and NHS Wiltshire Clinical Commissioning Group in supporting carers in Wiltshire
Policy author(s)	Maria Keel
Lead Director	Graham Wilkin (Interim Director, Adult Care, Wiltshire Council)
Target audience	Carers and the people they care for Frontline health and social care staff Public health services Health and social care commissioners Partner organisations Community Engagement Managers Voluntary and community sector Schools and further education Employers Members of the public
This policy supersedes	Previous versions of the Carers' Strategy (including the Young Carers' Joint Commissioning Strategy 2012 – 2015)
This policy should be read alongside	Voluntary and Community Sector Support Strategy Charging Policy Any other commissioning plan, strategy or policy that will impact on the lives of carers
Related Procedures	Carers Handbook
Monitoring and review lead	Graham Wilkin (Interim Director, Adult Care, Wiltshire Council)
First year review date	April 2018
Internet link	To be confirmed

Implementation plan

The plan below details how the carers' strategy will be implemented. The headings are our core priorities. Implementation outcomes are broken down into work streams with each contributing to delivering the overarching outcomes within the strategy. It is anticipated that meeting, or making progress towards, the outcomes below will, in most cases, require a review of current arrangements by a working group followed by proposed actions to be taken and the relevant timescales for undertaking these actions. Where the outcome is for all carers, it should be noted that the intention is to achieve equity for carers regardless of their age or the age of the person they care for but the way this outcome is achieved may be different for young carers and parent carers.

The Wiltshire Carers' Action Group (WCAG) will identify the priority work streams for that year and will identify the lead and key contributors required to deliver the outcome. The lead will be responsible for agreeing realistic timescales with the key contributors and for providing quarterly updates to the adult care commissioning lead for carers who will coordinate the quarterly progress report to be sent to all WCAG members. Therefore, by default, all work streams will be reviewed quarterly with a formal review of the strategy and implementation plan being undertaken annually.

"Local" outcomes refer to projects being led by other health and/or social care commissioners. They are on this plan as they have been identified as key issues for carers. Updates on these projects will be provided within the quarterly WCAG reports with opportunities for WCAG to contribute or provide feedback highlighted.

Ensure that the strategic direction for the commissioning of health and social care services reflects both the contribution made by Wiltshire’s carers to the health and social care system and our duty to meet carers’ needs for support.

Work stream	Target Group	Outcome	How progress/success will be measured	WCAG/ Local
WCAG	All stakeholders	Membership of WCAG includes representatives of all organisations whose contribution is necessary to fully deliver this strategy.	Membership of, and attendance at, WCAG.	WCAG
Carer Involvement	All carers	Carers contribute to the commissioning of health and social care services which support them and the person they care for.	Carer involvement in consultations and commissioning activity to be reported to WCAG quarterly.	WCAG
	All carers	There are a variety of opportunities for encouraging and acting upon carer feedback in relation to services provided to the carer and the person they care for.	A mechanism is put in place which enables commissioners to capture and interrogate carer feedback and to share information about actions taken and improvements made to services.	WCAG
Communication	All stakeholders	WCAG, Wiltshire Carer Involvement Group (WCIG) and Wiltshire carers are aware of local and national issues which impact on carers and those they care for.	Communication Tool developed.	WCAG

Maintain carers’ health to enable them to continue caring (should they wish to do so)

Work stream	Target Group	Outcome	How progress/success will be measured	WCAG/ Local
Carer breaks	All carers	Carer break activities include options which are age and gender appropriate and which give the carer the opportunity to have a supported break with the person they care for should they wish to.	Carer support service reports and feedback from carers.	WCAG
	All carers	Options for respite care are flexible and can be accessed at short notice if required (e.g. due to an emergency/crisis)	Carer support service reports and feedback from carers.	Local
	Young carers	Respite care can be accessed by young carers when it is necessary to enable the young carer to have a break.	Inclusion in the memorandum of understanding “No wrong doors: working together to support young carers and their families” with an agreed process for young carers accessing respite care.	WCAG
GP surgeries	All carers	Support offered by GP surgeries to carers is consistent and is of a high standard across Wiltshire.	Annual report to WCAG on numbers of carer clinics and carer health checks including feedback from carers.	WCAG
		GPs are able to identify young carers and have a better	Children’s services reports which identify how many	

		understanding of the issues faced by young carers and the services that are available to support them.	young carers are being referred to them by GPs.	
		Any patients with a long-term health condition, terminal condition and/or disabilities who is seen by a GP will be asked if they have someone at home who provides care or support that they couldn't always manage without.	Carer support service reports and feedback from carers.	
Holistically identify the needs of carers and the people they care for and work together to improve individual outcomes for carers by taking a whole family approach				
	Target Group	Outcome	How progress/success will be measured	WCAG/ Local
Assessment and support	All carers	All carers' assessments, joint carer/cared for and whole family assessments are holistic and whole family with support packages, for those eligible for them, put in place which maximise the flexibility offered by direct payments to meet the needs of the whole family in a creative and affordable way.	Audit completed of all assessments to an agreed template and actions agreed where required.	WCAG
	All carers	Carers of those who are not eligible for a support package funded by social care, including "self-funders", can access information, advice and signposting to enable them to access the support and care the person the care for needs to meet their needs.	Information, advice and signposting is available to self-funders and their carers.	Local
	All carers	All health and social care needs assessments of the cared for person ask if they have someone at home who provides care and support that they could not always manage without and considers whether there are multiple carers or co-caring, and offer signposting to appropriate information, advice and support.	Audit completed of all assessments to an agreed template and actions agreed where required.	Local
Safeguarding	All carers	Carers are supported to understand how safeguarding relates to them and their caring role.	Information and advice relating to safeguarding available to carers via the carers handbook and Your Care Your Support carers' web pages.	WCAG
Joint Working	Young carers and parent carers	A coordinated approach is taken when a family is entitled to support from both adult care and children's services.	Memorandum of understanding "No wrong doors: working together to support young carers and their families" signed by adult care and children's services.	WCAG
Meet needs	All carers	Carers, including young carers, can access community equipment when the person they care for needs it or they need it to support them in their caring role.	Review undertaken of system to get equipment with the aim of reducing complexity.	Local

Housing	All carers	Carers, including young carers, can access support related to housing if they need it.	Information related to housing included in the carers handbook.	WCAG
Hospital Discharge	Cared for 18+	Support packages are agreed prior to discharge from hospital which consider any support the carer needs to enable them to undertake their caring role.	Delayed Transfers of Care (DTC) reporting and feedback from carers.	Local
Continue to invest in early interventions and prevention services to reduce, prevent and delay carers' needs for support				
	Target Group	Outcome	How progress/success will be measured	WCAG/ Local
Information and Advice	Carers 18+	Carers only have to tell their story once to access appropriate information, advice and signposting for their own needs and those of the person they care for.	Quarterly report to WCAG on transformation project progress and any future projects relating to accessing information, advice and signposting.	Local
	Young carers Cared for 18+	Young carers can access information, advice and signposting about support for the person they care for.	Information, advice and signposting is young carer friendly.	Local
	All carers	Carers who can access the internet know where to look for the information they need.	Number of hits on the Your Care Your Support carers' web pages and feedback from carers.	WCAG/ Local
	All carers	Carers who cannot access the internet are not disadvantaged.	Communication plan in place.	WCAG/ Local
Money	All carers	Carers, including young carers, are aware of the various welfare benefits available to themselves and the person they care for and can access advice and information relating to welfare, debt and money management.	Signposting to specialist advice is included in the carers handbook and Your Care Your Support carers' web pages. Quarterly reports from carer support service and annual report from welfare, debt and money management service.	WCAG
Carers Emergency Card	Young carers	Young carers are entitled to a carers emergency card.	Carers emergency card scheme eligibility includes young carers.	WCAG
Training	All carers	Carers receive the training they need to maintain their own wellbeing, to support them in their caring role and to help them understand how they can provide care, including personal care, in a way which maintains the dignity of the person they care for and reduces the risk of abuse and neglect. Training is available to, and age appropriate for, young carers.	Training available to carers is mapped and an action plan developed to address any unmet need.	WCAG
Improve the identification of young carers and carers of people with needs relating to mental health or substance misuse				
Work stream	Target	Outcome	How progress/success will be measured	WCAG/

	Group			Local
Identification	Mental health (all ages)	Carers of people with needs relating to mental health know where to access information, advice and support, including carers of those who are not engaging with services.	Pathway for referrals in place between carer support and mental health services. Carer support service and children's services reports which identify how many carers of people with needs relating to mental health are being referred to them.	WCAG
	Substance misuse (all ages)	Carers of people with needs relating to substance misuse know where to access information, advice and support, including carers of those who are not engaging with services.	Pathway for referrals in place between carer support and substance misuse services. Carer support service and children's services reports which identify how many carers of people with needs relating to substance are being referred to them.	WCAG
	Young carers	Schools are young carer aware, can identify young carers and have a better understanding of the issues faced by young carers.	Feedback from the Wiltshire healthy schools scheme. Number of schools engaged with the young carers schools award scheme. Referrals from schools to children's services.	WCAG

Support communities to become more carer aware and supportive of carers living within them

	Target Group	Outcome	How progress/success will be measured	WCAG/ Local
Carer Awareness	All carers	Carers Week, Carers Rights Day and Young Carers Awareness Day events improve care awareness across Wiltshire and contribute to the delivery of this strategy.	Report to Wiltshire Carers' Action Group on events held on each day	WCAG
	All carers	Domiciliary care providers are carer, including young carer, aware and signpost carers of their customers to information, advice and support.	Carer support service reports to include a breakdown of referrals by domiciliary care providers	WCAG
	All carers	Local Area Board Health and Wellbeing groups are "carer aware" and committed to consider what they can do to identify and support carers of all ages in their local area.	Further actions to be considered following publication of the planned review.	Local
	Young carers	Health, social care and voluntary sector organisations are "young carer aware".	All carer awareness activities include specific reference to young carers, the issues faced by them and the services that are available to support them.	WCAG

Provide services that support carers in crisis

	Target Group	Outcome	How progress/success will be measured	WCAG/ Local
Carer Crisis	All carers	Carers can access support if they are struggling with	Crisis support mapped and an action plan developed	WCAG

		their caring role, are in crisis or at risk of crisis, or feel they are, for any reason, at risk of harming the person they care for or being harmed by them.	to address any unmet need.	
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